

Consultant Reports
Directors Association Meeting - May 2011

Merribeth Advocate, Outreach & Education Coordinator

1. **2011 Psychologically Health Community Award:** The Hudson Valley Psychological Association will be awarding MHLS in May for demonstrating, through the collaborative Children's Mental Health Book Project, that we highly value the psychological health of people in the region.
2. **Phoning MHLS:** In order to improve our service to you, we have recently changed how our phone system works so that your calls are answered by MHLS staff during our open hours. Calls to individuals still go directly to their phone, but calls to our switchboard (ext. 210) ring in a variety of places in the building so you connect with a real person when needed.
3. **School Summer Reading Lists:** As part of the 2011 Summer Reading Program we will be able to put the school reading lists for the older students into the BookLetters format and buy some of the titles for the OverDrive collection. Please send the lists to my attention.
4. **2011 Hudson Children's Book Festival:** May 7th from 10 am to 4 pm at the Hudson Junior and Senior High School (215 Harry Howard Avenue in Hudson, New York 12534). There will be over 100 children's and young adult authors and illustrators, hundreds of books to browse, author and illustrator presentations, arts & crafts, cooking and workshops. Admission is free. The festivals special insert will be in the *Register Star* on May 5th. More information at <http://hudsonchildrensbookfestival.com/>



Rebekkah Smith Aldrich, Coordinator for Library Growth & Sustainability

1. **Albany Update:** I will have the latest info from the NYLA Legislative Committee at the meeting.
2. **2011-2012 Construction Grants:**
 - Timeline is being pushed back by the Division Library Development to accommodate the creation of an online application.
 - I will be in touch with you if you have indicated you will be applying this year. This is not a grant you can procrastinate over. There is work to be done before the applications come out so please do not wait, you could end up disqualified.
 - Reminder: MHLS Board priorities for projects: *"The MHLS Board will give highest priorities to projects that are part of an overall plan for building improvement. Although they did not rank priorities, they will look for applications that show energy savings (preferably in the context of a professional's recommendations), increased space, and accessibility improvements."*
3. **Online Material Request Form:** As you may have already noticed MHLS is no longer able to mass produce bookmarks on your behalf due to budget and staffing constraints. Where possible we have added downloadable versions so you still have access to the pieces. We will soon change the look of the form to more clearly indicate which items are still available and which are downloads. We will continue to print registration cards. [Material Request Form: http://midhudson.org/forms/material_request.htm]
4. **Vote PR – "being neighborly":** I noticed that the Albany Public Library is going for a hefty budget increase this year and part of their PR about the vote includes making sure neighboring libraries are aware and supplying those libraries with the FAQs about the vote. I think this is a good technique to model; we can help each other when we overhear a patron questioning another library's vote. It would be great if anyone in your library responding to a patron about another library's vote could be neutral if not positive about the other library's effort. Also, if you are hearing negativity about another library's vote please let the director of that library know so they can immediately address concerns and get correct info out into the community.

5. **Cassie Artale** is once again our regional consultant from the Division of Library Development.
6. **Essential Documents:** Please keep plugging away! If you would like an updated inventory of what I have on file for you just ask. In particular I am concerned for libraries that are missing:
 - Long-Range Plans
 - Annual Reports to the Community
 - Internal financial controls
 - Personnel policies, including harassment, workplace violence and whistleblower policies
 - Patron Codes of Conduct
 - Business Continuity Plan (aka Disaster Plan)
7. **May/June Word-of-Mouth Marketing:** The next two months will focus on the **Practice Tests database**. This is a focus we did last year so hopefully your staff will just need a review. Also known as the *Testing & Education Reference Center*, this database is a great tool in today's economy. It provides a starting place for those who want to explore a new career, need help with their resume, want to go back to school or get into college. The database includes:
 - High School Test Prep:
 - GED prep - including GED Spanish.
 - AP exams prep
 - ASVAB prep - prepare for the military.
 - High School Placement Test (HSPT)
 - Also includes: resume for college application
 - College Prep Test Prep:
 - CLEP prep - earn college credit (includes 29 tests).
 - DSST prep - get college credit for what you know!
 - SAT and SAT Subject Tests
 - PSAT
 - Also includes: "Find and pay for college" and a resume for college application
 - Career Test Prep:
 - NCLEX - the gateway to a career in nursing.
 - ASVAB prep - prepare for the military.
 - PRAXIS - the gateway to a career in teaching.
 - Civil service and licensure exams - including the Postal, Firefighter, and Police Officer exams.
 - Also includes: Online Resume Builder and help researching careers
 - Graduate School Practice Tests: GRE prep, GMAT prep, LSAT, MCAT, MAT

