

MHLS REPORT TO MEMBER LIBRARY DIRECTORS - FEBRUARY 2018

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

1 DELIVERY SERVICES

1.1 NO REPORT FOR THIS MEETING

- a. If you have questions about this service area contact Tom Finnigan.

2 INTEGRATED LIBRARY SYSTEM & CATALOGING SERVICES (LAURIE)

2.1 SIERRA 4.0: SIERRA WEB

- a. Sierra Web expands to 100 concurrent users: The Sierra Web client has been a long standing pain point. Promised at the inception of Sierra, it took iii until 3.0 to deliver the web client. It fell very short of expectations, with access limited to 5 user licenses per site (all of MHLS is a site) and the client was limited only to circulation. The new release promises 100+ concurrent users and full functionality in circ, making this a viable client for wifi, finally. The web client is more forgiving where connectivity is concerned and starts almost instantly. We will be able to assign at least 1 user license to each library to begin testing. Eventually, that number will be expanded, but it should allow you to have full functionality, where wifi is present. The assignment of this license will not expand your number of possible logins, but will expand the versatility.

2.2 WORKFLOW CONSULTING

- a. 3 libraries, Putnam, Clinton Corners, and Red Hook, have participated in our workflow consulting on topics including create lists, high demand holds and circulation processes. We expect to complete an additional 4 visits in the next 2 months. To schedule workflow consulting at your library please use our online form at <http://midhudson.org/2017/10/workflow-consulting/>

2.3 RENEW CHECKED OUT ITEMS WHERE HOLDS EXIST

- a. The feature to allow a renewal if a title or volume hold exists, if there are more available copies than the holds in place and the renewal limit in the loan rule has not been reached, has been enabled

2.4 LUNCHTIME WEBINAR: NAVIGATING AND MANAGING HOLDS

- a. Monday February 12th at noon, Thomas O’Connell will discuss the best practices for managing the holds processes in your library. You can register for the event on the [MHLS Calendar](#).

2.5 CATALOGING ROUNDTABLE

- a. Not just for data entry staff! This interactive discussion group gives all levels of library staff the opportunity to converse with their peers, and contribute ideas, concerns, and experiences related to our shared library catalog.
- b. Topics for discussion and dates are available on the [MHLS Calendar](#):
 - 3/28 - 10-11am: helping patrons find materials
 - 6/5 - 3-4 pm: working in the Sierra interface
 - 9/27- 3-4 pm: using the Encore interface

3 COORDINATED IT SERVICES (LAURIE)

3.1 AEROHIVE 3RD YEAR

- a. We are beginning the last phase of our Aerohive router implementation. The 20 libraries who have pushed to 2018 or were originally in that year will have **one last chance** to participate. Libraries who wish to participate in this year’s implementation will need to send both the action memo back and the response form.

3.2 COMPRISE / ENVISIONWARE PUBLIC PC MANAGEMENT SOFTWARE DOCS

- a. A product information document is now available in the “other items” area of [KB.midhudson.org](#) on each of these very comparable products. Both Vendors reviewed the documents and provided the cost of ownership to the best of their ability, citing that scale and collaboration might change the bottom line. These documents are based on the current releases and will quickly fall out of date. Links to vendor documentation and websites are included for each. Both vendors are happy to answer any outstanding questions or concerns that you may have.

3.3 E-RATE WEBINARS AVAILABLE THROUGH NYLINE

- a. Available at <http://www.nysl.nysed.gov/libdev/univsvc/webinars.htm>
 - How To File for E-rate Funding (December 7, 2017). Presented by Win Himsworth of E-rate Central
 - Children's Internet Protection Act (CIPA) and E-rate (December 13, 2017). Presented by Robert Bocher, Fellow, ALA Office for Information Technology Policy
- b. If you have any questions about E-rate for libraries, please contact Mary Anne Waltz: Maryanne.waltz@nysed.gov / 518-474-1479

4 PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

4.1 SPRING 2018 TRUSTEE EDUCATION SERIES (REBEKKAH & MERRIBETH)

- a. **Trustee Essentials:** Particularly for new board members but open to all. Library board members looking for essential, basic information to increase their effectiveness in serving on a library board will benefit from attending this session:
 - Saturday, March 10 | 9:30am-12:30pm | Saugerties Public Library
 - Tuesday, March 13 | 9:30am-12:30pm | MHLS Auditorium
- b. **Intermediate-Level: Financial & Fiduciary Responsibility** – This course is for trustees who have been on the board for at least a year and will focus on the financial and fiduciary responsibility involved with the library budget, library funding, financial policies, reports to the board and external audits.
 - Tuesday, April 10 | 5:30-8:30pm | MHLS Auditorium
- c. Please encourage your trustees who fit the target audience to attend these workshops. Directors are welcome. Register online at <http://calendar.midhudson.org>
- d. In Fall 2018 we will introduce our first Advanced Trustee course: Strategic Thinking: Planning & Advocacy for Trustees

