

MHLS REPORT TO MEMBER LIBRARY DIRECTORS – FEBRUARY 2019

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

1 DELIVERY SERVICES

1.1 RFP PROCESS UPDATE

- a. Six vendors, including our current vendor ALDS, responded to our request for proposals (RFP) to provide delivery service in the Mid-Hudson Library System equivalent to the service levels we currently provide.
- b. MHLS Staff is currently evaluating the proposal to identify the lowest *qualified* bidder and will make a recommendation to the MHLS Board at their March 23rd board meeting.
- c. The current contract with ALDS ends June 30.

1.2 DELIVERY SERVICE TO PLEASANT VALLEY

- a. Delivery service has resumed to Pleasant Valley as of Monday, February 11th. Since early November Pleasant Valley holds have been delivered to LaGrange. We thank the staff at the LaGrange Association Library for their immediate and on-going support as a hold pick-up location for Pleasant Valley patrons!

2 INTEGRATED LIBRARY SYSTEM & CATALOGING SERVICES

2.1 ILS ROAD MAP DEVELOPMENT (REBEKKAH)

- a. Working with Thea in her role as chair of the DA we are convening a meeting of DA leadership: System Service Advisory Committee members, chairs of each DA advisory committee and the chairs of each of the five county directors groups to come together on March 6th to help us develop an “ILS Road Map.”
- b. Our goal is to explore how we – MHLS Staff and the DA - can best work together in the aftermath of the February 20th vote on the future of our ILS contract to coordinate opportunities and make good things happen for the member libraries of the Mid-Hudson Library System and your patrons in a timely manner. This is likely to encompass prioritization about features, products, the online catalog and training as well as clarifications about who needs to be involved to implement features.
- c. MHLS Staff plan to use the results of the March 6th discussion to create an “ILS Road Map” to help member library directors know what to expect in terms of the ILS development path and the implementation schedule for development projects. A draft of the ILS Road Map will be presented to the SSAC for consideration and the final version will be presented to the DA.

2.2 AUTOMATIC RENEWAL UPDATE

- a. Testing/Pilot: MHLS has tested internally to ensure that the notices are setup and running as expected. In the first week of February we rolled in the Starr Library. The pilot tested for success in automatic sending, renewals being blocked and accuracy of reporting renewed vs. not renewed.
- b. Unexpected downside: The notices are generated by the owning location of the item to be renewed and not the checkout location.
 - o Custom renewal would be awkward
 - o System wide auto renewal is the only real solution that can be effective.

2.3 UPCOMING LUNCHTIME WEBINARS

February 21 – Web Management Reports

March 12 – Sierra Circulation 101

2.4 WORKFLOW CONSULTING

- a. Need some onsite training? MHLS can work directly with you to create a custom onsite training session. Some popular topics include, create lists, cataloging and linking and reports. Please find the form to schedule at <https://midhudson.org/topics/director-resources/workflow-consulting/>

2.5 SIERRA 4.2 UPGRADE, WEDNESDAY FEBRUARY 27

- a) New features in Sierra 4.2
 - From the View Cancelled Holds table, staff can place a new title-level hold using information from a cancelled hold, and insert that hold either at the end of the hold queue or in order by the original hold's placed date.
 - Sierra supports entry and authentication of PINs up to 64 character in length and containing punctuation.
 - An optional /privacy command link is available for libraries to publish a privacy policy in their WebPAC screens.
 - Updating Scheduler to handle export of the same fields as Create Lists
 - Adding the option to select default Create Lists default view in the SDA, so that each user will be able to set their own default,
 - Multi-window support in Sierra Web

2.6 ENCORE 4.8 UPGRADE MARCH 28

- a) New Features in Encore 4.8 (Sorry- the facets still won't default sort by alphabet)
 - **Make Facets configuration customer-facing**
 - o Ability to configure customer facing facets.
 - o Sierra Admin: add a flag to disable subject facet counts.
 - o Make facet configuration customer facing
 - **Printing Improvement**-Added print option to My Cart.
 - **Accessibility Improvement in Keyboard use**
 - o Header active elements can be used with the keyboard.
 - o Dialog windows get a keyboard focus when they are opened.

- A set of standard keyboard commands can be used for the "Edit hold" UI widget for each search result on the search results page.
- Info in tooltips for each search result on the search result page are accessible to keyboard.

3 COORDINATED IT SERVICES

3.1 SYNETICS UNBOUND WIDGETS & MEDIA

- a. **Media:** Our new subscriptions gives us access to content for displays and other marketing. *Show off your library's collection with eye-catching Book Display Widgets. Put them anywhere — on your library's home page, LibGuides, blog, Facebook, Twitter, Pinterest, or library newsletter. Special integration features your widgets on your library's Facebook page, with a dedicated, interactive tab.*
- b. **Widgets:** want to spruce up your newsletter or webpage with a carousel that displays cover images in a moving carousel? MHLS can provide you with a script to embed. We can do award winners, popular titles, genres and specific groups by ISBN. To find out more, open a ticket by sending an email to techsupport@midhudson.org.



