Consultant Reports
MHLS Director's Association
Meeting of Tuesday October 6, 2015

Merribeth Advocate, Assistant Director

1. **Making Library Programs Accessible:**
   a. **It is your responsibility as a place of public accommodation to be accessible to anyone who would like to access your services.** With that being said, often there are obstacles within our libraries that prevent access to our resources. There are very few circumstances under which you would <u>not</u> be required to make your library program or meeting accessible.

   b. **Add a Statement of Accessibility to Library Program & Meeting Announcements:** In an effort to ensure that all of your materials, programs and services are accessible to all, you may wish to include a statement of accessibility in your newsletter, on your website and in all of your promotional materials.
      i. While there is no specific wording that requires you to have this type of statement, it will help you to ensure that you are doing all that you can to make your resources accessible.
      ii. By using this type of statement you are giving a visitor to your library the opportunity to request the accommodation needed, and giving you the time to put the accommodation in place.
      iii. Suggested wording:
         1. *"Please let us know in advance if you will need an accommodation that will make this event accessible to you."*
         2. *"Please contact 2 weeks in advance of a program so that we will have enough time to make the event accessible to you."*

   c. **Add a Budget Line for Auxiliary Aids:** It is very important to allocate a line in the library's operating budget for Auxiliary Aids. This type of line can help to cover the costs of Sign Language Interpreters, assistive technology and other types of resources that will make the library's resources accessible to patrons.

   d. Americans with Disabilities Act (ADA) Resources:
      i. Fact Sheet: ADA Title II and Title III Revised Regulations: **available at the meeting** and also at http://tinyurl.com/q4flrnl
      ii. ALA Library Services to People with Disabilities Policy: http://www.ala.org/ascla/asclaissues/libraryservices
      iii. Information About Communications: Title II State and Local Government. Subpart E-Communications: http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm#subparte
      iv. Information About Auxiliary Aids: Title III Public Accommodations: Subpart C, Section 36.303 Auxiliary Aids: http://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm#subpartc

  v. Americans with Disabilities Act Questions and Answers: A 31-page booklet that highlights some employment and service provisions of the ADA. http://www.ada.gov/q&aeng02.htm

  vi. A Guide to Disability Rights Law: A 21-page booklet that highlights the different disability-related legislation. http://www.ada.gov/cguide.htm

2. **Advisory Committee Assignments:**
   a. Each county should note that they have advisory committee representatives that have a 2015 expiration date to their term. The current advisory committee assignment sheet is **available at the meeting** and also attached to this packet.
   b. For the System Services Advisory Committee the membership is made up of 2 from each county. For the following four committees the membership is as follows: Columbia, Greene and Putnam Counties: 1 each; Dutchess and Ulster Counties: 2 each (one from a small library, one from a larger library).
      i. Central Library/ Collection Development Advisory Committee
      ii. Continuing Education / Professional Development Advisory Committee
      iii. Marketing Advisory Committee
      iv. Resource Sharing Advisory Committee
   c. Please determine at your county meeting who your representatives will be for the slots expiring at the end of 2015, and let me know by email by the end of November. The term for these designees will be 2016-2018.

