

Project: Middleton Public Library Space Needs Study PN 14068 *revised 3.31.2015*

Meeting Location: Middleton Public Library (MID)

Date of Meeting: 3.24.2015 at 8:00 am

In Attendance: Pamela Westby, Patrick Williams, Sarah Hartman, Jim Ramsey, Amanda Brzeszkiewicz, Rebecca Van Dan (MID) Todd Forman (City of Middleton); Deb Haeffner (SCLS), Tina Gordon, Jim Gersich (Dimension IV Madison aka D4M)

These notes are the writer's interpretation of what was discussed at the meeting. If you have any changes, clarifications or additions to the notes, please contact the writer. Thank you.

These meetings were detailed, staff-level meetings to discuss specific space needs by "department" or grouping.

Information Technology (IT):

1. We had a general conversation about 'what's going well' and areas of improvement.
2. Sarah's role is cataloging, ordering materials, creating "records" for the database, etc. Patrick functions in more traditional IT role, computer helpdesk, loading software, hardware issues, etc.
3. The number of sit-down PC stations is 'good' and they are getting good comments from patrons, not so many people waiting for machines, no log-in or sign-up required. There are 14 PCs in the existing Computer "Lab" and additional 9 outside the Lab. Lower Level printers (B+W and Color) are available for patrons via printcards or cash.
4. Patrons typically use PCs with Windows 8 and MS Word, Excel, etc.
5. The current Network File Server Room is the closet between the Lab and Pamela's Office. There are two Hubbell racks, one for MID and one by the City; the room has venting but no Liebert unit. Running out of MID rack space; new or larger (expanded) File Server Room should be anticipated.
6. SCLS IT supports 3 PCs upstairs (LINKcat) and 3 self-check machines, and the RFID system. The balance of the computers are supported by MID staff.
7. The existing building has too-few hardwired data ports.
8. The existing building's WiFi has too many dead spots, will need more WiFi access points, which would be provided by MID's staff. Patrick is contemplating additional WiFi technology changes.
9. Patrick builds the MID IT budget and generally it feels properly funded.
10. MID is using the City's MUFN network via fiber from City Hall; additional ISPs over the years have been TDS and Charter. The fiber enters MID near the elevator equipment room at the northeast corner.
11. Contemplating future use of remote/virtual desktops, so could use fiber's bandwidth inside the building in the future.
12. Existing structured cabling is typically Cat 5e but some limited Cat 6 has been run. No computers are being run on coax.
13. There are some analog phones at MID but most are VOIP.
14. Patrons are permitted to use their cellphones on the Upper Level *if they are not being noisy* or in the Lobby-Vestibule. Have experienced dropped calls in the Lower Level.

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15. There is a ground-mounted antenna structure outside the south side of the building, east end, with police signal for redundancy; this antenna is ~5 years old.
16. MID has very good software selections included databases. They have added at least 1 database per year, over the past few years.
17. MID has Dell Tablets, 19 to circulate. They also have three Kindles, no Apple products for lending out inside the MID except for iPads; and 4 laptops for use inside MID but not checked-out for outside use.
18. Patrick is expecting 8 MediaMakers coming onboard soon; there are no Apple products now available to support media. Would need a portable printer etc. to support a "Media Lab" and also expecting it to be used as a sound recording studio. Mention was made, lacking staff to properly conduct programming in and support a Media Lab.
19. Charging device batteries via a power strip at the Circ Desk; could use a charging cart.
20. One (1) 3-D printer onsite...possibly a second 3-D printer if grant funds were available.
21. There is a public fax machine in the Lower Level.
22. All public computers are "locked-down" preventing downloading and loading your own software.
23. They are looking to update the printer for the microfilm reader.
24. A digital library scanning project is in progress and includes: yearbooks, other historical items including photos and scanning doc's to PDFs.
25. Existing MID audiovisual systems can all be improved. Experiencing public demand for LCD projectors in meeting rooms. Difficulties with Apple/Mac interfaces, takes too much staff time to resolve issues.
26. There is interest in adding interactive displays, in particular where it relates to local history.
27. Areas for improvement were also discussed. Example, MID is hoping SCLS will improve LINKcat.
28. Generally, line voltage duplex receptacles for power, and device charging stations, continue to be deficient. Seeing the use of more and more portable devices so two impacts, more electrical receptacles "everywhere" and more-reliable WiFi. May or may not have adequate electrical breaker blank spaces in electrical panels, will need to check. Definitely lacking in-floor power and data.
29. Envisioning a kiosk of tablets, an attractive display, for patrons to test drive. Also, Overdrive (eBook) download stations. Also, kids areas for iPads etc. etc., all types of devices and equipment.
30. MID currently has an overhead PA sound system via the telephone; the trouble is, the system lacks controls and announcements are not heard "everywhere" and speakers do not provide for localized e.g., music during events. This is a safety concern for those in the Archer Room.
31. MID currently has a high-definition IP security camera system, which is MID's own system via a vendor; it is more than adequate and can take on many more cameras.
32. Book security: existing RFID-tagged system will continue. There has been some theft.
33. The existing Reference Desk staff member is typically busy, also takes inbound calls, and can get hung-up on trouble-shooting issues. Noted there are benefits of having Reference staff and IT staff downstairs as they frequently collaborate on problem-solving.
34. Reference Desk staff by necessity has been cross-trained in technology issues especially given the Reference Desk's location vis a vis the Computer Lab and the overall number of devices in the Lower Level. Seems to be working well and will likely be a long-term strategy.
35. Noise vs quiet vs traffic...what's along the "path" ala the Costco model of having the necessities at the back of the store, and thus, what you see-experience along the way.
36. Unlike other area PLs who typically have 1-hour time limits on public access internet computers, MID has no time limit policy.
37. Firewall is a combination of software and hardware types.

