



# Public Libraries Victoria Network

Minutes of the ICT Special Interest Group held on Friday 2 June at North Fitzroy Library

Item	Minutes	Action	By
<b>1. Attendance &amp; Apologies</b>	<p>Attended: Michelle McLean – Casey Cardinia, Tom Edwards – Wyndham, Stuart Colhoun – Melton, Anita Morris and Peter Huynh – Yarra, Nicola Klein and Sara Wisnia – Moonee Valley, Paul Hatcher – Whitehorse Manningham, Noriko Kuchi – Vision Australia, Simon Bradie – Moreland, Cathy Bryceland – Hobsons Bay, Phill Webb – Bayside, Ken Harris – Melbourne, Matt Jackel and David Coughlan - Goldfields</p> <p>Apologies: Zoe Velonis - Moreland, Rebecca Karge - Boroondara, Emily Hunt - East Gippsland, Hugh Rundle - Brimbank, Sara Field - Hume, Brad Cooper &amp; Ned Railic - Greater Dandenong, John Crennan – Wyndham, Vi Truong - Melton</p>		
<b>2. Confirmation of Minutes.</b>		Confirmed	Nicole Klein and Tom Edwards
<b>3. Business Arising</b>	None		
<b>4. NBN Update with Elizabeth Simonetti from NBN Co</b>	<p>NBN rollout expanding rapidly in Melbourne metro in next 12 months. Private fibre networks will be much better, but NBN Co would like to install a connection to the building, for future expansion or backup. It can then be used by future residents of the building if and when the library moves out.</p> <p>Problems with connection can be caused by coexistence of NBN with existing copper - once copper is</p>		

	<p>decommissioned after 18 months, the speed should improve.</p> <p>About to release Gigabit services - no details yet.</p> <p>Technology choice, can upgrade your fibre to the premises - involves a \$300-500 fee to get a ballpark quote and then a fee to get specific quote - which will usually come off final charge. Usually have to process connections individually, unless go through Elizabeth. Can request an upgrade once you are in build or once installed.</p> <p>Fixed Wireless also moving to 100 mg connections.</p>		
<b>5. Online Resources Statistics</b>	A query from another sector about Counter compliant statistics from our online resources vendors. PLVN does not use the data that Counter compliant statistics provide, so not relevant to the ICT SIG.		
<b>6. MAV LMS Tender</b>	Tom Edwards proposed a submission to PLVN asking that the LMS tender include IT staff from outside the SWIFT consortia.	Create and distribute the submission – interested ICT SIG members to sign as appropriate and then submit it to PLVN	Tom Edwards
<b>7. Library Reports</b>	<p>Tom - implementing Deep Freeze Cloud Connector to push out updates and it is working well, renovation of Pt Cook Library starting soon - will include new AV solutions - will take 12 months, Council will be using Meraki for CCTV, library plan in development - top 5 uses - wifi, space, books, printing, computers.</p> <p>Nicki, Sara - uploaded RFID specs to PA portal, gone live with Kanopy, rolling out new cash registers which use SIP, looking at notifications as their contract was up for renewal, trialling Storybox at Avondale, asked about kids touch screens working at other libraries.</p> <p>Paul - pop up makerspaces being installed at all branches with part time staff to run them. Purchased 3D Printers, Raspberry Pi, Arduino etc. Taken up subscription with Lynda, plan to also utilise for staff training. Consolidated all eBooks to Overdrive (Borrowbox ebooks). New position Community Stories</p>		

	<p>Project Officer (limited term position) exploring methods of community engagement via social media for community stories. Set-up Apple caching server to send previously downloaded data from Apple devices from cache rather than download. After 2 months has saved internet pipe over 50GB and reduced download time. Currently investigating total solution for all internet traffic.</p> <p>Stuart - in middle of restructure, awaiting a new manager starting soon.</p> <p>Simon - Still having problems with Bear which is no longer supported, RFID and LMS tenders being prepared, SOLUS interactive table to be rolled out soon.</p> <p>Noriko - ceasing CD audiobooks, so all moving to streaming through app through any device - using Optus 3G connection; looking at a new LMS.</p> <p>Kathy - advertising COORDINATOR IT SYSTEMS today - Band 6, also starting an LMS project, looking at implementing Lynda for staff, Community Directory online to be revamped - to be more social networking, running on Social Plus website and app, with EvolvePlus. Also with them looking at Dashboard app for library stats.</p> <p>Anita, Peter - launched the new Nth Fitzroy Library and community room - has been an overwhelming success across everything, including Wi-Fi provided by EasyWeb; have rolled out Pharos for public PCs, Council is doing a printer/copier tender - will then have USB printing, Council has new CRM system that they want the library to use - working through some teething problems, OPAC is moving to https, problems with Melbourne Libraries items causing RFID issues, have implemented EFTPOS on all self-check terminals - can add credit for printing.</p> <p>Phill - public PC issues with networking congestion, some LMS issues also in process of being resolved, Brighton Library renovation going ahead - but will be done in stages, installing Pharos mobile print but it requires email registration, SOLUS interactive digital signage is now working nicely, have also bought Library Superstar - app. FE mobile devices batteries are needing replacement. Will be digitising their microfilm collection. Have Spydus Manager for reports etc., but still waiting for it to work properly.</p> <p>Ken - helping set up for Jane Austen rare book collection with tech at Docklands, Council has rolled</p>		
--	--	--	--

	<p>out Skype for business - can use it for teleconferencing meetings, looking at putting in e-book promotional screens at City Baths and other locations - locked screen with tabs for joining and getting eAudiobook, rolled out new home grown digital signage product which uses Google Drive. Reimaging their Macs with a few hiccups. New FE KIOSKS at East Melbourne Library, reopening after renovations next week. Retiring Overdrive and moving content to Cloud Library. Introducing online payments to Spydus with PayPal in July. Will be doing Makerspace programming for start-ups. New City Library likely to be relocated to next to Young and Jackson, due to Metro Tunnel construction.</p> <p>David, Matt - issues with NBN, including loss of phone services for extended times, first connection has been disappointing. Installed a new help desk system - log jobs, screen connect component, lab tech component - looking promising. Next PCs will have solid state drives - rebooting very quickly and updates downloading quickly. Pharos update has fixed some issues. Doing updates on public computers using Viper anti-virus software. Trialling Cloud Library. Have government funds to renovate Gisborne Library.</p> <p>Michelle – looking at different options for copier/print/PC management, moving quickly to opening Bunjil Place Library in October, will be rolling out Deep Freeze Cloud Connector, having great success with Yammer for library staff discussions, trialling self-check kiosk software from SOLUS and FE on our hardware, will be appointing a new IT office, using Fresh Service for IT ticketing and Team Viewer being rolled out to all devices, installing Sinefa (through Telstra) to monitor and adjust network traffic on the fly.</p>		
--	---	--	--

**Future Meeting Date: Next meeting in August – location and date to be finalised.**