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Working Group Testimony – Technology Meeting (5/20/22)

Technology is an integral part of everyday life and is crucial for the operation and relevance of libraries. The pandemic highlighted the importance of technology when libraries remained open, but operated remotely. Quickly, we adjusted to Zoom, increased our digital collections, and figured out how to provide services from a distance. As the technology librarian, I taught people how to Zoom so they could attend library programs, go to remote doctor appointments and attend church groups. We updated our website to provide the latest information about operations, Covid, mental health resources and activities during lockdown. More people are using technology and the internet to explore interests and get a deeper understanding of the world. At the same time, they are encountering misinformation and scams. As trusted community hubs, libraries are positioned to provide reliable information, education and resources to enrich and improve peoples' lives. Technology plays a large role in this. Below are some things to consider in order to stay relevant, be accessible to all, and meet the needs of the whole community:

- Staffing
 - All staff should be able to do basic troubleshooting and be familiar with the library's digital services and how to access them.
 - All front end staff should be able to assist patrons with logging on to public computers, using the printer and accessing library wifi.
 - All front end staff should have some basic tech skills or be willing to learn them. Basic tech skills are ever expanding.
 - Having a technology librarian (me) on staff allows us to:
 - Provide training to staff and patrons.
 - Do complex troubleshooting.
 - Keep abreast of technology trends that are relevant to the community and library.
 - Maintain website.
 - Provide programming. Some examples:
 - Privacy settings on your phone
 - Fraud prevention
 - How to Zoom
 - How to access online library offerings (Libby, Hoopla, Kanopy, Vermont Online Libraries, etc.)
 - 1:1 tech help
- Technology
 - Broadband wifi access that is available in the library and also in the parking lot for 24/7 access
 - Printing and scanning capabilities for staff and patrons
 - Up to date staff and patron computers
 - Up to date software (office suites and malware/privacy programs)
 - Equipment for quality hybrid and online programming
 - Websites that are ADA compliant