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Laurie Shedrick: Automated Systems Manager

1. **WAM Reports:** It took longer than usual to get the March WAM stats up last month because a program that posts the stats failed. Innovative staff replaced the program and the data posted.
2. Extension on **group buys**. We will continue to take orders until May 15th.
3. **Consortia IUG & IUG 2011**- San Francisco, CA (April 12-16)
 Last year, due mostly to clipped budgets resulting in poor attendance, the Consortia Users Group was forced to cancel their biennial fall conference. Instead, they convened a day early at the annual conference. The convergence of these two conferences made the trip to San Francisco even more meaningful. I learn so much from attending the conference, but also reap many benefits from interacting and sharing experiences with people who are engaged in the same work of managing a library system. This time is really gold to me, so thank you for sending me and dealing with my absence!



Consortia Conference: This conference is the one time that Innovative concentrates on the needs of consortia customers. Our needs really are quite different than a stand-alone site. Innovative Product Managers discuss their products in depth in ways that sales consultants just can't. Interacting with the product managers, being

able to ask questions and explain special consortia needs is critical for us when it comes to getting products that we can use.

System administrator session topics (Directors and System Administrators were Split)

- Encore Synergy, Reporter and Content Pro were presented by the product managers.
- Print templates for Consortia – For the most part I am was aware of most of what this session covered, but I learned just in time how to set up template families! This was something that hadn't been an issue with so few templates, but since we begin training on this soon, it will be important to set up groups for each member.
- Scoping Revisited- This session discussed reconsidering your scopes. As material types are added and others fall away it may make sense to reorganize your scope indexes. We had recently done this, but I was unaware that some Marc tags and subfields could also be scoped.
- Planning for new members-Not so much an issue for us, but with recent discussions about merging it was interesting to think about, especially when merging to completely different sets of data!
- Mobile Products, Airpac, Encore Mobile and Program registration were presented by their Product Managers and discussed.
- Streamlined Checkin: Most of this we are already doing. However, I was baffled that people have enough ultimate faith in allowing the system to Auto-check in "in transit" items. Items come in from delivery and simply get shelved, after a period the system switches the in transit status to checked in. How do they sleep at night?
- Create list saved search strategy. No mysteries here, but got some ideas about storing searches that are a little more off the beaten path.

Functional Experts Annual Meeting:

The Innovative Users Group Functional Experts meet each year, following the enhancement process, to discuss what worked and what didn't in the 8 month period leading up to the final ballot. The next year's process is discussed and new products are included. 2011/12 will be my final year serving as a functional expert. The terms are in 3 year cycles.

