

TECHNOLOGY FORUM

Bloomfield Township Public Library

October 4, 2013

Opening

The Library Network

TLN is a library consortia providing critical services to public libraries. Technology services include: volume discounts, PC support, network support, hosted services and wide area network.

Angie Michelini, The Library Network:

Angie Michelini is the Technology Services Manager at TLN. In that role, she is responsible for providing technology services including telecommunication discounts for internet access, volume discounts for hardware/software and PC/Network support. Angie has a BBA in Computer Information Systems from Western Michigan University, MBA from Eastern Michigan University and PMP (Project Management Professional) certification.

Keynote

Good for Whom? Putting Technology in the Service of People

As libraries evolve, technological solutions for many of the problems librarians face on a daily basis become more and more enticing. While many of the technological wonders do make our work lives better, they often affect our members in ways that are not well understood. How do we find solutions to our problems that are good for everyone? This is not a new question. Libraries can learn from how others have balanced the effects technologies have on people throughout times of great change.

Speaker: Matthew Reidsma, Grand Valley State University

Matthew is a father, a husband, and a friend. He makes websites because he wants you to be happy. Matthew is the Web Services Librarian at Grand Valley State University. He serves as the Editor-in-Chief of Weave: Journal of Library User Experience (<http://weaveux.org>). Matthew has a forthcoming book "Responsive Design for Libraries" which will be published in the last quarter of 2013.

Breakout Sessions

Microsoft Products: Office 2013, Windows 8, Server 2012

Come and learn about navigating Windows 8, customizing the Windows interface and new features of the Windows 8 desktop. Office 2013 components and new features as well an introduction of Server 2012 will be presented.

Kerry Sanders, ITT Technical Institute:

With over 25 years of Technology Management experience, Kerry is currently the Chair for the School of IT at ITT Technical Institute. In addition, he is the CEO and CTO with Sanders Consulting, LLC, where he provides technology services to schools and libraries throughout the country. Kerry is a former Administrator with the Iowa State University Library, DALNET, The Detroit Public Library, and The Library Network. Educationally, he is a Doctoral Candidate, specializing in eLearning. He also holds degrees in Information Systems (BBA), Information Management and Technology (MILS), Management Information Systems (MBA), and Education Technology (Certificate). Kerry is Cisco Certified, and has worked with Microsoft Operating Systems and Application software for over 25 years.

Wireless for Libraries

What products are recommended to serve your public and staff wireless network needs? How do you collect wireless usage statistics for the library state aid report? Are you interested in allowing public printing from your wireless network? Recommended options will be presented.

Steve Pierce, HDL.com:

Steve Pierce founded HDL in 1987, an Internet and web consultancy founded in Albuquerque, New Mexico. Now living in Ypsilanti, he came to Michigan for true love; his wife moved for a job.

Steve launched Wireless Ypsi in January 2008, a free wifi Internet service in Ypsilanti. Since then, Steve has assisted the City of Dearborn, Lincoln Park, Trenton, Detroit, Windsor, and a number of other communities in deploying similar free wireless networks using the Wireless Ypsi model. [Today](#) over 750,000 have used free Internet networks Steve helped design and install.

Voice over IP (VOIP) Technology: Is it right for your library?

The future of real time communications is evolving away from traditional voice service to VOIP-Based service. There are many options for VOIP service from adoption of end-to-end VOIP service or a partial VOIP-Based service. This session will compare traditional voice services to various commonly deployed VOIP solutions and the advantages, disadvantages and risks associated with VOIP deployment.

Thane Namy, CEO, Clear Rate Communications:

Thane is the CEO of Clear Rate Communications, a competitive voice, internet and data provider based in Birmingham, MI. He has been the CEO of Clear Rate for 12 years and in the telecommunications industry for 17 years. Thane holds a Bachelor Degree in Communications from Oakland University. He has experience in carrier telecommunications operations including technical support, network troubleshooting, provisioning, transmission planning, network operations development, Voice, VOIP, Internet, MPLS and Ethernet. He has directed or managed customer network deployments for banks/credit unions, Municipalities, Hospitals, School Districts and large multi-site customer deployments.

Everywhere Design: Websites for Mobile Devices

A library's website and catalog are critically important. Does your web presence allow any patron anywhere, using any device, to fulfill his/her information needs? This presentation will make the case for design that applies beyond the confines of a computer screen; evolving, adaptive choices that aid library-wide usability and enforce the library brand.

Brad Czerniak, Commercial Progression:

Brad was a former librarian. He studied at Wayne State, interned at Southfield Public Library doing Reference and stuff like that, and worked at Canton Public Library as a web developer. He now develops Drupal at [Commercial Progression](#), crafting sites for diverse clientele. In his free time he enjoys frisbee sports and 90s television on Netflix.

Andy Blanchard, Commercial Progression:

Andy is the Director of Production at [Commercial Progression](#). He comes from a background in Design at Central Michigan University, and has spent the last 7 years doing design for web and other media. Outside of work, Andy is passionate about the outdoors, hunting & fishing, his wife (in no particular order), and continuing to improve his skills as a designer.

Tech Talk: Challenges & Solutions

A panel of library technology managers discuss current challenges and describe the approaches and solutions they are implementing in their libraries.

Sheryl Knox, Capital Area District Library:

Sheryl Cormicle Knox is the Technology Director at Capital Area District Libraries. She and her staff of 3.625 FTE maintain 450+ computers and their peripherals, a 13 node WAN with local wired and wireless services, an Innovative Interfaces ILS, and an ever expanding array of online services for the patrons and staff of a 13 branch public library system in and around Lansing, MI.

Panelists

Garrett Hungerford, Salem-South Lyon

Garrett is assistant director/network administrator at Salem-South Lyon District Library. In that role, he leads IT services and is responsible for "all things tech" within the library. Many know Garrett for his tendency to adopt early and quickly when it comes to new technology. Past projects at his library have included: RFID conversion, home-brewed events / summer reading registration site, e-reader lending and Windows 8 adoption. Garrett has over 12 years of library experience, holds a BBA from Saginaw Valley State University and has a MLIS from Wayne State University.

Breck McCrory, Bloomfield Township

Breck has worked in the IT field for over 15 years and is currently the Systems Technician at Bloomfield Township Public Library (BTPL). Her role at the library includes planning and designing technology services as well as the installation and support of all hardware and software. Breck has a BS in Information Technology from the University of Phoenix and a MLIS from Wayne State University.

Melanie Bell, Chelsea District Library

Melanie has worked in libraries since she was 14 years old. She started work as a shelving page at the Belleville Area District Library then became circulation aide. She continued on to work at Brighton District Library a technical services aid, computer aide, and network administrator. She is now the network administrator for the award-winning Chelsea District Library. Melanie has experience in both large and small libraries and has extensive experience handling every aspect of maintaining devices, computers, websites, and networks in libraries. Melanie has an Associate in Computer Networking and nine years of network administrator experience. She excels at making the most out of a budget, making sure the technology stays as user-friendly as possible, and in communicating complex technology solutions in a manner understandable to a non-techie.