4.2 PROJECT OUTCOME (REBEKKAH)

- a. Registration is now open for the full day Project Outcome workshop on April 25 @MHLS: <https://www.eventbrite.com/e/project-outcome-regional-training-workshop-tickets-42131699046> **This event is predicted to sell out so please register soon.** There is no charge for MHLS member library directors and staff.
- b. **The goal of Project Outcome is to help public libraries understand and share the impact of essential library programs and services.** Project Outcome provides simple tools and a supportive online community of library leaders to help public libraries collect insights and data about all the ways we are meeting the needs of our communities. This understanding can improve the way public libraries do business – from allocating existing resources more efficiently to advocating for new resources more effectively. Project Outcome is an initiative of the Public Library Association. For more information, visit www.ProjectOutcome.org.

5 CONSULTING & DEVELOPMENT (REBEKKAH)

5.1 TURNING OUTWARDS PILOT PROGRAM

- a. Participating Libraries:
 - Highland Public Library
 - Hudson Area Association Library
 - Kingston Library
 - New Lebanon Library
 - Starr Library (Rhinebeck)
 - Putnam Valley Library

- Saugerties Public Library
 - Tivoli Free Library
- b. These libraries have each formed teams of four (director/staff/trustees) and will engage in a series of activities, including attendance at two in-person events to help them practice facilitation skills, become familiar with the ALA Libraries Transforming Communities resources and the creation and implementation of an action plan that will result in the gathering of community information direct from the source.

5.2 LABORATORY PROJECT: ACTIVE CARDHOLDERS

- a. Updated Data for Active Cardholders after 2017 Q4 expired card purge: [Circ-Active-2017Q4 \(.xls\)](#) | [Circ-Active-2017Q4 \(PDF\)](#)
- b. Libraries that have indicated they would like to participate in this program will receive a welcome message in early February.

5.3 SUSTAINABLE THINKING IN PRACTICE

- a. Several MHLS Member Libraries have joined the [NYLA Sustainable Library Certification Program](#) including:
- Town of Esopus Library
 - Desmond-Fish Library (Garrison)
 - Highland Public Library
 - Mahopac Public Library
 - Phoenicia Library
 - Saugerties Public Library
- b. MHLS has also joined the program.

5.4 414 & 259 CAMPAIGN PLANNING

- a. Please let me know if your library is going for a 259/School District Ballot vote in May or a 414/Municipal Ballot Vote in November this year. So far:
- 414 Libraries
 - Pleasant Valley
 - Putnam Valley
 - Rhinebeck

5.5 CLINTON COMMUNITY LIBRARY PROGRESS REPORT

- a. In the summer of 2014 the Clinton Community Library found itself in crisis. A popular library director had been fired. Community members filed a letter of no confidence against the library board. Close to a hundred community members came out to library board meetings to protest. The whole library board decided to resign. What happened next is an important example of what it looks like when a community deliberately pulls together to save their library.
- b. On behalf of the Clinton Community Library MHLS has filed a report to the NYS Division of Library Development to update key staff at the State Library as to the status of the library in the

wake of these events. This report is viewable at: <http://midhudson.org/wp-content/uploads/2012/11/2018-memo-to-DLD.pdf>

6 COOPERATIVE COLLECTION DEVELOPMENT & DIGITAL COLLECTION ACCESS (MERRIBETH)

6.1 RESULTS OF ACTION MEMO REGARDING OVERDRIVE FUNDING 2018

- a. 58 member libraries (88%) responded that their library agrees to purchase OverDrive E-Books/E-Audio in 2018 at, or above, the amount agreed to for their library in the [2018 E-Resources cost-share chart](#). That totals a minimum of \$26,052 committed to member library purchasing through their Advantage account.
- b. 7 member libraries (12%) responded that their library would prefer to be invoiced for the amount assigned to their library for OverDrive from the [2018 E-Resources cost-share chart](#). That totals \$2,052 to be used for central purchasing of fiction from the shared account.

