

# Sep 3, 2025 | Brooks Memorial Library Technology Committee minutes

Attendees: Nikki Holland Berenguel, Starr Latronica, Leo Schiff (via Zoom), Margaret Atkinson, Bob Ferrante

## Agenda

- Meeting called to Order 4:33pm
  - Approval of previous meeting minutes
  - Consent agenda

## Continuing business

- Recap meeting with Senior Center (Starr & Ellen)
  - We'll cover next meeting as this hasn't happened yet.
  - Carol (Parks & Rec), Sarah (Senior Center) and Ellen excited about it.
- Contact info for HS volunteer coordinator (Nikki)
  - Nikki will reach out to the coordinator and we'll list the need to BUHS
- Udemy
  - Starr
  - Jeanne can get the stats from Gale on how many users consume Udemy; she has posted info on the website re: tech instruction resources there.
  - There's a second learning platform apart from Udemy: Learning Express
  - Nikki: LE might not be bad if it's more basic than Udemy – could be more accessible.
- Next steps re: Talking about Tech programs
  - Udemy: More ways for people to get instruction in basic skills. There are a lot of resources, but people might not know they're here.
  - Udemy Favorites could also help put together curricula.
  - Furnishing a list of links isn't always the way – it's frustrating when links are changed.
  - We need a step-by-step on how to create an account with Gale/Udemy. This would be done during the program.
    - Bob: We can produce a walk-through of the Udemy account creation.
    - Bob will research which walk-through products offer a free public service license.
    - Starr: We can see if Seth can help create one.
  - We could furnish the list of resources during the program. Once people know a resource is there, hopefully they will explore.
  - Leo: Were these vetted by Jean so she knows they're OK.?
- Status update re: first course (date, need for support, etc.)
  - Matt was out so can't update us on the details.
  - No date set yet.
  - Starr: We really have to get the new computers bought and set up, so Matt is 100% on that when he's back. We're looking more like October.
    - Margaret: It's ok, this isn't super time-sensitive and we have a chance to have another meeting with Matt there.
  - Promote / Prepare / Conduct / Reflect
  - Attendee survey or other feedback mechanism
    - Nikki will draft a survey. Topics:
      - What drew you to this program?
      - How did you hear about it?
      - Why did you sign up?

- Was the pace good – too fast or too slow?
- Did the discussion and feedback help?
- Do you feel more confident with this tech after this program?
- Would you recommend this to other people?
- Any ideas on other ways we can get the word out?
- What topics do you want to cover next?
- A couple likerts and maybe one open topic they can answer at greater length.
- Communication plan
  - We will roll this all in to the general communications we do.
  - Hand out info during Matt's appointments.
  - Create bookmarks.
  - Add to our Newsletters.
  - Out to the senior center.
- Added to Agenda: ABC (Access Brattleboro Community) Database | Starr:
  - Many years of work, including the AmeriCorps volunteer's time.
  - We're using Directorist, a plug-in for WordPress.
  - We've set aside a user test group to evaluate how solid it is.
  - Starting up, we're focusing on info about HS Agencies in Brattleboro (GroundWorks, SEVCA, etc) will be responsible for updating their own info.
  - We'll eventually expand to cultural organizations, etc.
  - Based on Berkeley Information Network from 40 years ago.
  - Details: Location, list of services, etc.
  - Will send periodic reminders to agencies to ensure that information remains current.

## New business

- Tentative next meeting date: October 1
- Meeting adjourned: 5:08pm

## Action items

- Bob Ferrante will research walk-through software that provides a free public service license.
- Nikki Holland Berenguel will prepare a survey for user feedback about Talking About Tech programs.