3. **OverDrive**
   a. **100,000 eBooks Read:**
      i. In early September, the 100,000th eBook of 2015 was checked out from the MHLS Digital Download collection at http://mhls.lib.overdrive.com .
   ii. Checkouts for both eBooks and eAudiobooks continue to rise.
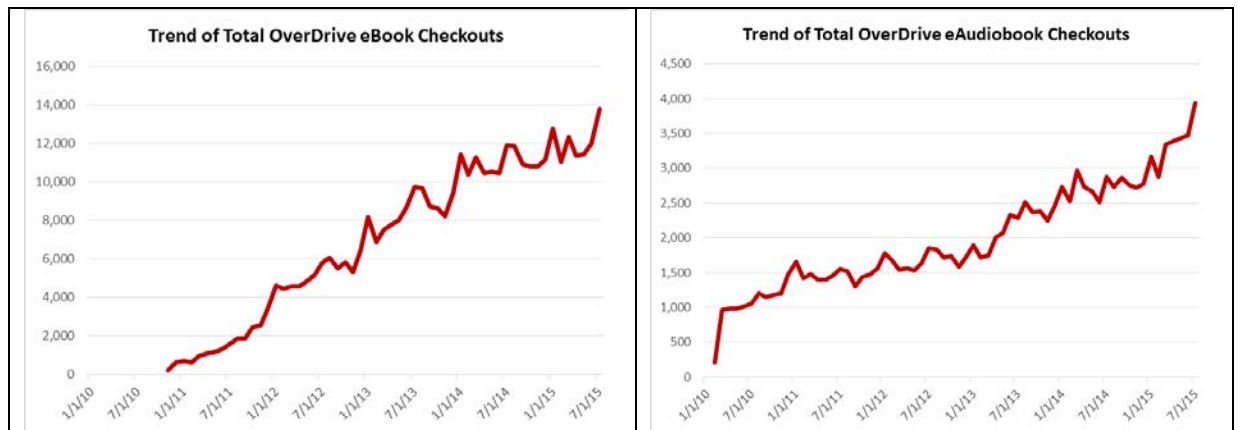
      iii. In 2014 there were more total checkouts (eBooks and eAudiobooks combined) from this 'digital branch' than the number of physical checkouts on-location in 62 MHLS member libraries. OverDrive Total Checkouts (eBooks and eAudiobooks combined):
   1. 2015: 126,406 in 9 months
         2. 2014: 164, 877
         3. 2013: 127,399
         4. 2012: 83,134
         5. 2011: 37,084
         6. 2010: 12,251

b. **Big Library Read – October 7 - 21:**
   i. The OverDrive Big Library Read is back! As we have done several times before, all MHLS libraries will be participating in the next worldwide OverDrive Big Library Read, and for the first time ever there are two titles to enjoy! This global event will run from October 7th through the 21st, enabling readers from around the world to enjoy the same eBook titles at the same time, creating a worldwide book club.
   ii. Both of these titles will be available for unlimited access in the MHLS Digital Download collection at http://mhls.lib.overdrive.com between October 7 (midday EDT) and October 21 (midday EDT) for the duration of the lending period. During this period the eBooks will be available for every patron that wishes to read them—**no holds, no waitlists.**
   iii. By participating in the Big Library Read, we are joining a global movement of passionate readers and library patrons who support the availability of eBooks at libraries. For more information and available marketing materials, please visit http://partners.overdrive.com/big-library-read .
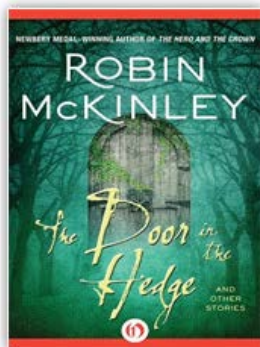
The Door in the Hedge
by Robin McKinley
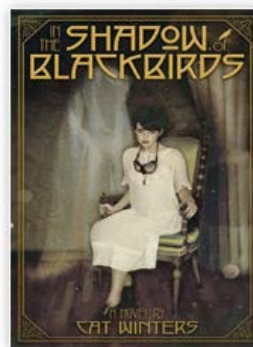
In the Shadow of Blackbirds
by Cat Winters

4. **Preparing for the 2015 Annual Report:**
   a. Each library is required to do an annual report online. The next report due from your library will cover 1/1/2015-12/31/2015 and will be due to be fully submitted sometime in mid-February 2106. In January we will offer hands-on 'Annual Report Workshops for New Directors'. You will be submitting your report online, but won't be able to log in to do it until the state unlocks the software. I'll put out a message on the MHLS Directors Listserv when it is available. There are numbers asked that you may need to estimate, and can start now on:

      i. **Total Reference Questions**: Each year DLD asks in your annual report for the total number of reference transactions during the year. If your library does not count every reference transaction through the year, it is recommended that you make an estimate based on a typical week in October. A "typical week" is a week in which the library is open its regular hours, is neither unusually slow nor unusually busy, and containing no holidays/special events. Include in the count all information contacts that involve the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff. The term includes information and referral services. The request may come from an adult, a young adult, or child in person, by phone, by fax, by mail, or by electronic mail. Do not include in the count directional transactions or questions of rules or policies. (Examples of directional transactions are "Where are the children's

books?" and "I'm looking for a book with the call number 811.2G." An example of a question of rules or policies is "Are you open until 9:00 tonight?").

