

## MHLS REPORT TO MEMBER LIBRARY DIRECTORS – APRIL 2019

---

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

### 1 DELIVERY SERVICES

---

#### 1.1 REPORTING DELIVERY ISSUES

- a. A reminder to check the MHLS Alerts list and our homepage for official notice of route delays or cancellations.
- b. If there is no official notice of a delay or route cancellation and your delivery has not arrived please contact MHLS Delivery Operations Manager Tom Finnigan at x244 or [tfinnigan@midhudson.org](mailto:tfinnigan@midhudson.org) to report this.

### 2 INTEGRATED LIBRARY SYSTEM & CATALOGING SERVICES

---

#### 2.1 AUTO RENEWAL PILOT

- a. We continue to test the process with the Starr library in Rhinebeck. The library and patrons are positive about the experience. The Action Memo Response is overwhelmingly opt in.

#### 2.2 HIGHLAND LIBRARY TESTS FINES FREE FOR AGE RANGES

- a. The Highland Library is the first MHLS library to go “Fine Free” using the age feature in Sierra’s loan rule determiner table. This feature adds an additional filter that tests the age of the patron (based on the birthdate field in the patron record) before applying the rule. For patrons who are less than 16 years old or more than 65, no late fees will be applied.

#### 2.3 SIERRA TRAINING OPPORTUNITIES

- a. **Create List Lab:** Hands on Create List Lab Workshops (April 25 & 26<sup>th</sup>) For beginners, these sessions will teach users when to use create lists and why. Users will have the opportunity to work live and create some useful lists of records.
- b. **Regional Cataloging training:** For beginners or as a refresher, learn the cataloging process from creating a brief bib record through item creation. Three sessions will be held in different areas as follows: May 23 at Kent, May 30 Kinderhook & May 31 at MHLS.
- c. **Regional Circulation training:** TBA, but targeted for June and July at 3 locations.
- d. **Lunchtime webinars:** Circ 101 April 10 and Patron Data entry on April 19<sup>th</sup>.

## 2.4 INNOVATIVE USERS GROUP (IUG): MAY 4-8, 2019

- a. This year IUG will be held in Phoenix (AZ). MHLS staff in attendance will use this event as an opportunity to meet with Innovative staff to help plan roll the implementation of new products and seek advice from peers who are using them already.
- b. Thomas has been asked to participate on a panel to discuss the Auto Renewal Pilot

## 2.5 SELF CHECK , CHECKS OUT!

- b. Kinderhook library had installed a self check station prior to their grand-reopening back in December. After a few months of use, Arlene, KHK's Circulation clerk reports patrons love it, especially the kids.



# 3 COORDINATED IT SERVICES

---

## 3.1 GIGABIT TOOLKIT

- a. Introduced by MHLS staff at the New Directors Forum, the Toward Gigabit Libraries Toolkit and customized "Broadband Improvement Plan" are designed to help public libraries learn about their current broadband infrastructure and internal information technology (IT) environment.
- b. The Howland Library has recently committed to completing the Gigabit toolkit. Through the use of the "Broadband Toolkit" and "Broadband Improvement Plan," librarians will be better equipped to improve their broadband services and become stronger advocates for their libraries' broadband infrastructure needs. Staff will work towards monthly goals in the kit, raising their own awareness and setting goals.
- c. For more information about the toolkit visit:  
<https://www.internet2.edu/research-solutions/community-projects/toward-gigabit-libraries/>

## 3.2 MHLS TICKETING SYSTEM

- a. Please remind staff that the best way to report an issue with the Sierra system is to open a ticket by sending an email to [techsupport@midhudson.org](mailto:techsupport@midhudson.org). The entire Technology Team at MHLS is able to review the issue. We also use the system to share status and documentation. Please include specific steps and record numbers when you report. Send an email or call if...
  - A task or process is not working as it should
  - Your settings or options need changing
  - Not sure how to do something
  - You have a good idea that would improve the system or process.
  - You want to see if the issue has been reported elsewhere

