

# Board of Trustees Meeting



May 13, 2014

# STEP

## T = Technology

*Presented By: Rod Houpe*



## “CPL 150 Assumptions” - Technology

1. Technology will affect everything libraries do.
2. Technology will allow libraries the opportunity to attract and serve new client groups.
3. Libraries will continue to be a technology safety net for a large percentage of the population.
4. As technology expands there will be changes in the way people access personal health and government records.
5. There will be a greater reliance on technology for everyday life.
6. As state and local governments downsize there will be more requirements for libraries to provide access to eServices.
7. Patrons expect multiple access modes to the library, different for each person.

# Technology - Update

## Self-Check Research

- Self-check options provide convenience and privacy for patrons and more flexibility in scheduling staff (freeing them for other duties).
- Many patrons are already familiar with self-service options in retail stores, gas stations, etc., that use barcodes, radio frequency identification (RFID), or similar technologies.
- According to Pew's *Library Services in the Digital Age*:
  - 41% of respondents thought that most services should definitely be automated.
  - Participants felt that having both self-check and staff assistance allowed people to choose the level of service with which they were comfortable.
- Aligns with Safety and Technology in CPL's Strategic STEP Priorities

# Technology - Update

## Update - Mobile Application (MyAccess)

- Development of a mobile application identifying nearest free Wi-Fi locations
  - Begin in Ohio City
  - Seek local business participation
  - Identification of nearest free Wi-Fi “hot spots”
  - Would include our library locations in nearest proximity
- Project timeline – 2014 begin research and community partnerships
  - 2014 - Application development; testing
  - 2015 - Pilot and beta launch
  - 2016 –Application launch

## Technology – Update

### TechCentral Expansion - Laptop Kiosk

- Statistical Information
  - Purchased 3 Laptop Kiosks (FY14)
    - Tablets
    - iPads
    - iPads Mini
    - MyCloud 2.0
  - Locations (LSW, Fleet, Lorain)
  - Implementation Later Summer 2014



## Smart Table - Woodland Branch

- Active small-group collaboration.
- Eight people can learn together at the same time, interacting with activities on the multi-touch surface.
- Accessible for all. The 360 degree surface makes it easy for all to participate, including those in wheelchairs or with limited motor skills.
- Designed for the active participation.
- The sturdy pedestal prevents tipping by even the most enthusiastic learners. The SMART Table can support 200 lb. (90 kg)



# AWE – Digital Learning Systems (DLS) for Libraries

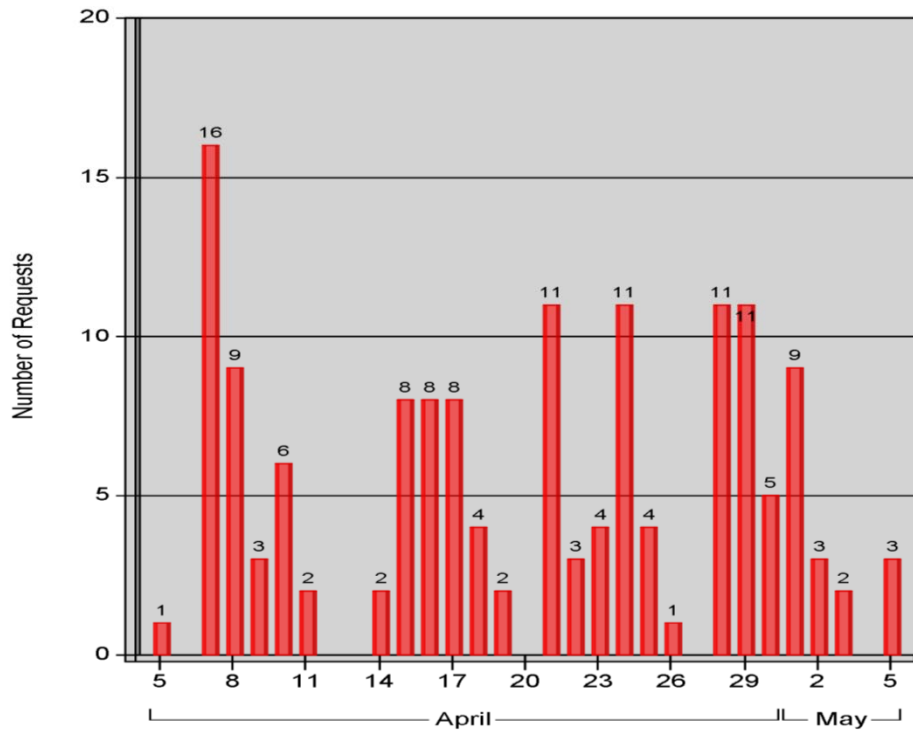
- Statistical Information
  - Purchased 54 (FY14)
  - 27 Currently deployed



