

## MHLS REPORT TO MEMBER LIBRARY DIRECTORS - DECEMBER 2017

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The format of this report is based on the MHLS service priorities as determined by MHLS stakeholders.

### 1 DELIVERY SERVICES

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#### 1.1 DAMAGED ITEMS

- a. From July 1, 2016 – September 29, 2017, 8 items were reported damaged during delivery. This represents 0.0002% of items delivered during this period.
- b. Library staff should verify that damage did not occur before the item was placed in delivery by contacting the sending library. If the sending library confirms the item was not damaged prior to delivery pick-up, send the damaged item to Tom Finnigan or Chris Herron in MHLS Delivery Operations. With a damaged item in hand, MHLS will file a damaged materials claim with the delivery vendor seeking replacement cost for the item. MHLS will reimburse the library owning an item damaged during delivery.

### 2 INTEGRATED LIBRARY SYSTEM & CATALOGING SERVICES (LAURIE)

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#### 2.1 RESEARCH STARTERS ARE LIVE IN ENCORE

- a. The Research starter feature is now live in Encore. You must be in the 'Catalog plus articles' or the 'Articles' tab to see the feature. Many topics are covered by Research Starters, and more are being added by Ebsco regularly. Search topics like Franklin Roosevelt or China to see them in Encore.

#### 2.2 DECEMBER LUNCHTIME WEBINARS

- a. [Sierra Notices](#): Learn about the notices available to you in Sierra. Build customized jobs that can be stored for daily use and even scheduled.
- b. [Sierra Circulation 101](#): The essentials for patron facing transactions and records.

#### 2.3 CLOSED DATES

- a. Please submit your closed dates for 2018. We will edit the Days closed table in Sierra on your behalf. The form is available at <http://kb.midhudson.org/daysclosed/>
- b. You may choose to view/edit the days closed for your library in Sierra. Go to Admin, Parameters and Days Closed. If the table is sorted by location, you should find your library's entries grouped by date as you scroll down the locations. This is a rolling calendar, so make edits only to dates already passed in the 2017 calendar year.

## 2.4 SIERRA LOGIN REVIEW

- a. An action memo will be distributed to each library, which will include the Sierra Logins that are in place. Please review the memo and indicate the edits that we need to include.

## 3 COORDINATED IT SERVICES (LAURIE)

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### 3.1 E-RATE: FEDERAL FUNDING FOR YOUR LIBRARY'S TELECOMMUNICATIONS AND BROADBAND

For more information contact [MaryAnne.Waltz@nysed.gov](mailto:MaryAnne.Waltz@nysed.gov) .

- a. **How to file for E-rate Funding**, Presented by Win Himsworth, E-rate Central: Thursday, December 7, 2017
- b. **Children's Internet Protection ACT (CIPA) and E-rate**, Presented by Robert Bocher, Fellow, ALA Office for information Technology Policy: Wednesday December 13, 2017

## 4 PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION (REBEKKAH)

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### 4.1 TRUSTEE MINI-WEBINARS NOW AVAILABLE

- a. Nine brand new mini-webinars for Library Trustees are now available on the New York State Library's web site: <http://www.nysl.nysed.gov/libdev/trustees/webinars.htm>
- b. Topics include:
  - o Libraries in NY: Origin, Oversight & Organization
  - o Open Meetings Law: Transparent and Accountable Governance
  - o Role of the Board President
  - o The Public Library Treasurer: Their Role and Legal Responsibilities
  - o Board Evaluation: A Key to Your Library's Success
  - o Director Evaluation: A Key to Your Library's Success
  - o Hiring Your Library CEO: The Future of Your Library Depends on It
  - o Strategic Planning Part One: Creating a Path for the Future
  - o Strategic Planning Part Two: Creating a Path for the Future
- c. Presenters in include Rebekkah Smith Aldrich, Mid-Hudson Library System and Jerry Nichols, Palmer School of Library and Information Science, co-authors of the Handbook for Library Trustees in New York State; Grace Riario, Ramapo Catskill Library System; and Ron Kirsop, Pioneer Library System
- d. These webinars are a product of a collaboration of the Public Library Systems Directors Organization (PULISDO), the Library Trustee Association of New York State (LTA), the New York Library Association (NYLA), the New York State Library, trustees, and library directors from around New York State who helped the HATS team (Helping All Trustees Succeed) develop trustee education curriculum that is now being used statewide by systems and through these mini-webinars.