6.2 TOP OVERDRIVE HOLDS

- a. As of 1/29/18 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	Total Holds	Number of Copies	Consortium Ratio*	Price
Still Me: A Novel	Jojo Moyes	E-Book	31	1	31 to 1	\$65.00
Hot Pursuit	Julie Ann Walker	E-Book	22	1	22 to 1	\$7.99
The Perfect Nanny: A Novel	Leila Slimani	E-Book	21	1	21 to 1	\$48.00
Salvage the Bones	Jesmyn Ward	E-Book	20	1	20 to 1	\$33.00
The Quantum Spy	David Ignatius	E-Book	18	1	18 to 1	\$50.00
Grist Mill Road: A Novel	Christopher J. Yates	E-Book	17	1	17 to 1	\$60.00
Undeniable: Tempted by Her Innocent Kiss\Undone by Her Tender Touch	Maya Banks	E-Book	17	1	17 to 1	\$6.50
War Storm	Victoria Aveyard	E-Book	17	1	17 to 1	\$19.99
Raven Black: Shetland Island Mystery Series, Book 1	Ann Cleeves	E-Audio	16	1	16 to 1	\$54.99
The Love Season	Elin Hilderbrand	E-Book	15	1	15 to 1	\$40.00

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

6.3 MANGO LANGUAGES – ORIENTATION/REFRESHER WEBINARS – FEB 9 & MAR 8

- a. **Please encourage your staff to register** for one of the orientation/refresher webinars through the [MHLS online calendar](#). The session from the vendor includes a short demo of how Mango works (including the apps), what’s new, and how to promote Mango to your patrons.
- b. Mango Languages is a database available to all MHLS libraries. Usage continues to rise – there were over 12,000 uses in 2017 (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.

7 AWARENESS & ADVOCACY SERVICES (REBEKKAH)

7.1 EXECUTIVE BUDGET

- a. The Governor has proposed rolling back the legislative gains for library aid and the State Aid for Library Construction Program. This would result in a 4% decrease to library aid and at 42% decrease to construction aid.
- b. Next the NYS Senate and Assembly will craft their response budgets. Our work now is to capture their attention and make our case to increase library and construction aid.

7.2 REAL PEOPLE. REAL DOLLARS. CAMPAIGN

- a. This campaign is designed to help tell the story of what library aid translates to for a local taxpayer. By calculating an estimate savings by a specific patron or family of patrons we can help legislators see the enormous return on investment library aid can have on household budgets in their district.
- b. Thank you to the early adopter libraries who have been hard at work implementing this campaign to model it for others in our system, check out their Facebook Pages to get a sense of how to participate:
 - Claverack
 - Dover
 - Roeliff Jansen
 - Kinderhook
 - Mahopac
 - Northeast-Millerton Library
 - Phoenicia
- c. Full instructions and tips for implementing this in your community are available at <http://midhudson.org/real-people-real-dollars/>

7.3 DOCUMENTING FACILITIES IN NEED

- a. If your library building has obvious need for State Aid for Construction take a photo and send it to me (rsmith@midhudson.org). We are particularly looking for examples of:
 - Inaccessible buildings and bathrooms
 - Ancient HVAC equipment

- Wildly overcrowded meeting spaces
- Old or crazy wiring schemes

7.4 ADVOCACY DAY

- a. Wednesday, February 28th in Albany
 - Coordinator transportation with stops along the NYS Thruway has been arranged for \$5 a seat (reduction in the ticket price is thanks to the generosity of area Friends Groups!)
 - Appointments with legislators are centrally coordinated by MHLS; a MHLS staff person will be present at each meeting to help kick things off
 - **Planning to attend?**
 - Study up with a [new resource](#) from MHLS: [2018 Advocacy Guide](#)
 - Plan to attend the Advocacy Day Briefing Webinar on Friday, February 16th @10:00am presented by NYLA Executive Director Jeremy Johannesen & RSA. We will cover:
 - Budget timeline and pressure points
 - Budget and legislative priorities
 - Effective talking points
 - How, when and where you can speak up for libraries
 - [Please register online for this event](#)