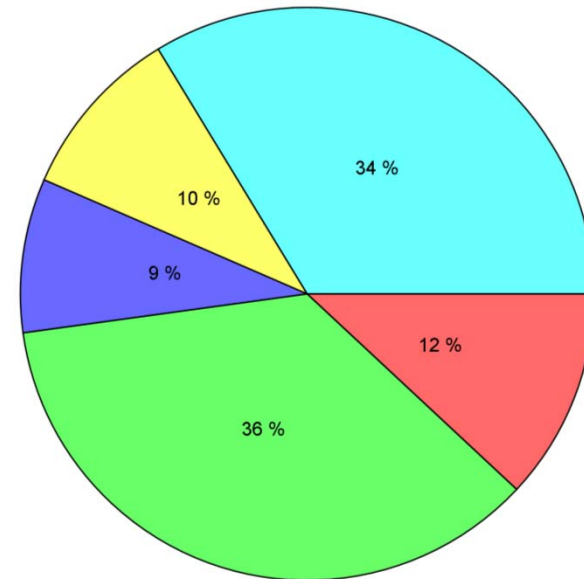


# Helpdesk – Service Management

Number of Requests Per Day  
04/05/2014 - 05/05/2014



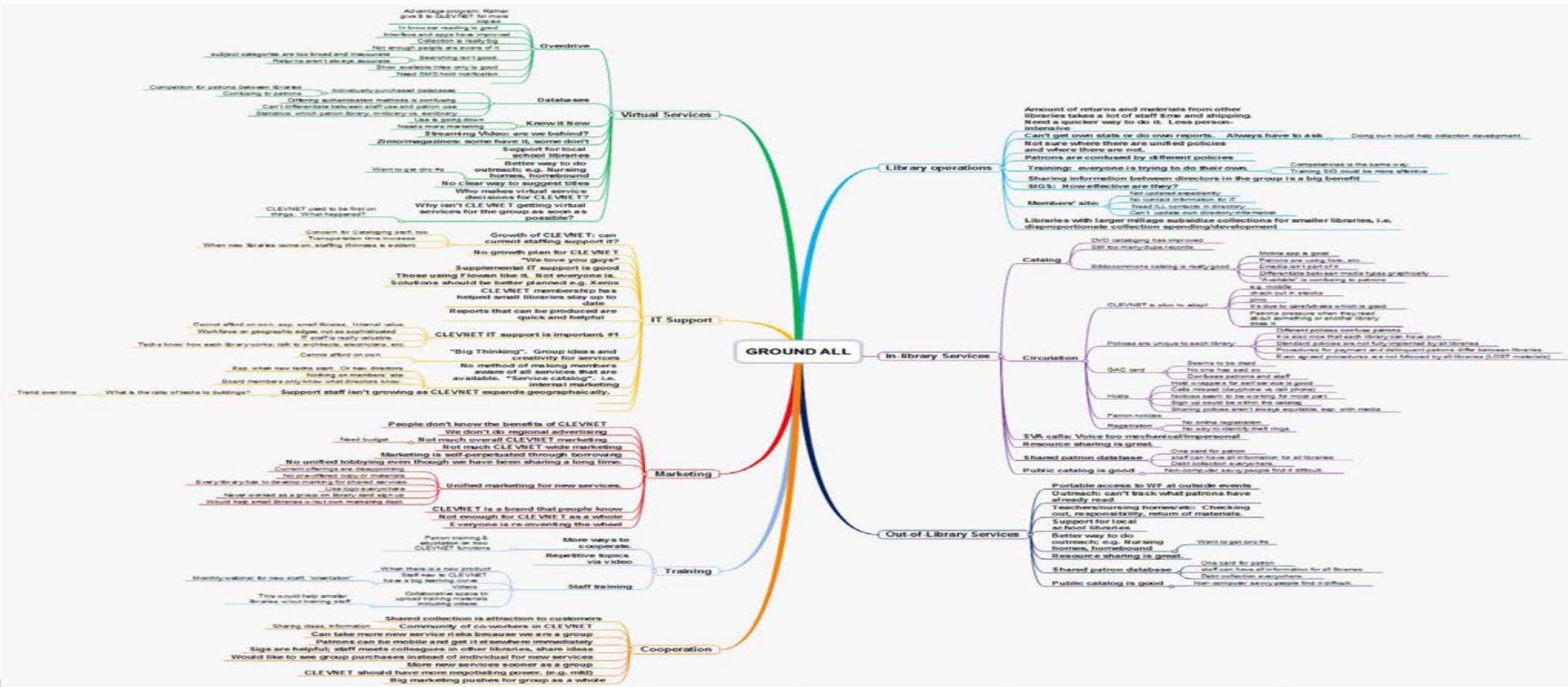
Problem Type Frequency - Top 5  
04/05/2014 - 05/05/2014