4 PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

4.1 SPRING 2019 TRUSTEE EDUCATION SERIES (REBEKKAH)

- 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:
 - Wednesday, April 10 | 9:30am-12:30pm | Hudson Area Library
 - Thursday, April 18 | 5:30-8:30pm | MHLS Auditorium
 - Saturday, May 18 | 9:30am-12:30pm | Kingston Library
- b. **Intermediate-Level:** These courses are for trustees who have been on the board for at least a year.

- **NEW! Legal Issues for Trustees:** This course will help trustees establish familiarity with many of the laws and regulations applicable to libraries, particularly those in New York State including legal structure of libraries in the state and key laws and regulation impacting their work as trustees such as Education Law, Open Meetings Law, Public Officers Law and more!
 - Wednesday, May 1 | 5:30-8:30pm | MHLS Auditorium
- **Financial & Fiduciary Responsibility:** This course 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, May 7 | 9:30am-12:30pm | Kingston Library
- c. **Advanced: Strategic Thinking: Planning & Advocacy** – This course is designed for trustees who have been on the board for at least a year, if not longer. It is recommended that trustees have already attended the Trustee Essentials workshop prior to this one. In this workshop trustees will come to have a better understanding of the perception of libraries in today’s world; work to identify community stakeholders; discuss effective community engagement techniques; receive an overview of responsive planning opportunities; and receive an introduction to key advocacy strategies.
 - Saturday, May 4 | 9:30am-12:30pm | Kinderhook Memorial Library
 - Tuesday, May 21 | 5:30-8:30pm | MHLS Auditorium
- d. Please encourage your trustees who fit the target audience to attend these workshops. Directors are, as always, welcome to attend. Register online at <http://calendar.midhudson.org>

4.2 HUMAN RESOURCES LEGAL ISSUES WEBINAR SERIES

- a. February 19th: NYS Sexual Harassment Prevention Law & NYS Family Paid Leave Act
- b. March 26th: Key Employment Legislation & Compensation Issues
- c. Please register online at <http://calendar.midhudson.org>

5 CONSULTING & DEVELOPMENT

5.1 SMOKING RESTRICTED NEAR LIBRARIES (REBEKKAH)

- a. Effective June 18, 2019, New York Public Health Law §1399-o will prohibit smoking within 100 feet of the entrances, exits, or outdoor areas of any public or association library, but allows vaping. Impacted libraries include public libraries that are not in a school, and private (“association”) libraries that are equally accessible for free use by all community members, as defined by New York Education Law §253.
- b. County boards of health, county health districts, or designated officials will be responsible for enforcing this and other smoking restrictions found under ATUPA. Violations of this and other smoking restrictions can be reported to these enforcement officers. If a violation of this restriction is found, a civil penalty of not more than \$2,000 may be imposed.

5.2 SEXUAL HARASSMENT PREVENTION TRAINING (CASEY)

- a. Every employer in New York State is required to provide employees with sexual harassment prevention training. Each employee must receive training on an annual basis, starting October 9, 2018. New hires must receive the training within 30 days of their start date.
- b. Employers need to keep training records to prove all employees have received the training.
- c. New York State has produced videos that meet all state minimum training requirements except one: the videos alone are NOT considered interactive:
 - “If you are using the video to meet the training requirements, you must also: ask questions of employees as part of the program; accommodate questions asked by employees, with answers provided in a timely manner; or require feedback from employees about the training and the materials presented. During this interactive portion, employers should be prepared to address questions raised by employees including those specific to their industry, questions about the organization’s reporting process and questions about how hypothetical cases would be handled.”
- d. You can access the training videos at <https://www.ny.gov/combating-sexual-harassment-workplace/employers#training-videos>
- e. For answers to frequently asked questions please visit <https://www.ny.gov/combating-sexual-harassment-workplace/combating-sexual-harassment-frequently-asked-questions#for-employers>

5.3 414 & 259 CAMPAIGN PLANNING (REBEKKAH)

- a. Please let us 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.