7.5 THE FIGHT FOR NET NEUTRALITY

- a. Net Neutrality defined by the American Library Association: *“Network neutrality is the concept of online non-discrimination. It is the principle that consumers and citizens should be free to get access to—or to provide—the Internet content and services they wish, and that consumer access should not be regulated based on the nature or source of that content or service. Information providers—which may be websites, online services, etc., and who may be affiliated with traditional commercial enterprises but who also may be individual citizens, libraries, schools, or nonprofit entities—should have essentially the same quality of access to distribute their offerings. “Pipe” owners (carriers) should not be allowed to charge some information providers more money for the same pipes, or establish exclusive deals that relegate everyone else (including small noncommercial or startup entities) to an Internet “slow lane.” This principle should hold true even when a broadband provider is providing Internet carriage to a competitor.”*
- b. In December, the Federal Communications Commission (FCC) rolled back the “Open Internet Order,” effectively killing net neutrality rules.
- c. Governor Cuomo has signed an executive order (No. 175) that NYS government is not to enter into any contracts for internet service unless the ISPs agree to follow net neutrality principles. This executive order affects state agents only, not library systems, public libraries or association libraries.
- d. 22 states are suing the federal government to block the net neutrality rollback
- e. Keep your eye on three moving pieces that could impact libraries:
 1. There is movement by Congress to overrule the FCC’s decision. Should an overrule pass the House it would need to be signed into law by the President.

2. NYS Senate Bill S7376: Relates to requiring certain internet service providers to provide internet access to public libraries at no cost which could ameliorate the predicted cost burden to get out of the “slow lane.”
3. NYS Senate Bill S7193: An act to amend the public service law and the state finance law, in relation to instituting internet service neutrality.

8 INTERLIBRARY LOAN SERVICES (MERRIBETH)

8.1 REMINDER ABOUT RENEWALS FOR ITEMS BROUGHT IN FOR YOUR PATRONS THROUGH OCLC

- a. The MHLS Interlibrary Loan Department coordinates services for members to borrow from nationwide collections through OCLC, when items are not available in **Sierra or SEAL**.
- b. A reminder that these items brought in through OCLC **cannot be renewed by library staff or patrons**. If you patron needs an extension, please contact Tara Stohr (ill@midhudson.org) who can request an extension from the supplying library.

9 CONSTRUCTION PROGRAM SERVICES (REBEKKAH)

9.1 EXTRA FUNDS FOR MHLS APPLICANTS FOR FY2017

- a. Five library systems in the state could not use all of their State Construction Aid which resulted in an additional \$22,975 for MHLS applicants in the last grant cycle. These funds were recommended to be disbursed across the formula to all applicants by the MHLS Incentives Committee. All applicants have been notified of the recommended adjusted amounts
- b. If the State Aid for Library Construction Program is funded for 2018 (we should know when the budget passes in April) all member libraries have the opportunity to declare their intent to apply through the MHLS Action Memo: “Construction Needs” which will be issued to directors. In the meantime, there are several things you can be doing to get ready for the next grant cycle. Learn more here: <http://midhudson.org/nysconstructiongrant/>

10 COMMUNICATIONS AMONG MEMBER LIBRARIES

10.1 NO REPORT FOR THIS MEETING

11 SPECIAL POPULATIONS (MERRIBETH)

11.1 EARLY LITERACY – ONLINE PROFESSIONAL DEVELOPMENT REIMBURSEMENT

- a. In support of MHLS Early Literacy efforts, which focus on offering training in support of making member libraries vital community partners and early learning hubs in their community, here is

an online professional development opportunity that is fully funded from Family Literacy Library Services 2018/19 Funds, administered by MHLS.

- b. ALA is offering **'Creating Early Literacy Programs: Connecting with Early Childhood Development'** as an asynchronous eCourse from February 26 to March 25, 2018. For details, please read the full information about the program. Registration is now open. For a complete course description and to register go to <https://tinyurl.com/ALAEarlyLitE-Course> .
- c. MHLS will **reimburse the library the full \$175 registration fee** (*based on my receipt of the form at <https://tinyurl.com/MHLSearlylitPD2018> and a copy of the participant's Certificate of Completion from ALA by April 10, 2018*).

11.2 'INTENT TO APPLY' FORM FOR 2018 OUTREACH MINI GRANT PROGRAM – DUE APRIL 9

- a. NYS Outreach Categorical Aid funds, received from the NYS Library Division of Library Development and administered by MHLS, will be used to fund mini-grants of up to \$2,000 per member library to develop programs and services to attract and connect to outreach target populations and form relevant community partnerships at the local level.
- b. Outreach target populations [as defined in Education Law §273 (1) (h) (1)] are those who are educationally disadvantaged, members of ethnic or minority groups in need of special library services, unemployed, blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions.
- c. This mini-grant is contingent on 2018 funding by New York State. **At this time we are seeking a simple 'Intent to Apply' Form from member libraries who are interested. Applications will be sent to libraries that have filed an 'Intent to Apply' Form, when the state funding is confirmed.** 'Intent to Apply' Forms, information, requirements and ideas of previous successful projects available at <https://tinyurl.com/MHLS-outreach-intent> .

