

## **SUMMARY OF MAJOR ACTION AND DISCUSSION ITEMS**

### **eiNetwork Technology Group Meeting April 3, 2009**

**Members present** Mike Nangia, Rebecca Serey, Samuel Taylor, Dan Waksman, and Jeremy White

**Member Absent:** Joseph Marrone, Melanie Myers, and Ernie Williams

**Visitors:** Mary Coyle

#### **Outsource Progress to Date**

Mr. Nangia and Ms. Serey explained that the first Technology Council meeting was held on March 26, 2009. Questec attended the Technology Council meeting, eiNetwork Users' Group meeting and met with Carnegie Library of Pittsburgh staff. The phone cut over is scheduled for mid April. Questec will receive all phone calls. They will gather data and try to resolve the issue. All ILS calls, with the exception of ILS locked records, and Cybraryn issues will be routed to a second level support person at the eiNetwork. Big Web Apps will be the ticket tracking system and staff's email address and password will be their login for the system. Big Web Apps will route the tickets to the appropriate staff when entered based on the call type. Ms. Serey is working on communications and documentation that will be sent to staff. The documentation will also be available on the members' website. The Heat system will continue to be used by both eiNetwork and Questec staff as a knowledge base. Some transition staff will remain for a short time and only Heat tickets that cannot be resolved in a few weeks will be moved into Big Web Apps.

#### **Review Draft Technology input proposals from Northland and CLP**

The Technology group reviewed the Library Technology Project Proposal form. The group agreed on some minor modifications to the form and to change the name to Library Technology Project Exploration Form. The Technology Group reviewed the Carnegie Library of Pittsburgh's request for ILS Recommend Mode and Northland's request for the ability to download high definition video from the Internet. The group agreed that this form will begin the discussion phase with libraries and the form will continue to be a work in process as more information is known. Standard eiNetwork offerings will not go through this process. The Technology Group discussed the possibility of tracking Library Technology Project Exploration Form requests in Big Web Apps and the possibility of using Google docs to jointly work together with libraries as the form needs modified/updated.

Ms. Serey and Mr. Nangia will work on the communications plan for the next meeting.

#### **Review Completed Technology Plans**

Ms. Serey explained that some preliminary analysis was done with the Library Technology Plans. The majority of libraries attended the Technology Planning Workshops where the 2009 Initiatives were listed and discussed.

#### **Next Meeting – May 1, 2009**

Submitted by  
Mary Coyle, eiNetwork  
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