    ii. **Library Visits (total annual attendance):** If annual counts are available, please report them. Otherwise, provide an annual estimate based on a count taken during "a typical week". If you have a "typical week" count, multiply the count by 52 weeks to report the annual count. A "typical week" is a week in which the library is open its regular hours, is neither unusually slow nor unusually busy, and containing no holidays/special events. It is seven consecutive calendar days, from Sunday through Saturday, or whatever days the library is open during that period. Report the total number of persons entering the library for whatever purpose during the year. Include persons attending activities, meetings, program sessions, and those persons requiring no staff services. This is an annual attendance total.

   b. Meeting Minimum Standards: A reminder to add to your February or March 2016 Board meeting agenda the review and acceptance of the library 2014 annual report. Be aware that in your annual reports, among other things, your board is assuring the state that your library operated under its plan of service in accordance with the provisions of Education Law and the Regulations of the Commissioner your library complies with the state minimum standards (more info at http://www.nysl.nysed.gov/libdev/ministan.pdf). With more attention coming from citizens about library policy and other accountability issues, it is important that library boards are legitimately able to say 'yes' to each of these elements.

5. **Scholastic FACE Literacy Initiative:** Research shows that children achieve superior outcomes in school and in life when they receive literacy support outside of the classroom. This support consistently results in faster rates of literacy acquisition, higher grades and test scores, better adaptation to school and more regular attendance, higher graduation rates, increased participation in higher education, increased future earning potential, and improved quality of life. Having books in their home is key to enhancing literacy. Enrolling in this 'take home book program' will give you 55-80% discounts and free shipping for books that will be given to children to take home and keep. Information and application **available at the meeting** and also at http://tinyurl.com/n9hklno.

Rebekkah Smith Aldrich, Coordinator for Library Sustainability

1. **State Budget Advocacy**: Planning has begun to advocate for library aid in the upcoming Executive Budget. We will once again be moving forward with the message of "**Libraries ARE Education**" and advocating for an increase tied to the percentage increase proposed for Education Aid. New this year – we will advocate for increasing State Aid for Public Library Construction as this amount has been static for a number of years now.
   a. NYLA is meeting with the NYS Division of Budget this month
   b. Expect a call-to action using the NYLA Online Advocacy Center in **January** once the Executive Budget is announced
   c. Save the Date: 2016 Library Advocacy Day will be on **Wednesday, March 2 in Albany**

2. **Non-Profit Revitalization Act and Audits**: The NYS Division of Library Development has shared a new ruling from the State Education Department's Office of Counsel in regards to whether or not the audit

portion of the Non-Profit Revitalization Act applies to public and/or association libraries – **it does not apply to either type of library**. The ruling remains that the *only* portion of this law that impacts libraries is the requirements surrounding a conflict of interest policy and whistleblower protection.

"Are public and association libraries and library systems subject to the financial reporting and auditing requirements outlined in the Non-Profit Revitalization Act of 2013?

No. The Non-Profit Revitalization Act of 2013 added a new [Not-for-Profit Corporation Law §712-a](#) that requires a board of trustees, or a designated audit committee of the board comprised solely of independent directors, to oversee the accounting and financial reporting processes of a corporation and the audit of the corporation's financial statements, and to annually retain or renew the retention of an independent auditor to conduct the audit. However, this provision applies only to a corporation that is required to file an independent certified public accountant's audit report with the Attorney General under [Executive Law §172-b(1)](#), which applies to organizations registered with the Attorney General's Charities Bureau.