Innovative Users Group Conference 2011

- Key note speaker Thomas Frey who is the Executive Director and Senior Futurist at the Da Vinci Institute in Louisville, Colorado: Sorry – He just sucked! He had nothing to say that wasn't obvious and his predictions for future library service have pretty much been in place for 10 years.
- Poster sessions: Each year IUG members display projects or methods that they have developed to figure I particularly liked *Using JavaScript to Format URLs for the Proxy Rewrite Method, and Go Greener! Nashville Public Library Uses Print Templates to Save Paper and Staff Time, of the 12 on display.*
- *Changes on the ILS Frontier or Sierra unveiled!* Innovative announced the new platform, Sierra, in the opening session. They followed it up with a full session describing the launch of the new platform. Sierra will allow Systems admin staff more flexibility and an open environment. Innovative recognizes that libraries are moving out of the IT arena and focusing more on products and services. Sierra can be deployed in the cloud or locally hosted. It has a robust web interface and promises to deliver without interrupting established Millennium workflows.
- *How do I get this field to display on that Screen* Web guru and Style sheet king, Bob Duncan demystified the webpub.def page and other wwwoptions that control WebPAC displays.
- *Redo The Scat-* Rewrite you scat table to include all items in your collection. Why it may be necessary to purchase additional scats to cover all entries. Unfortunately the SCAT being discussed was an LC table.
- *Get Certified!* Innovative discusses a new certification process. Online coursework can lead to Inno U certification in either Millennium Systems Coordinator or Millennium Technical Services Coordinator.
- *When budget woes strike: How we made our system respond to a 40% budget reduction.* Lakeland Library Cooperative targeted delivery for cuts to weather cuts to their budget; they reduced delivery from daily to 2 times per week. They stopped placing holds on AV and new items. Patrons were

forced to use home library, and return items where they were checked out. While they were successful in reducing the budget, their circ and library visits have plummeted.

- *Scopes*-Presented by Innovative staff, this session discussed all of the places scopes touch, not just in the WebPAC.
- *Millennium Circulation update*-This summer a new release will be available that includes Print Templates for the date due, In transit too long reports and status change, updates to the look of express lane, and the ability to send sms text messages.
- *New Developments for Sky River*-III's answer to OCLC. While the products searching and indexes have improved and it has an easier load process into Millennium, it still is probably not something we can use. It is a great option for academic libraries or libraries who have big cataloging budgets. If we didn't go to great lengths to save cataloging dollars, SKY River would be a great option, we just don't have enough volume to cross over just yet. I attended this anyway, because in the keynote, III said there were many improvements. I was enticed by into thinking the time savings in workflow could be worth some of the savings. Not convinced yet.
- *Systems Managers Forum*: This is a forum for people who do what I do. There was a bunch of discussion about the platform for the upcoming *Sierra* product. Innovative didn't have a lot of answers except that if your server is more than 3 years old it would likely need replacing. They did cite that some Sun Solaris servers could be ok (this is what we have).
- *RDA & Millennium*: This was the last session that I attended, but it was really important. In the past two years, a new content standard for cataloging, RDA (Resource Description Access) was published and is currently in test phase. Designed for the digital world and an expanding universe of metadata users, RDA: Resource Description and Access is the new, unified cataloging standard—an evolution of the cataloging principles from AACR2, with rules carried over or adapted to the RDA model. Once the national libraries adopt RDA (and there is every reason to believe that they will), RDA will become the new US standard. What that means to us is that the old AACR2 (Anglo American Cataloging Rules) will no longer be followed in our MARC records. New formatting will be followed and a new string of MARC tags and subfields will be introduced that more closely describe the material. Our records will be easily harvested and we will be better equipped to import non marc records from other sources. Ultimately, richer indexing will provide better access to records and create new relationships between records.

Benefits of RDA include:

- A structure based on the conceptual models of FRBR (functional requirements for bibliographic data) and FRAD (functional requirements for authority data) to help catalog users find the information they need more easily.
- A flexible framework for content description of digital resources that also serves the needs of libraries organizing traditional resources.
- A better fit with emerging database technologies, enabling institutions to introduce efficiencies in data capture and storage retrievals.
- A more open structure that can cross language barriers

I also attended: Functional Expert Dinner, All Conference Lunch, Vendor Booths, Met with our Reporter Product manager Ken Wells to discuss Reported in depth, Met with David Hemingway, Our Regional Sales Representative, and Attended the All conference Desert Reception.(This is always cool because they make an effort to wow us with deserts. This year the highlight was homemade ice cream-they used dry ice to make it on the spot! Multi talented Innovative staff always collaborate entertainment, playing their own instruments. There was a DJ and of course drinks! It's like going to a warped wedding reception with your peers!)