SAN JOAQUIN VALLEY LIBRARY SYSTEM

Technology Planning Summit
November 15, 2022

APPROVED MINUTES

A. COUNCIL OPENING

1. Chris Wymer, called the meeting to order at 10 am.
2. Roll Call
   i. Admin Council present: Mary Leal (Coalinga-Huron), Andie Sullivan (Kern), Natalie Rencher (Kings), Krista Riggs (Madera), Matt Johnson (Mariposa), Amy Taylor (Merced), Vikki Cervantes (Porterville), Darla Wegener (Tulare County), Heidi Clark (Tulare City)
   ii. Council absent: Raman Bath (Fresno)
   iii. Automation Committee present: Tiffany Polfer (Fresno), Kristie Pratt (Kern), Brian Martin (Kings), Smruti Deshpande (Merced), Anthony Arellano (Porterville), Faythe Arredondo (Tulare County)
   iv. Automation Committee absent: Yvonne Galvan (Coalinga-Huron), Sarah McIntyre (Madera)
   v. Others present: Terrance Eckman (Fresno), Sally Gomez (Fresno), Karen Coletti (Fresno), Mark Lewis (Kern), Ignacio Negrete (Madera), Julie Richards (Mariposa), Carlos Gonzales (Tulare County), Aaron Lusk (SJVLS), Kevin Nelson (SJVLS), Logic Vang (SJVLS), Chris Wymer (SJVLS).
3. Introductions
   i. Staff introductions were conducted.
4. Agenda Adoption
   i. Motion to Adopt Agenda – Cervantes (Porterville)
   ii. Seconded: Clark (Tulare City)
5. Public Comment
   i. No comments from the public.

B. ITEMS FOR DISCUSSION

1. SJVLS Network and ILS Technology Overview
   i. The Technology Summit started with a presentation from Aaron Lusk detailing the network infrastructure SJVLS provides to its members. Lusk explained how SJVLS's wide area network is built in a ring shape, providing redundancy in the event of network outages. He also reviewed the hardware and software SJVLS utilizes for network monitoring and security. Lusk then gave an overview of the network equipment at headquarter buildings and regular branches. His presentation finished with an overview of other technology infrastructure SJVLS provides its members, including Active Directory, the Distributed File System, and anti-virus.

    ii. After Lusk's presentation, Wymer provided an overview of the ILS infrastructure. This included a review of the current ILS – Horizon, and the components that connect to it, including the catalog, mobile apps, reporting tools, and other enhancements. Wymer then provided a summary of the financial support available to support the goals and objectives of the Technology Plan.

    iii. After Wymer's presentation, Nelson gave a presentation about Disaster Recovery Plans. He gave examples of the type of situations covered by disaster recovery plans, such as how to prepare and handle a prolonged power outage, or loss of air conditioning in the data center. At the moment, SJVLS does not have a disaster recovery plan, and developing one should be a priority. Nelson noted that discussing and outlining an entire plan was outside the scope of the current meeting, but it was important to begin the conversation and planning on the topic.

2. Review Staff and Director Survey Results

    i. After the presentation on the network and ILS infrastructure, Wymer reviewed the results of the surveys sent to Directors and member library staff. The survey focused on internet speeds at branches, software and support provided by SJVLS, and satisfaction with the services SJVLS provides its members. SJVLS received responses from 8 directors and 162 staff members. The survey results showed that SJVLS has made progress in upgrading bandwidth at most of our locations, and staff have high levels of confidence in SJVLS's ability to support their branches, staff, and programs. The survey showed there is room for improvement in trainings and training materials available to staff, and in the organization of SJVLS's intranet.

3. Open Discussion – Strengths, Weaknesses, Opportunities, Threats

    i. Wymer lead a discussion about SJVLS's strengths, weaknesses, opportunities, and threats. The strengths identified were increasing connectivity and internet speeds, providing network stability and redundancy, managing e-rate applications and discounts on the members behalf, and providing support to staff behind the scenes. The weaknesses were the organization of SJVLS's intranet including challenges locating documents and resources, and the lack of a working search feature. Other weaknesses included providing orientation materials for new staff members, the overall maintenance and updating of guidelines and training materials, and disaster preparation.

    ii. The focus of the discussion about potential opportunities centered around facilitating more collaboration amongst SJVLS members. This could include creating more collaborative groups that can use platforms like Teams to share programs and resources that may be of interest to other libraries within SJVLS. Another opportunity is collaborating on grant opportunities and having the system office take a more active role in locating and securing funding opportunities. The conversation about threats identified the challenge of budget reductions and staying relevant to our patrons. Another threat is the challenges filling vacancies combined with knowledge retention as more senior staff members retire or begin to plan for their retirements.

4. Open Discussion – Goals & Objectives for Technology Plan
    i. The Tech Planning Summit ended with a discussion about potential goals and objectives for the Technology Plan. These five items were identified by participants:
        1. Modernizing SJVLS Server Infrastructure
        2. Streamlining eContent Offerings
        3. Improve Patron-facing Network Infrastructure
        4. Establish more working groups
        5. Continue to pursue funding opportunities for network infrastructure

C. ADJOURNMENT
    1. The meeting was adjourned at 4:00 pm