Public and association libraries, public library systems and reference and research library resources systems that file annual reports with the State Education Department (SED) are NOT required to register with or file audit reports with the Attorney General's Charities Bureau and therefore are NOT subject to the financial oversight / audit requirements of the [Not-for-Profit Corporation Law §712-a](#).

[Executive Law §172-a(2)(g)](#) exempts from Charities registration: "An educational institution which files annual financial reports with the regents of the University of the State of New York as required by the education law or with an agency having similar jurisdiction in another state or a library which files annual financial reports as required by the state education department."

This long standing exemption was not changed by the Non-Profit Revitalization Act."

[Source: http://www.nysl.nysed.gov/libdev/trustees/coi-faq.htm]

3. **Removing Barriers Mini-Conference – November 18th**: Please plan to join us on Wednesday, November 18th for this mini-conference, to be held in the MHLS Auditorium. This is the crowning event of the MHLS Increasing Circulation Incubation Project! At this event you will hear from:
    a. The cohort of 10 library directors who stepped up to experiment with techniques to increase circulation. What worked? What didn't? How do they plan to proceed?
    b. Aaron Schmidt, author of *Useful, Usable, Desirable: Applying User Experience Design To Your Library* and popular blogger at http://www.walkingpaper.org/. Aaron will join us via videoconferencing in the MHLS Auditorium!

4. **The Future of Programming Event**: We would like to thank **Erica Freudenberger**, Director of the Red Hook Public Library; **Patti Haar**, Director of the Patterson Library; and **Sue Ray**, Director of the Catskill Public Library for their time, energy and expertise at The Future of Programming Event held on September 24th. They joined Janie Hermann of the Princeton Public Library and Erinn Batykefer of the New Canaan Library (CT) to share how they are increasing community engagement through library programming in their communities. Top themes of the day:
    a. **Engage with your community** – find out what they are passionate about and build programming around that
    b. **Try new things**

c. **Curate, don't just "aggregate":** Evaluate what you've been doing, drop things that aren't working so well to make room for the new ("Play, Pause, Rewind, Delete")

d. **Think of programming as you do collection development**; use circ data to help plan programming

e. **"The 7C's":** "*Expand your connections to change your contribution to the community and communicate a story of cooperation and collaboration*." – Janie Hermann

5. **Friends Groups**:
   a. **National Friends of Libraries Week**: October 18-24, 2015
      http://www.ala.org/united/events_conferences/folweek
   b. The next **Friends Support Group** will be held on Thursday, December 10th. We will discuss the results of the 2015 MHLS Friends Group Survey and begin a concerted discussion on the best practices for recruiting new Friends – both those who will volunteer and donating members.

6. **New Pew Report Released – Libraries at the Crossroads**: Synopsis provided by Pew– "*The public is interested in new services and thinks libraries are important to communities*." What news outlets are focused on: "…*the survey finds that the share of Americans who report using a library has ebbed somewhat over the past several years, though it is too early to identify a definitive national trend*."

   Highlights:
   a. Many Americans say they want public libraries to:
      - support local education;
      - serve special constituents such as veterans, active-duty military personnel and immigrants;
      - help local businesses, job seekers and those upgrading their work skills;
      - embrace new technologies such as 3-D printers and provide services to help patrons learn about high-tech gadgetry.

   b. Two-thirds of Americans (65%) ages 16 and older say that closing their local public library would have a major impact on their community

   c. 22% of those 16 and older have used library websites in the past year, compared with 30% who said this in 2013 and 25% in 2012.

   d. 27% of those who have visited a public library have used its computers, internet connection or Wi-Fi signal to go online in the past 12 months. This compares with 31% who said this in 2012.

   e. Among those who have used a public library website, 50% accessed it in the past 12 months using a mobile device such as a tablet computer or smartphone – up from 39% in 2012

   f. 30% of those ages 16 and over think libraries should "definitely" move some print books and stacks out of public locations to free up more space for such things as tech centers, reading rooms, meeting rooms and cultural events; 40% say libraries should "maybe" do that; and 25% say libraries should "definitely not" do that.
   Read more at http://www.pewinternet.org/2015/09/15/libraries-at-the-crossroads/

7. Trustee Education: **Trustee Duties and Responsibilities** workshops in November: Great for new board members, but open to all. Library board members looking for essential, baseline information to increase their effectiveness in serving on a library board will benefit from attending this session.