11.3 HOW TO REGISTER YOUR LIBRARY WITH THE NYS TALKING BOOK & BRAILLE LIBRARY

- a. For the first time, in the 2017 Annual Report, you are asked if your library is registered for services with the NYS Talking Book and Braille Library. As of 12/13/17, only 30% of MHLS libraries were registered.
- b. At <https://tinyurl.com/MHLSTBBL> you can check to see if your library is registered. If not:
 - Download and print out the institutional application at <http://www.nysl.nysed.gov/tbbl/app-institution.pdf> . Send it back to TBBL by fax to (518) 474-7041 OR scan it and send it as an email attachment to tbbl@nysed.gov OR mail to: New York State Talking Book and Braille Library, Cultural Education Center, 222 Madison Avenue, Albany, NY 12230-0001.
 - If you would like TBBL display material for your library, contact them and they will be glad to send materials to you. Also see <http://www.nysl.nysed.gov/tbbl/outreach.htm>
 - Once you become a TBBL member, apply for your BARD (Braille and Audio Reading Download) demo account. The National Library Service (NLS) allows you access to four demonstration titles. Downloading these titles – using either a computer or the BARD mobile apps - will provide you with experience that you can pass on to your TBBL patrons.

11.4 IF YOUR LIBRARY RECEIVES A DIRECT REQUEST FROM AN INMATE

- a. A reminder to all MHLS libraries that if you receive in the mail a reference request directly from a state correctional facility inmate that you **should not respond to them** – you should send it along to me to forward to the senior librarian at their facility. This will actually legitimize and facilitate their access to information, as the NYS Department of Corrections and Community Supervision has a mechanism and procedure for information sent to prisoners, and it must involve the facility library.
- b. Keep in mind that there is seemingly innocent information that certain incarcerated individuals are not allowed to have due to their history of criminal actions, and when the requests come to you **unmediated by a facility librarian** it is not possible to determine what those specific parameters are. So the best way to serve this patron, if they contact your library directly, is to send the request (including the envelope) to me in the delivery.

12 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

12.1 BOOK DRIVE DISTRIBUTION TO BENEFIT YOUTH – REGISTRATION CLOSES 2/27 (MERRIBETH)

- a. Empire State Center for the Book has collected over 4,000 books through the Holiday Book Drive at Barnes and Noble to put in the hands of children, with a special emphasis on youth that are disadvantaged. The books are being sorted in the MHLS Auditorium, and will be picked up by organizational representatives of public libraries, school libraries and social service organizations. If your library has a local project to put books in the hands of this target group, sign-up for one of the distribution dates (3/6, 3/7, 3/13, 3/14) through the MHLS [online calendar](#). Preregistration is required. Registration closes on 2/27.

13 ADMINISTRATIVE

13.1 2017 ANNUAL REPORT FOR PUBLIC AND ASSOCIATION LIBRARIES – DUE FEB 16 BY 5PM (MERRIBETH)

- a. Each library is required to do an annual report online. All reports should be fully submitted by 2/16/18 at 5pm.
- b. As of 1/29/18, fifty member libraries (76%) have logged into the annual report software, and one has fully submitted their report.
- c. At <http://midhudson.org/topics/statistics-research/annual-report> we are continuing to post 'MHLS Tips for Member Libraries for Completing the 2017 Annual Report'. There you will find 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. We are adding new tips to this page as they are uncovered.

13.2 EXECUTIVE DIRECTOR SEARCH INFORMATION

- a. [MHLS Executive Committee Report – January 8, 2018](#)
- b. MHLS Board Meeting Approved – January 27, 2018
 1. MHLS will conduct a national search managed by a professional search firm that specializes in executive searches for library organizations.
 2. The Board authorizes the expenditure of up to \$35,000 to conduct a national search and hire a new MHLS Executive Director.
 3. The Board designates the MHLS Executive Committee to serve as the MHLS Executive Director Search Committee.
 4. The Board authorizes the MHLS Executive Committee to select and contract with a professional search firm that specializes in executive searches for library organizations.
- c. [MHLS Executive Director RFP](#)
- d. Ongoing Reporting @ Executive Director Search Information on the [MHLS Board homepage](#)

13.3 MEMBER INFORMATION UPDATES

- a. In order to effectively communicate with our members the Mid-Hudson Library System maintains a database of contact information for our member libraries. Once a year we request an update of this information to keep our records accurate. In February, an Action Memo with a link to an online form will be sent out via the MHLS Notices List for each member library director to complete and submit. If you have any questions please contact Kerstin Cruger, Library Sustainability Associate & Communications Specialist, kcruger@midhudson.org