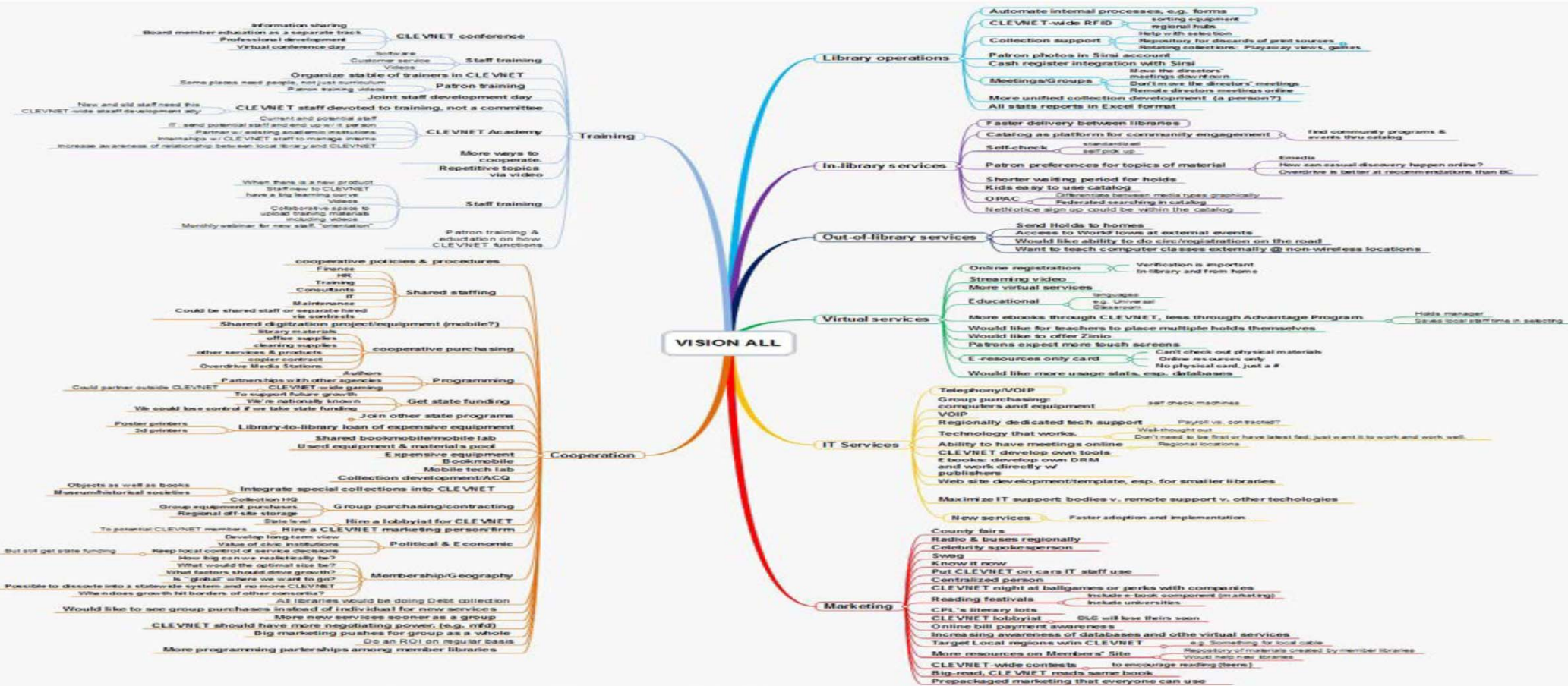
- Automation, Hardware, PC Hardware, PC Performance
- Automation, Hardware, PC Hardware, Repair
- Automation, Hardware, PC Hardware, Unable to Connect
- Automation, Network, Network Issues
- Automation, Software Services, Reports