## 4.2 PROJECT OUTCOME REGIONAL TRAINING WORKSHOP IS COMING TO MHLS IN 2018!

- a. A major topic of conversation in our profession is exploring how can we better measure and demonstrate the community impact of library services.
- b. [Project Outcome](#) helps libraries easily measure their patron outcomes, which is just one piece of the evaluation puzzle. An outcome is a specific benefit that results from a library service or program. Outcomes can be quantitative or qualitative, and are often expressed as changes that individuals perceive in themselves. Measuring outcomes helps libraries answer the question, “What **GOOD** did we do?”
- c. Project Outcome provides libraries with free access to quick and simple patron surveys, an easy-to-use survey management tool to collect their outcomes, custom reports and interactive data dashboards for analyzing the data, and various resources to help libraries from implementing surveys to taking action using the results.
- d. The available tools help you measure your library’s impact in seven categories:
  - o Civic/Community Engagement
  - o Digital Learning
  - o Early Childhood Literacy
  - o Economic Development
  - o Education/Lifelong Learning
  - o Job Skills
  - o Summer Reading
- e. MHLS is bringing the regional training to our members starting in April 2018:
  - o **Full day workshop in the MHLS Auditorium: Save the Date! April 25, 2018**
    - Participants will:
      - Join in hands-on and discussion-based activities that will help them learn best practices and processes for selecting and administering surveys
      - Discuss challenges and identify possible strategies for their library to use for outcome measurement
      - Receive a checklist, workbook, and action planning documents to successfully implement Project Outcome at their library
    - o Two 90-minute online meetings to support you as you implement the tools

## 4.3 BUDGETING & FINANCIAL MANAGEMENT FOR DIRECTORS

- a. Monday, December 11<sup>th</sup> from 10:00am-4:30pm in the MHLS Auditorium
- b. The curriculum will include: budgeting basics; interpreting monthly financial statements; developing a budget; community based planning; budget modifications; audits; budget votes; tax cap issues; and capital finance.
- c. Please register online at <http://calendar.midhudson.org>

## 5 CONSULTING & DEVELOPMENT (REBEKKAH)

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### 5.1 TURNING OUTWARDS PILOT: 2018

- a. In early 2018 we will be recruiting member libraries for a pilot program to support libraries that have a need to gather fresh input from their community to base planning and resource allocation decisions on.
- b. The pilot program will help teams from participating libraries:
  - o Become familiar with the tools available through the American Library Association's Libraries Transforming Communities program to "turn outwards" and gather input from their community (Community Conversations and Ask Exercise)
  - o Practice their facilitation skills
  - o Create an action plan to implement these activities in their community
  - o Access expert support while implementing their plans
  - o Connect with others doing similar work
- c. Pilot Program participants will meet in person (twice) and online (monthly) during the pilot program that will run from March-November 2018.
- d. Good candidates for the pilot will be libraries whose boards are currently talking about engaging in a long-range/strategic planning process for 2018-2019.
- e. Interested libraries should sign up for the introductory webinar that will be held on Friday, January 12 @10:00am. Please register online for the webinar at <http://calendar.midhudson.org>
- f. Interested to hear the experience of a library who has already done this work? Check out the MHLS Engage! Webinar recording with Michele Cappozella & Alice Walsh of the Mahopac Library: <https://www.youtube.com/watch?v=UsdfuEkqfeo&feature=youtu.be>

### 5.2 COMMUNITY ENGAGEMENT LABORATORY PROJECTS

- a. Five libraries have already expressed their interest to participate in the 2018 Lab Project on **Increasing Active Cardholders**. If you are also interested please contact Rebekkah soon to talk through your potential involvement.
- b. Lab Projects will follow the Increasing Circulation Incubator Project model by assisting a select group of libraries that want to rapidly improve a particular metric. Together, the group will explore best practices, develop actions plans and receive support for the implementation of their action plans. At the conclusion of the Lab Project there will be a System-wide event to share the key learnings from their experiences.
- c. The [Active Cardholder spreadsheet](#) shared at the November DA meeting will be refreshed in January 2018.