5.4 2020 CENSUS (CASEY)

- a. The ten question 2020 Census will be largely digital for the first time, and there are a lot of communities and populations that stand to be left out of the count, including traditionally hard-to-count populations like New Americans, and people with limited access to internet and limited experience with technology.
- b. There are a lot of things tied to the Census, including the basic tenets of democracy and representation in our State and Federal government, and, what resonates more with people in studies, state and federal funds received locally; young families are more likely to participate in the Census when they find out it affects funding for their community. Federal funding for Medicaid, local schools, highway planning and construction, CHIP, WIC, SNAP, HEAP, and more are distributed using formulas based on the decennial Census. Similar formulas based on the Census or based on formulas based on the Census are used to allocate state funding for programs like the Community Development Block Grant Program, and Census data is used for planning purposes by businesses and nonprofits. An inaccurate count will result in lost funding, which helps offset state and local funds, and reduced representation at the state and federal levels.
- c. Libraries can help ensure a complete count by partnering with Community Based Organizations, local governments, and anyone interested in getting the word out about the Census. Libraries

can also provide support as tech hubs and trusted organizations in their community. For more information, visit www.midhudson.org/Census-2020

6 COOPERATIVE COLLECTION DEVELOPMENT & DIGITAL COLLECTION ACCESS (LAURIE)

6.1 OVERDRIVE – VIDEO AVAILABLE

- a. We now have libraries who have added streaming videos to the Overdrive advantage collections. You can too! MHLS has begun to provide the usage statistics on a separate tab of our monthly reports. In January 216 Videos have been downloaded, which is pretty impressive considering the collection size.

6.2 SYNDETTICS UNBOUND NOW LIVE

- a. As per the vote at the last DA meeting MHLS went live with the catalog enhancement, Syndetics Unbound, in early February. This was announced in the [2.5.19 MHLS Bulletin](#).
- b. Syndetics Unbound provides a comprehensive solution for providing the elements that make a record more interesting, connected and relevant to users in our online catalog. The service provides cover images, summaries, author info., 'look inside', series, 'you may also like', professional reviews, reader reviews, other available formats, tags, reading level, awards, shelf browse and more.

7 AWARENESS & ADVOCACY SERVICES

7.1 NYS EXECUTIVE BUDGET (REBEKKAH)

- 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 5% decrease to library aid which impacts both the System's operating aid, coordinated services aid, Central Library funding and Local Library Services Aid (LLSA) and a 58% decrease to the State Aid for Library Construction Program.
- b. Next the NYS Senate and Assembly will draft their response budgets. Our work now is to capture their attention and make our case to increase library and construction aid.

7.2 STATE LEVEL ADVOCACY ACTIONS

7.2.1 Advocacy Day Briefing (Webinar)

- a. Friday, February 15th from 10:00-11:00am
- b. Presenters: Jeremy Johannessen, Executive Director, New York Library Association & Rebekkah

7.2.2 Legislator Education (Rebekkah)

- a. Many libraries are now represented by freshmen legislators, meaning this is their first year in state office. We recommend early outreach to new state legislators to invite them into your library so they can get familiar with your organization and have first-hand knowledge of how their constituents benefit from local library services.
- b. Is your legislator hosting a town hall or office hours in your town? In your Library? Let us know!

7.2.3 Real People. Real Dollars. Campaign (Casey)

- c. 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.
- d. 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:
 - Valatie
 - Philmont
 - Marlboro
- e. Full instructions and tips for implementing this in your community are available at <http://midhudson.org/real-people-real-dollars/>

7.2.4 Documenting Facilities in Need

- a. If your library building has obvious need for State Aid for Construction take a photo and send it to Casey (cconlin@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

7.2.5 Advocacy Day

- a. Wednesday, February 27th 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 designated MHLS representative will be present at each meeting to help kick things off
 - **Planning to attend?**
 - Coming Soon: 2019 Advocacy Guide www.midhudson.org/library-advocacy-day
 - Plan to attend the Advocacy Day Briefing Webinar on Friday, February 15th @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](#)

7.3 COUNTY FUNDING ADVOCACY GROUP

- a. This group will meet @MHLS on Tuesday, April 30th
- b. We request that at least one representative from each county plan to attend to share best practices for county-level advocacy.

8 INTERLIBRARY LOAN SERVICES

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 (CASEY)

9.1 STATUS OF 2018-2019 APPLICATIONS

- a. The State Library has reviewed all applications and requested a series of application fixes which we have facilitated. Next step will be review by the Dormitory Authority's lawyers.
- b. Libraries recommended for award should expect to hear about the fate of their grants in June/July 2019.