> ●**Saturday, November 14**
> 10:15am – 12:30pm at Town of Esopus Library, 128 Canal St., Port Ewen 12466
>
> ●**Tuesday, November 17**
> 5:30 – 8:00pm at Desmond-Fish Library, 472 Route 403, Garrison 10524
>
> ●**Thursday, November 19**
> 5:30 – 8:00pm at Mid-Hudson Library System Auditorium, 105 Market St., Poughkeepsie 12601
>
> ●**Friday, November 20**
> 10:15am – 12:30pm at Germantown Library, 31 Palatine Park Rd., Germantown 12526
>
> All attendees will receive a free copy of the brand new 2015 edition of the *Handbook for Public Library Trustees in New York State* – hot off the press!
> Please help your trustees register online at http://calendar.midhudson.org

8. **County Funding Advocacy Group** will meet on Tuesday, December 15th from 1:00 – 3:00pm in the MHLS Auditorium. We would very much like ***representation from each county*** there to receive updates on county funding advocacy, share effective strategies to position libraries to receive county funding and discuss grassroots advocacy efforts that are working.

Robert Drake, Technology Operations Manager

Technology Operations Overview

1. **Ticket System for All Requests**
   - Hello everyone, just a reminder that all Sierra, website, tech everything queries should go to techsupport@midhudson.org. This goes into our ticket system which is directly accessed by five different staff people including myself, Gerry Formby, and Thomas O'Connell. Unlike our individual emails, multiple people are tracking whether or not tickets are resolved in timely fashion.
   - To this end, please remind your staff to use this as well. While we endeavor to get through every email they send, tickets receive a much faster resolution due to the number of people simultaneously working to solve them.

IT/Technology Research, Programming, News

2. **Rate Changes & Opportunities: October 8th, 2015, from 10:00AM to 12:00 Noon**
   - As reimbursement for voice services is deprecated, libraries face new choices as to how and if they apply for E-rate Reimbursement. To help explain these changes and strategies libraries might use going forward, John Rossi, of TeleTech Associates, Inc has agreed to speak in the MHLS Auditorium on October 8th, 2015, from 10:00AM to 12:00 Noon. For more details on this presentation please view the flyer being distributed at the DA meeting, or contact rdrake@midhudson.org.

3. **Rate Changes & Opportunities: October 13th, 2015, from 1:00AM to 3:00PM**

- Join EnvisionWare for a webinar demonstration of their integrated Computer, Print, and Digital Tools including PC: Reservation and LPT:One.
- PC Reservation® is a cross platform, centralized, public computer management solution for patron session management and more.
- EnvisionWare's LPT:One print solution delivers several payment models and seamless support for public print management on Windows and Mac platforms as well as providing an option for printing from any smartphone, tablet or remote computer from anywhere in the world.
- Pre-registration is required. Register through the following link: https://attendee.gotowebinar.com/register/5964618952858249986

Sierra/ILS

4. **Sierra Q&A Webinar**
- Automation Coordinator Thomas O'Connell will offer his usual lunchtime webinar of training and Q&A on Tuesday October 27thd at noon. The topic will be setting up printers within the sierra client (It is not on setting up printers!). The session will take place via a GotoMeeting session and last about 45 minutes. There is a 15 person attendance limit, so register on our calendar if you'd like to attend.
- If you have ideas about topics you would like to see covered in potential future sessions, please contact Thomas at toconnell@midhudson.org or call him at (845) 471-6060, ext. 221.