### 5.3 TAX CAP FORMS ARE DUE FOR MANY LIBRARIES

- a. Libraries with calendar fiscal years, who have their own board and have **ever** held a public vote on their budget, are required to submit the online Property Tax Cap form prior to the adoption of their 2018 budget.

## 5.4 GUIDANCE FOR IMPLEMENTING OPIOID OVERDOSE PREVENTION MEASURES NOW AVAILABLE

- a. To combat the continuing rise in opioid related deaths in New York State, laws were recently amended to allow New York State’s public libraries to administer opioid antagonists (naloxone) in library facilities by partnering with a New York State Department of Health Registered Opioid Overdose Prevention Program operated by another organization. As part of a coordinated statewide effort, the New York State Library, the State Education Department, the State Department of Health, the New York Library Association, the Public Library System Directors Organization, and the Harm Reduction Coalition collaborated to create **Guidance for Implementing Opioid Overdose Prevention Measures in Public Libraries** to help all New York State libraries implement their own opioid overdose prevention programs:

<http://bit.ly/2zE3WAd>

## 6 COOPERATIVE COLLECTION DEVELOPMENT & DIGITAL COLLECTION ACCESS (MERRIBETH)

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### 6.1 BIG BOOKS AVAILABLE – DEC 1

- a. As noted in [Action Plan Phase III](#) of the MHLS Plan of Service, the MHLS Big Book Collection is being discontinued and the 88 books in the collection are being offered to member libraries. After the DA meeting I’ll roll the cart out and you will be able to choose those you would like.

### 6.2 PURCHASING OVERDRIVE CONTENT CREDIT

- a. At times (like the end of the year) you may wish to purchase OverDrive content credit to use for future spending. Instructions at [https://help.marketplace.overdrive.com/customer/en/portal/articles/2669855-how-to-purchase-content-credit?b\\_id=15212](https://help.marketplace.overdrive.com/customer/en/portal/articles/2669855-how-to-purchase-content-credit?b_id=15212)

### 6.3 MANGO LANGUAGES – ORIENTATION/REFRESHER WEBINARS COMING SOON

- a. We are in the process of arranging orientation/refresher webinars from Mango for MHLS member library staff this winter. When dates are confirmed they will be added to the MHLS online calendar and will also be announce in the monthly “Learn from Your Desk’ postings to the MHLS Notices Email List.
- b. Mango Languages is a database available to all MHLS libraries. Usage continues to rise – there were over 11,500 uses in the past 12 months (over 60% of that through mobile devices). In addition to over 70 languages that can be learned through Mango, they also have increased their English Language Learners courses to over 17 languages. They also offer professional courses such as:
  - o Job Seekers (*ESL Spanish*)
  - o Spanish for Librarians
- c. After the DA meeting I’ll put out a table of Mango swag – help yourself!

## 6.4 TOP OVERDRIVE HOLDS

- a. As of 11/20/17 here are the top 10 OverDrive titles with the highest copy to holds ratio. If you have not already purchased an Advantage copy of this title, you may want to check to see how many of your patrons are in the holds queue for these.

Title	Author	Format	Consortium Ratio*	Price
Two Kinds of Truth: Harry Bosch Series, Book 22	Michael Connelly	eBook	22:1	\$87.00
In the Midst of Winter: A Novel	Isabel Allende	eBook	20:1	\$16.99
Murder on the Orient Express: Hercule Poirot Series, Book 9	Agatha Christie	eBook	18:1	\$7.99
Second Glance: A Novel (unabridged)	Jodi Picoult	Audiobook	17:1	\$99.99
Sweet Tomorrows: A Rose Harbor Novel (unabridged)	Debbie Macomber	Audiobook	17:1	\$76.00
The Christmas Room	Catherine Anderson	eBook	16:1	\$57.00
Haunted: Michael Bennett Series, Book 10 (unabridged)	James Patterson, James O. Born	Audiobook	16:1	\$47.99
The Scarred Woman: Department Q Series, Book 7 (unabridged)	Jussi Adler-Olsen	Audiobook	16:1	\$95.00
The Rooster Bar	John Grisham	eBook	15.3:1	\$65.00
Sleeping Beauties: A Novel (unabridged)	Stephen King, Owen King	Audiobook	15:1	\$119.99

\* The "Consortium Ratio" indicates "All Holds" / copies of the title in the shared collection (including Advantage Plus shared copies).