9.2 GETTING READY FOR THE NEXT APPLICATION ROUND (2019-2020)

- a. Watch for the *Construction Needs Update Action Memo* in April, this will be the first step to apply in the next funding round.
- b. Introduction to the State Aid for Library Construction Program Webinar:
 - Thursday, April 18 | 10:00-11:00am
 - Please register online for this event at <http://calendar.midhudson.org>
- c. To get ready for the next round of grant funds:
 - Update (or create) your library's board approved, prioritized facility plan. (Need help getting started? Check out this [sample outline for a facility plan](#) from MHLS)
 - Directors will be sent a 2019 Construction Needs/Intent to Apply Action Memo from MHLS via the MHLS-Notices list. Completion of this is the required first step for eligibility in MHLS.
 - Register for a [NYS Directory Service Account](#) (necessary to access the online application)

- **FEIN and SED Vendor Number:** In order for a public library to apply for funding from the NY State Library's Public Library Construction Grant Program, the library must have its own **FEIN** number, which will enable the library to receive a NY State Education Department **vendor number**. A public library must be assigned a vendor number in order to receive construction grant funds.
 - **Is your building more than 50 years old?** Check out the State Historic Preservation Office (SHPO) Approval Documentation
- d. For more information: <https://midhudson.org/nysconstructiongrant/>

10 COMMUNICATIONS AMONG MEMBER LIBRARIES

10.1 NO REPORT FOR THIS MEETING

- a. If you have questions about this service area please contact Casey.

11 SPECIAL POPULATIONS

11.1 2019 OUTREACH MINI-GRANT PROGRAM "INTENT TO APPLY" FORM – DUE MARCH 15TH

- a. The Outreach Mini-Grant is administered by the Mid-Hudson Library System using NYS Outreach Categorical Aid funds from the NYS Library Division of Library Development. These funds will be used to award up to \$2,000 each to member libraries who wish to develop programs and services to connect to target outreach populations at the local level.
- b. Outreach target populations 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. Libraries who participate in this grant will be required to identify a target population in their community that falls into the above outreach categories. They will need to provide a project description, timeline, budget, and information on any community partners that may be involved. Libraries who participate will also need to submit an evaluation that measures the success of their project.
- d. This mini-grant is contingent on 2019 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.** Intent to apply forms, information, requirements and ideas of previous successful projects available at www.midhudson.org/outreach-mini-grants-2019/

11.2 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 Courtney Wimmers, MHLS Outreach & Engagement Specialist, 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 Courtney in the delivery.

12 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

12.1 NO REPORT FOR THIS MEETING

- b. If you have questions about this service area please contact Rebekkah.

13 ADMINISTRATIVE

13.1 ANNUAL REPORT TO THE STATE (CASEY)

- a. Each library is required to do an annual report online. All reports should be fully submitted by Friday, February 15th, 2019 at 5pm.
- b. As of 2.11.19, sixty-six member libraries (100%) have logged into the annual report software, and twelve have fully submitted their reports.
- c. At <http://midhudson.org/topics/statistics-research/annual-report> we are continuing to post 'MHLS Tips for Member Libraries for Completing the 2018 Annual Report'. There you will find tips and information to help making the process of completing your 2018 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 NEW STAFFING PATTERNS (REBEKKAH)

- a. After six months of doing double duty as the Executive Director and Library Sustainability Coordinator I am very pleased to welcome Casey Conlin on staff as the new Library Sustainability Coordinator. Casey began on January 7th and has hit the ground running! Please feel free to contact Casey for assistance with the annual report to the state, information about the Turning Outward and Lab Project programs, advocacy and awareness activities, the MHLS Bulletin/Social Media and the State Aid for Library Construction Program. Casey will be our point person on the 2020 Census. I will continue an active role in the areas of Consulting & Development Services and Continuing Education/Professional Development and will be mentoring Casey in these areas so don't be surprised if he helps me answer a question you send me, joins me at a consultation at your library and co-presents with me on a variety of topics.
- b. A new position at MHLS, the Outreach & Engagement Specialist, has been filled by Courtney Wimmers. Courtney is taking the lead on the Coordinated Outreach program, a state mandated area of service which you can learn more about here:

<http://www.nysl.nysed.gov/libdev/outreach/> Courtney will also take the lead on the Adult Literacy and Family Literacy grant programs at MHLS, provide assistance with annual reports, community engagement work with member libraries, and communication among member libraries.

- c. Laurie, in her new capacity as Assistant Director, will take the lead on InterLibrary Loan and Cooperative Collection Development & Digital Collection Access issues.
- d. Nina Acosta, MHLS Assistant ILP Operations Supervisor, has stepped up to take the lead on MHLS support of the OverDrive service.

13.3 MEMBER INFORMATION UPDATES (CASEY)

- 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

13.4 AUDITORIUM RENOVATIONS

- a. The construction portion of our Phase III renovation of the MHLS Auditorium will be just about complete at the February 20th DA meeting.
- b. This phase includes the renovation of the serving area of the facility, created a storage room for tables and chairs, installed new carpeting and floor outlets.
- c. Still to come later in 2019: new tables, chairs and garbage/recycling receptacles
- d. As part of our pursuit of the NYLA Sustainable Library Certification we evaluated our hospitality procedures and footprint and will be transitioning to reusable utensils and plates this year. A dishwasher has been installed to aid with this transition. As always, we encourage you to bring your reusable coffee/tea mugs!