

SUMMARY OF MAJOR ACTION AND DISCUSSION ITEMS

eiNetwork Technology Group Meeting July 10, 2009

Members present Melanie Myers, Mike Nangia, Rebecca Serey, Samuel Taylor, Dan Waksman, Jeremy White, and Ernie Williams

Member Absent: Joseph Marrone

Visitors: Mary Coyle

Outsource Progress to Date – Ms. Serey reported that the outsourcing transition is essentially complete. The eiNetwork staff continues to work with the outsourcer on new processes that are turned over to the helpdesk. The services partner and eiNetwork are measuring both SLA's and customer satisfaction.

Assistive Technology Review – The Technology Group discussed Assistive Technology and specifically the ability to provide keyboard software that would be visible on computer monitors. This allows the user to utilize the mouse to point and click to select the letters that want. The software includes an auto fill that completes the word if it recognizes the first few letters that are entered by the user. This software could be useful for individuals with physically disabilities that prevent them from utilizing a standard keyboard. The software is free and is technically a viable option. The software solution will be discussed at a Technology Council meeting to determine if it should be sent to all PCs and if libraries should opt in or opt out.

PC Management System Update - Mr. Waksman reported that the PC Management taskforce group has attended product demonstrations from three potential vendors. The fourth vendor will provide a demonstration next week. The next step is to get more specific details about the products and cost estimates.

Clarify questions from review of technology input – Mr. Nangia reported the he and Ms. Serey will work on a communications plan for the Library Technology Project Exploration Form.

Ms. Myers and Ms. Serey previously discussed ideas for educating libraries about new technologies, providing opportunities for libraries to ask questions and mini training sessions for current eiNetwork offerings. The forum could also include the introduction of the Library Technology Exploration Form and how to complete the form. Ms. Serey and Ms. Myers will continue working on some recommendations and logistics.

Preliminary 2010 New Technology Input – Mr. Nangia reported that the Board approved a 2010 RAD request and contained technology initiatives. Mr. Nangia also reported that the RAD approved continuing funding at 90% until their September Board Meeting. Ms. Serey discussed the new technology initiatives that were included in the 2010 RAD request. The proposed projects are either a necessary update/replacement, or were identified in the Library Technology Plans submitted by the libraries earlier this year. The eiNetwork budget will not approved until late this year or early next year when the funding levels are known. The specific projects for 2010 will also be contingent upon 2010 funding.

Next Meeting – August 7, 2009

Submitted by
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