## 7 AWARENESS & ADVOCACY SERVICES (REBEKKAH)

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### 7.1 NYLA LEGISLATIVE COMMITTEE

- a. MHLS Coordinator for Library Sustainability, Rebekkah Smith Aldrich, has been named the 2017-2018 Chair of the New York Library Association's Legislative Committee.
- b. The Legislative Committee serves to represent each of NYLA's constituent groups for the research, monitoring and support or opposition to legislative (including laws, rulings, ordinances, or legal decisions) and funding issues that impact New York's library community, at the local, state and national level.

### 7.2 ADVOCACY DAY 2018

- a. Reports from Albany indicate this will be a challenging budget year at the state level so get ready to advocate!
- b. Save the Date for NYLA Advocacy Day in Albany, NY: **Wednesday, February 28, 2018**
- c. We will launch another round of the Real People. Real Dollars. campaign in January 2018

## 8 INTERLIBRARY LOAN SERVICES

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### 8.1 NO REPORT FOR THIS MEETING

- a. If you have questions about this service area contact Tara Stohr.

## 9 CONSTRUCTION PROGRAM SERVICES (REBEKKAH)

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### 9.1 HEAD'S UP! 2018 BUDGET & LEGISLATIVE PRIORITIES RELATED TO CONSTRUCTION AID

- a. The New York Library Association will be assisting the library community with advocacy to once again seek an increase to the State Aid for Library Construction Program. Please start gathering stories now about why the availability of additional funds in this program would benefit your community.
- b. A legislative priority for the coming 2018 legislative season will be the retention of the ability to lower the match requirement for libraries that meet the “economically disadvantaged community” definition in MHLS. Without action, this provision will sunset next year.

## 10 COMMUNICATIONS AMONG MEMBER LIBRARIES

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### 10.1 NO REPORT FOR THIS MEETING

## 11 SPECIAL POPULATIONS (MERRIBETH)

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### 11.1 MHLS EARLY LITERACY COHORT II PROJECT – APPLICATIONS DUE FEB 2

- a. **Information & applications are now available for the MHLS Early Literacy Cohort II Program at <https://tinyurl.com/MHLSEarlyLitCohort2>, and are due February 2.** The MHLS Early Literacy Cohort Program is a great opportunity if your library would like to really work on building its capacity, as part of your library’s long range/strategic planning, to provide early literacy services in your community based on the best practices of this parent education initiative. The Early Literacy Cohort II Program is limited to 12 libraries.
- b. The first MHLS Early Literacy Cohort Project is now wrapping up - a staff member from Beekman, Butterfield/Coldspring, Clinton, Hudson, Marlboro, Mountain Top, NorthEast-Millerton, Patterson, Plattekill and PPLD have been a part of the project. During that time the libraries received support and resources to implement early literacy related services in their library.
- c. In the MHLS region essential early literacy skills are needed. The [Kids’ Well-being Indicators Clearinghouse](#) reports that for 2016/17 in the MHLS region, 52%-67.5% of students in Grade 3 in are not proficient in the English Language Arts learning standards (i.e. not demonstrating an understanding of the content expected in the subject at that grade level).

## 12 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

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### 12.1 MHLS WELL REPRESENTED AT FALL INTO BOOKS CONFERENCE (MERRIBETH)

- a. Staff from MHLS member libraries designed and lead two of the interactive discussion groups: Allison Hague from the Putnam Valley Free Library on the topic of Picture Books, and Kristin Charles-Scaringi from the Kingston Library (co-leading with her regional High School librarian) on the topic of Teen Books. 26 staff from MHLS member libraries attended the conference.
- b. Held annually in October for 19 years, this Children's & Teen Literature Conference brings together school and public librarians from eight counties within the Hudson Valley for a day of interactive discussion groups, literacy, networking and insight. This collaborative event is sponsored by MHLS, RCLS, SENYLRC and the following BOCES School Library Systems: Dutchess, Orange-Ulster, Rockland, Sullivan, Ulster.