Cataloguing

5. **Reminder of Damaged Items Policy & Procedure:** *Resource Sharing Policy (knowledgebase Login required to access)* http://kb.midhudson.org/resource-sharing-standards/

A. Owning library must indicate the number of parts in the item – in M-message field of the item record. Without this indication missing pieces will be the responsibility of the owning library. An item checked in is considered accepted by the library that checks it in, and the library assumes responsibility for the condition. ~Amendment approved by Directors Association 11/11/06

B. Do a visual check before check-in. If books are damaged, AV components are broken, or if the item is missing pieces or damaged beyond normal wear and tear, do NOT check the item in. See Missing Components Procedure. ~Update Approved by Directors Association 2/5/09.

C. It is the financial responsibility of the library, at check in and check out, to make sure all pieces are included. This does not require removing components.

D. The library that is checking in the item needs to make the first attempt to recover the missing parts by a phone call to the patron within 48 hours. The library that is checking in the item over their desk from the delivery box will call the last patron, regardless of whose patron it is, within 48 hours. ~Amendment approved by Directors Association 11/1/06

Missing & Damaged Component Procedure attached and also available at http://kb.midhudson.org/missing-and-damaged-components/ (knowledgebase Login required to access)

Missing and Damaged Components Procedure

Missing or Damaged Components Procedure

An item is sent in the delivery to fill a hold. When you pull it from the bin you notice it is seriously damaged or missing pieces:

1. Do not check the item in.

2. Instead go to the "Search/Holds" Function and search for the item by barcode.

3. Change the itype to the no-holds counterpart of the items current itype.

4. Change the status to in repair.

5. Save the record.

6. View the record in the Summary tab.

7. Highlight the item.

8. Click the transfer holds button and move the hold to the next available item.

9. Contact the Lpatron and fill in the form below ASAP. A second attempt should be made within 48 hours of the first call.

10. If your attempt to reach the patron within the specified time fails, return the item to the owning agency, along with the completed Missing or Damaged Components Form.

If you don't catch the damage before check in the item, you will not be able to transfer the hold for your patron, and they will have to replace their hold and wait through the queue again. A patron returns a damaged item to your library:

1. Do not check the item in.

2. Instead go to the "Search/Holds" Function and search for the item by barcode. Click the Edit Record icon and change the itype to the no-holds counterpart of the items current itype.

3. Change the status to in repair.

4. Save the record

5. If the patron who has returned the item is still present inform them that they are missing a piece or that the item has been broken. If the patron who has returned the item is still present inform them that they are missing a piece or that the item has been broken.

6. If your attempt to reach the patron within the specified time fails, return the item to the owning agency, along with the completed Missing or Damaged Components Form.

If you do not catch the broken piece prior to checking in and there is an outstanding hold for another patron you must transfer the hold using the following steps.

1. View the record in the Summary tab.

2. Highlight the item.

3. Click the transfer holds button and move the hold to the next available item.

MHLS Committee Membership 2015

		Columbia	Dutchess	Greene	Putnam	Ulster
ADVISORY COMMITTEES	**Central Library / Collection Development**	Emily Chameides '17	Casey Conlin '17 Julie Spann '15	Sue Ray '15	Kathleen McLaughlin '15	Margie Menard '17 John Giralico '15
	Continuing Education / Professional Development	Vicki Kurashige '17	Rhiannon Leo '17 *vacant* '15	Candace Begley '15	Jen McCreery '17	John Georghiou '17 Brooke Dittmar '15
	Marketing	Jeanne Bogino '15	Sarah Potwin '17 Lorraine Rothman '15	Barbara Flach '15	Gillian Thorpe '17	Kara Lustiber '17 Jody Ford '15
	Resource Sharing	AnnaLee Giraldo '17	Stephanie Harrison '17 Daniela Pulice '15	Linda Deubert '15	Jeanne Buck '17	Katie Scott-Childress '17 Julie Dempsey '15
	System Services	Julie DeLisle '15 Karen Garafalo '17	Gloria Goverman '15 Carol Fortier '17	Linda Deubert '15 Debra Kamecke '17	Patti Haar '15 *vacant* '17	Julie Dempsey '15 Frank Rees '17
	Chairs of County Directors Groups	Julie DeLisle	Carol Fortier	Sue Ray	Carol Donick	Julie Dempsey

MID-HUDSON LIBRARY SYSTEM