

NHLA Technical Services Ad Hoc Committee Meeting
December 11, 2020
Meeting conducted via GoTo Meeting

Attendees: Angela Brown (Chair, Amherst Town Library), Caroline Allen (Nashua Public Library), Kevin French (GMILCS, Inc.), Margaret Gleeson (Nashua Public Library), Beth Kendall (Exeter Public Library), Martha Simmons (Hooksett Public Library), Holly Sullivan (Nashua Public Library), Jaki Frisina (Lebanon Public Libraries)

- How to Structure the meetings:
 - Chair: NHLA meeting was Tuesday for a Board transition. The new Board started. The question came up as to how to structure the NHLA-TS Ad Hoc meeting. It was agreed we would have it structured as informal, with an agenda and minutes taken. Meeting will take place the 2nd Friday every other month. Next meeting is **Friday, February 12th**
- Tools used to schedule meeting rooms:
 - Amherst and Hooksett and other GMILCS libraries: Uses Library Insight, www.libraryinsight.com, representative used in the past “Steve”, Sarah Leonardi, Amherst Library is good resource for questions.
 - Nashua: Uses Event Keeper, www.eventkeeper.com
 - GMILCS: Bedford Library uses www.assabetinteractive.com, out of Australia, Miriam Johnson is good resource for questions.
 - Jaki: Uses www.librarymarket.com/library-calendar
- TikTok
 - Exeter: Showed a sample of a clever way to use it such as promoting hoopla and Libby.
 - Hooksett: May be good for engaging certain demographics such as reaching out to Teens.
- OCLC Connexion Records
 - Nashua: How to handle held but not held?
 - Chair: GMILCS libraries had contacted NHAIS services about this issue and were told its okay to download records. OCLC subscription is yearly so you are not charged for each individual record you download.
 - Nashua: We wait within reason, then download it.
- Supervising & delegating to assistants/support staff. What do you have them do and why. (This topic turned into an exercise topic)
 - Nashua: Mentioned exercising for staff. Insurance sends out sheets on Workplace Health. The sheets have desk exercises.
 - Exeter: Retired assistant director would hoola hoop during break.
 - Hooksett: Uses a swivel board.
 - GMILCS: Uses Pomodoro Timer which is a technique which is breaking down your tasks to 25-minute time blocks and a reminder to take a break and get up and walk around
 - Chair: Enjoys using a standup desk
- Cleanup reports and scheduling them throughout the year
 - Hooksett: What is everyone doing? They run reports of books missing for 2 years, common mistakes reports in spelling, etc.
 - Chair: Cataloger reports such as checking mistakes, dollar amounts, spelling, ISBN, etc. It is also good to run statistics every month and year end. Good to run these to see trends. Tech Service statistics (i.e. items added and deleted, replaced items, etc.) are also good

reports to run. Always keep in mind “Why are you running these reports and how are you using that information.

- Nashua: Uses monthly summary reports and compiles these for the Trustees. This includes statistical charts for each month of the eb and flow of the library. She also runs reports such as, collection reports, cleanup of old collection items.
- Chair: Runs a book replacement statistic report and a report for books that are misplaced or lost. Another good report to run is checking to make sure collections and material types correspond (Example: she found a children’s book cataloged as adult fiction)
- Exeter: in the winter, runs a shelf reading report to search for items not checked in, lost, shelved in wrong area, etc. We also use the reports generated from Attrium. We also create our own through Attrium. We delegate them to the staff to seek and find lost and missing, and misplaced items.
- Chair: Reporting is good if you can get supporting staff involved. Training can be difficult. What to delegate can be a challenge.
- GMILCS: GMILCS catalogers can run reports to check data, for instance someone once found a VHS tape that had the ISBN in place of the price in the item record. Clean up reports would be a good project for staff. Have to factor in the training.
- Topics from the floor
 - Remote Access**
 - Exeter: What are you using for remote access? Was going to use Microsoft Remote Desktop but found that all of the PC’s and laptops are Windows 10 Home which does not support this. You need to have Windows 10 Pro. Logmein is very expensive. It use to be free.
 - Nashua: has used gotomypc which is logmein
 - GMILCS, Chair, and Hooksett: Remote PC www.remotepc.com. Cheaper, by license, easier to use. Windows 10 can linkup 2 pcs. Takes some time to get the view right. Logs you out every now and then. Set-up on a pc that is in control.
 - Nashua: mentioned www.splashtop.com, www.jabber.com
 - Online Chat**
 - GMILCS: www.library3lp.com is a great tool for patron help.
 - Hooksett: Uses this for live chatting with patrons online. Also uses video conferencing for tech support. This is a good tool for social distancing. It is also used to chat with patron’s for ordering items and picking up for curbside service. Helps with social distancing. Each staff member has an account to support the patrons.
- Recurring meeting date
 - Agreed to meet 2nd Friday every other month
 - Next meeting is Friday, February 12, 2021