## 13 ADMINISTRATIVE

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### 13.1 2017 ANNUAL REPORT FOR PUBLIC AND ASSOCIATION LIBRARIES (MERRIBETH)

- a. Each library is required to do an annual report online. All reports should be fully submitted by mid-February. The exact date has not yet been given to us by the state. When it is set I will post a message to MHLS Notices.
- b. 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 MHLS Notices when it is available.
- c. Hands-on Annual Report Workshops, designed for new Directors (and anyone else at your library who is new to working on the annual report) but open to all, are being held January 23-25 at MHLS from 10am-12pm. Register through the [MHLS online calendar](#).
- d. At <http://midhudson.org/topics/statistics-research/annual-report> we are posting 'MHLS Tips for Member Libraries for Completing the 2017 Annual Report'. There you will find some tips and information to help making the process of completing your 2017 annual report easier, regardless of how many times you have done the annual report. New tips will be added to this page as they are uncovered.
- e. MHLS will send each library an annual report packet of information including:
  - o Sierra data for answering the questions regarding Library Collection, Library Use and Library
  - o Transactions that use data contained in Sierra.
  - o ii. Financial info from the MHLS Business Office for funds that passed through MHLS.
  - o iii. Website count if your library website is managed by MHLS.
  - o iv. Wireless count if you have an Aerohive router.

### 13.2 58TH ANNUAL MEMBERSHIP MEETING (TOM S)

- a. Approximately 130 library directors, trustees, staff members and special guests attended the MHLS 58th Annual Membership Meeting on Friday, October 27, held at the Wallace Center/FDR Presidential Library and Home, Hyde Park.



- b. Thea Schoep, Director of Claverack Free Library, Julie Spann, Director of the Blodgett Memorial Library (Fishkill), and Margie Menard, Director of the Kingston Library, shared information about the civic engagement projects initiated by their libraries including voter registration drives, community partnerships that support civic responsibility, and promoting the library as an open and nonpartisan forum. The Directors described the keys to the success of their projects and the importance of continuing to foster civic engagement activities.
- c. Paul Grondahl, Director of the New York State Writers Institute at the University at Albany presented "*News Literacy, Fake News and the Job of an Informed Citizenry*". He addressed the need for the public to discern fact from fiction when dealing with information disseminated in today's climate of unvetted social media and the financial problems faced by the news industry and professional journalists. He praised librarians and libraries for being essential to having a well-informed citizenry. A lively question and answer period followed.
- d. The Women in Politics Symposium, which included the recognition of the Centennial of Women's Right to Vote in New York, featured Dr. Eve Waltermaurer, Assemblymember Sandy Galef, Senator Sue Serino, Assemblymember Didi Barrett, and Dr. Sandra Opdycke.
- e. SAVE THE DATE - 2018 Annual Membership Meeting, November 2, 2018 - Locust Grove Estate

### 13.3 MHLS TRUSTEES (TOM S)

- a. MHLS members elected four (4) MHLS Trustees at the 58th Annual Membership Meeting. Their respective county library association nominated the four trustees.
  - o Rajene Hardeman, representing Dutchess County, was elected to a 5-year term
  - o Robert Culp, representing Putnam County, was elected to a 4-year term
  - o Priscilla Goldfarb, representing Putnam County, was elected to a 5-year term
  - o Lynne Ridgeway, representing Ulster County, was elected to a 5-year term
- b. The MHLS Nominations & Elections Committee is recommending the following slate of 2018 MHLS Board Officers/Executive Committee Members:
  - o President – Mark Wilson
  - o Vice President – Richard Swierat
  - o Treasurer – Barry Ramage
  - o Secretary – Michele Ment
  - o Board Member – Lisa Baker Brill