# CLEVNET - Regional Visioning Sessions (Ground)



# CLEVNET - Regional Visioning Sessions (Vision)



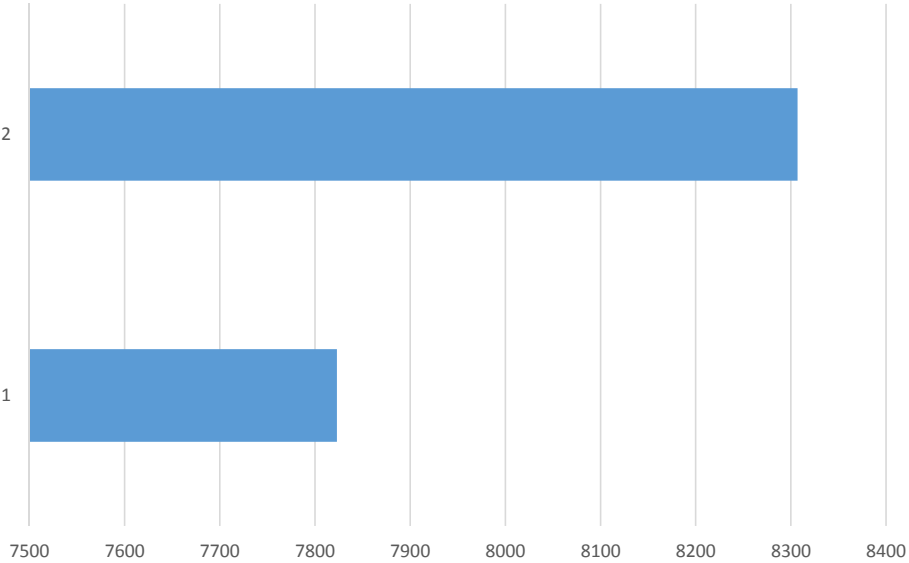
# CLEVNET - Office365

- ✓ Why do we need to migrate from our current email solution?
- ✓ What do we get in the migration?
- ✓ What are the differences in the plans offered by Microsoft?
  - ✓ What plan “fits” CPL?
- ✓ Who will help with the email migration?
- ✓ What is the timeline?

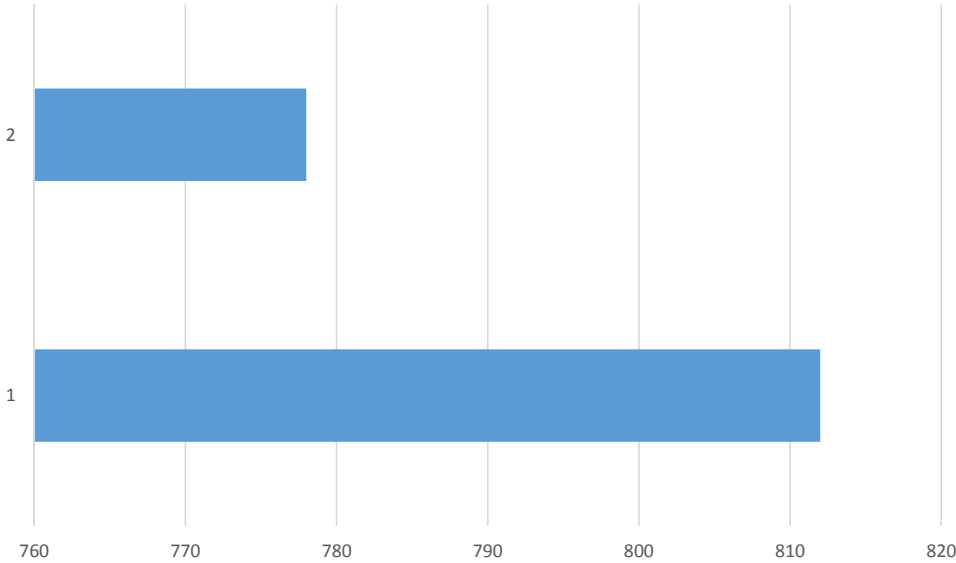


# Web Statistics

CLEVNET Zinio Usage



Cleveland Public Library



# Technology

# Questions