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Tech Classes:

1. By way of background, Tech Classes had traditionally been offered in the Computer Lab, in hands-on fashion. More so lately, more computer classes on laptops, presentation style in the Archer Rooms seems to work better for classes that are not just teaching PC skills.
2. Amanda has been the Tech Instructor, generally teaching an older adult demographic via reservations, group size 4 to 30, averaging 10-12, such as classes on social networking, iPad basics via LCD projection. People can bring their own tablets, Kindles, Androids, etc.; experiencing Apple interface issues. Example class subjects have included:
 - a. Excel basics and other Microsoft products such as PowerPoint
 - b. Photo editing and iMovie
 - c. Facebook and Twitter
 - d. Database usage
 - e. Apps
 - f. Sound editing via Audacity
3. Some issues with WiFi shutdown if too many users on it at the same time.
4. In the past, some guest instructors but now more so Amanda.
5. Rebecca focuses on young adult tech programming such as holograms, MindCraft, and area high school teachers will come in to do MediaMaker etc.
6. Also, MID offers 30-minute choose-your-topic sessions for teens, conducted in the Study Rooms; wide variety of topics. Popular program.
7. Would like to see a dedicated space where computers are set up, or a cart for laptops and tablets with good batteries, for charging.
8. The Computer Lab is no longer real useful for various training and learning styles.
9. The public (MUFN) network for internet access via personal laptops and other devices is totally separate from MID's WiFi and hardwired system, which is used by both public and staff.
10. Patrons who are job-hunting or viewing government documents need private space e.g., for resume-building. This process is time-consuming so could be better if scheduled e.g., "Book-a-Librarian" for job-search techno-minutes...e.g., conduct a Resume and Employment Lab maybe Tuesdays 10-2.
11. Also have had a Teen Job Fair with UW support available.
12. MID was a VITA site at one time (tax-prep assistance) but no longer, due to space, technology requirements and staffing issues.
13. Reservations and time limits for use of Study Rooms are likely to continue.
14. MID will continue to need both space and plug-in power for patrons to use their own devices, and fixed-base PCs...no need or desire to decrease the number of fixed-base PCs and desire to increase the number on the upper level if possible...e.g., increasing the four express stations that are upstairs.
15. At present, iPads are checked out for use within the library; no programming thus far has been conducted for children younger than teenage. Ashman Branch does some younger kids tech programs.
16. There is a Literacy station upstairs. Also, a world languages CDs and kits section, core group of materials obtained via a Madison Community Foundation grant.
17. Wondering about future of public-access PCs vis a vis Spanish-speaking people, ESL people, etc.
18. MID has conducted bi-lingual Storytimes but no classes in recent years.
19. Door Access Control system is needed throughout the facility, full-integrated with the existing security.

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MUFN Network

1. Currently, public internet access is via the City's MUFN Network, brought to MID via fiber optic cabling under Hubbard from City Hall.
2. The infrastructure is in place for connecting MID to the City's network, but presently only Pamela's office computer is so connected.
3. The possibility exists to live-broadcast from MID, and for patrons-staff at MID to watch City Council meetings etc.
4. Possible future MID participation in multiple softwares that would be loaded onto the City Hall network.
5. Network configuration has been set up for MID to be kept separate, and it was chosen/decided to be and have it that way.
6. The City's connection to the MUFN Network is along the railroad tracks; possible fiber connections to any of the four City lots would be OK. Possible future connection to the Police Department for example.
7. MCP School District offices are also on the MUFN Network.
8. The relatively newly installed antenna on the south side of MID will need to stay there long-term.

Action Items:

1. Pamela will check records to see if MID has been inspected-tested for hazardous materials such as asbestos, lead-based paint, etc.

Next Meeting:

1. Wednesday, March 25th 12:30 to 4 pm.

Copies: All Attending, Ray White

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