

## Library tech committee minutes

Wed, July 9 4:30pm

Brooks Memorial Library

Mezzanine Meeting Room B

**Attendees:** Committee: Matt Wojcik, Nikki Holland, Bob Ferrante, Leo Schiff, Margaret Atkinson, Starr LaTronica, guests: Nicole Lamoreaux, Ellen Girouard, Alan Baker

- Meeting called to order: **4:31pm**
- Intros of members and volunteers: Nicole Lamoreaux, Ellen Girouard, Alan Baker
- Previous minutes for June 2025 approved

## Continuing business

- Tech courses (deep dive)
  - **Orientation:** This program comes directly out of our Dec/Jan user survey. Strong interest indicated there that patrons would attend workshops and classes.
  - **Proposed Structure** A proposed new technology support format is partially inspired by the “Brattleboro in Stiches” group that meets at the library, an in-person peer support and camaraderie time for textile enthusiasts. This would be a technology user’s group that’s a cross between a book group and peer support/discussion group, headed by topics of interest. We’d like to be flexible and inventive about structure. Want to encourage people to help each other out. There would be a core group of people who attend regularly. Each meeting would start with “topic of the month,” headline resources and info.
  - **Types of topics:** Ellen: There would be many topics that could come up such as, “How do you change your password,” etc. The theme would be “bring your questions **and answers.**”
  - **Format/need:** Patrons always “want classes,” but it’s hard to find people that would sign up for any particular class. So a more general forum might be a better way to launch this.
  - **Differences:** Stitches each have their own projects. There’s no “password project.” But having a monthly topic might be best. EG: “Using AI in your work and personal life,” or “Ensuring Information security,” or “getting at Library furnished online content.”
  - We’re looking at August 2 to have a first meeting, which will be themed on Library e-content. We’d intro with “what is Kanopy,” “what is Libby,” etc. If you just took a little time to learn how to use tech, you’d be productive more rapidly.
  - These would have a **lead facilitator** who represents the topic. There would be a presentation by that facilitator. There would be levels of interest. You could call this “**an interactive, facilitated workshop series.**”
  - And if answers weren’t present, we could say, “come back on this date, we’ll research and have answers for you.”
  - **Alan:** Spoke about a CA group called “Senior Tech Pals,” which is similar to what we’re discussing. The gentleman who started this is scaling it to CA, AZ, and more areas. Alan has been doing security presentations.
  - **A frequent question that comes up for Matt:** Managing passwords. He uses a PM app that works for computer nerds, it might not work well for less experienced users.
  - Nicole also volunteered her husband Arie R. Ress to assist; he’s taught computer safety and travel skills classes at NYPL.
  - Since ChatGPT has come up, Nicole put together a 1-hour session on how to use generative AI tech in job search. How to create a resume with GenAI, how to compose supporting documents. Nicole shared materials on a workshop series on AI, e.g., how to research companies and industries in library databases. For example, NACE which is useful for the academic/research side.

- Matt: One useful skill is learning how to use GenAI to ask how to query various sources: asking AI for the questions, rather than the answers.
- Having the session be scheduled regularly makes it better for folks to make it a habit. (Bob expressed support for this approach too.)
- Several possible topics suggested, including booking travel online. Support for focus on what people want to do, and how to navigate the tech, rather than just tech for its own sake.
- **Attendees:** Is our main target group adults who didn't grow up using tech, or teens? **Matt urges a cross-generational group**, where people have questions and anyone can help. Maybe a kid has the answer. Or an adult has the answer for a kid. For example, younger folks might have questions about the future career value of tech, and adults could speak about their careers in tech (if they had them). So it isn't just "kids answer old folks questions."
- Leo expressed concern about overlapping with Matt's duties. Matt supported the idea that the work he does might *evol/ve*, if peer support supplied some of the current demand.
- The town has formalized volunteering standards, background checks, etc. This would probably apply to regularly scheduled, consistent one-on-one help, but presenters in group setting would not need that level of vetting.
- Next steps:
  - Room booked for Aug 2nd. The State Legislators (who do a monthly public session at the Library) take the summer off, so this works out. This would be a good trial run.
  - Will want to experiment and possibly poll patrons before setting a regular time. There is no ideal time. Some people don't want to attend at night, weekends, or have workday conflicts.
  - If you have a year to let it get a head of steam, you can create something that sticks and "gives people something to do during the week (say, in the Winter)."
  - What additional support does Matt need for this?
  - We could invite the teen library board to a tech committee meeting about this program. Important to approach this sensitively, giving them an opportunity to give their feedback.
- **Nice idea:** A "speed-dating"-like portion of each session. We could have a round-robin where people can approach particular experts. Example: Ellen's husband is an engineer, and can answer particular questions.

### Continuing business

- Thompson Trust grant: FOL got the check. Matt is starting to check current prices (tariffs), and will work with the Friends to begin purchasing.
- Udemy resources: *Tabled until next meeting.*
- Discussed teen support for Community service. This will continue to be discussed at future meetings after Nikki handles the reachout.

### New business

Next meeting date is set for **August 6**.

Adjourned at: 5:48

### Action items

- Bob: Look in Udemy for AI topics.
- Margaret: Research Udemy content for Google docs
- Starr or Nikki follow up with Max about involving the teen library board.
- Starr and staff: produce a curated tech topics list (or delegate)
- Starr: Follow up on Gibson/Aiken Senior Center tech facilitator involvement
- Nikki: Follow up on who handles community service at BUHSCConnect with teens to serve as tech help resources to fulfil their Community service