## 4 PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

---

### 4.1 FRIENDS SUPPORT GROUP: APRIL 11

- a. This support group is a forum for library Friends to come together and share information. The topic for this meet up will be a Fundraising Idea Exchange.  
At this workshop:
  - A group discussion will shine a spotlight on fundraising ideas that go beyond the book sale!
  - Tweet Out: All attendees will share their #1 success with fundraising over the past 12 months in just one minute!
- b. [Thursday, April 11th](#) | 5:30-7:30 pm in the MHLS Auditorium.
- c. Register at <http://calendar.midhudson.org>

### 4.2 TRUSTEE EDUCATION SERIES

- a. The MHLS Trustee Education Series has been designed using the Helping All Trustees Succeed (HATS) Curriculum. HATS was created thanks to a collaboration of key players in the New York library community: The State Library, the Library Trustee Association of New York (LTA), the New York Library Association (NYLA) and the Public Library Systems Directors Organization (PULISDO), were joined by hundreds of trustees and library directors from around New York State to help shape the content.
  - 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 10th](#) | 9:30am-12:30pm | Hudson Area Association Library
      - [Thursday, April 18th](#) | 5:30-8:30pm | MHLS Auditorium
      - [Saturday, May 18th](#) | 9:30am-12:30pm | Kingston Library
  - Intermediate Level Workshops

- These intermediate-level courses are for trustees who have been on the board for at least a year.
      - Legal Issues - [Wednesday, May 1st](#) | 5:30-8:30pm | MHLS Auditorium
      - Financial & Fiduciary - [Tuesday, May 7th](#) | 9:30am-12:30pm | Kingston Library
    - Advanced Level Workshop
      - This advanced-level course is for trustees who have been on the board for at least a year. It is recommended that trustees have already attended the Trustee Essentials workshop prior to this one.
        - Strategic Thinking: Advocacy & Planning
          - [Saturday, May 4th](#) | 9:30am-12:30pm | Kinderhook Memorial Library
          - [Tuesday, May 21st](#) | 5:30-8:30pm | MHLS Auditorium
- b. For more information about each of these events and to register, please visit <http://calendar.midhudson.org>

### 4.3 HR LEGAL ISSUES WEBINAR SERIES NEW DATE APRIL 24

- a. The new date for the Key Employment Legislation & Compensation Issues webinar will be April 24<sup>th</sup> at 10 am. During this webinar we will cover the top 10 legal mistakes by supervisors; the wage theft prevention act, equal employment, Americans with disabilities act (ADA), and the federal family medical leave act among others.
- b. Recordings of first two webinars in the HR Legal Issues series are available at: <https://midhudson.org/professional-development-continuing-education/>
  - a. HR Legal Issues Webinar Series: Fair Labor Standards Act (FLSA)
  - b. HR Legal Issues Webinar Series: NYS Sexual Harassment Prevention Law & NYS Family Paid Leave Act

## 5 CONSULTING & DEVELOPMENT (CASEY)

---

### 5.1 MHLS SEXUAL HARASSMENT PREVENTION POLICY & TRAINING TOOLKIT (CASEY)

- a. The state's most recent Sexual Harassment Prevention Law requires every employer in New York State, including all libraries, to adopt sexual harassment prevention policy and sexual harassment prevention training that meet or exceed the law's minimum standards. MHLS has put together guidance and resources to help ensure libraries are in compliance with this new law, including a Training and Feedback Form to satisfy the training requirements set by the state. The required training must be carried out for all library employees, trustees, and volunteers by October 9, 2019.
  - The Training and Feedback Form can be administered to library staff, trustees, and volunteers with or without a supervisor present. The form includes the following, which will ensure compliance with the NYS Sexual Harassment Prevention Law:

- Links to sexual harassment prevention training videos from the NYS Department of Labor and NYS Department of Human Rights for staff, trustees, and volunteers to watch.
  - Acknowledgements and questions for staff, trustees, and volunteers to complete.
    - Acknowledgement that the trainee has received the library's sexual harassment policy.
    - Questions about sexual harassment scenarios, procedure, policy, and prevention.
  - Space to ask questions about the training, sexual harassment, and sexual harassment prevention policy, which provides an interactive component.
  - After completion, library staff, trustees, and volunteers will submit this feedback form to the library director or personnel officer, who will keep it on file as proof that the employee has received this training.
  - Training must also be repeated annually for all library staff, trustees, and volunteers and completed as soon as possible for new hires.
- b. Sample policies, the Training and Feedback Form, and other resources, can be accessed at: <https://midhudson.org/new-york-state-sexual-harassment-law-policy-and-training/>
- c. For more info on using the Training and Feedback form, register for our webinar on June 28 at <http://calendar.midhudson.org>.

## 5.2 NYS PROPERTY TAX CAP

- a. The NYS Property Tax Cap was made permanent in the budget bill this year.

## 5.3 PROJECT OUTCOME PILOT PROJECTS

- a. Libraries in Columbia, Greene, and Putnam counties will be working with MHLS staff to use at least one survey from Project Outcome county-wide to aid in county advocacy messaging. Putnam County is also considering piloting this as part of their advocacy activities.
- b. Project Outcome [<https://www.projectoutcome.org/>] provides free resources and tools to create surveys and analyze data to make outcome measurement more attainable for libraries of all sizes.

## 5.4 2019 MHLS TURNING OUTWARD PROJECT

- a. Our latest Turning Outward cohort met March 1<sup>st</sup> to go over the tools available from ALA's Libraries Transforming Communities program and the Harwood Institute. Participating libraries have developed action plans for reaching out to key community members and groups and the public at large to conduct community conversations to help the people they serve articulate what they want their community to be, and how they can bring about the changes necessary to make that happen. As facilitator of these community conversations, the library provides opportunities for connection that many people are missing in their lives, and develops a deeper understanding of what their community wants that goes beyond focus groups or surveys. IN this cohort model, we'll have ongoing group calls and meetings so participants can share what's working and what's not, and provide support and encouragement for each other.

- Participating libraries in 2019 include, Beacon, Beekman, Putnam Valley, and Roeliff Jansen.

## 5.5 2019 LAB PROJECT KICKS OFF

- a. 2019 focus: Increasing Program Attendance
- b. This year's Lab Project is focused on increasing attendance for adult programs. Our cohort met in March to review best practices for creating, evaluating, and marketing programs, and to come up with a plan to implement some of these strategies and measure what happens. We'll be meeting periodically for the rest of the year to share our progress on our goals and experiences with the techniques we've chosen to use. The group will present their findings at the September Directors Association meeting.
  - Participating libraries include Town of Espous, Grinnell, Kinderhook, Mahopac, Mountain Top, Town of Olive, and Red Hook.

## 5.6 THE GREAT GIVE BACK STATEWIDE PILOT

- a. The GGB is a day of opportunities for library patrons to participate in meaningful service-oriented experiences. 2019 is a pilot year that expands this initiative from Long Island to the rest of New York, and MHLS libraries have the opportunity to participate this year for the first time. Libraries can participate in the GGB at different levels, from scheduling a service-oriented program they're already doing to coincide with the day or month of the GGB, to creating new opportunities for patrons to help others in their community. The Great Give Back offers a way to showcase the good work many libraries are already doing in connecting people willing to help with needs in their community, and to highlight the public library's evolving role as a community hub. With the GGB going statewide, we have an even greater opportunity to leverage our programming around this event to amplify our message about libraries and the services they provide to their communities.
- b. For more info, library directors and staff should register for our webinar on May 23<sup>rd</sup> at <http://calendar.midhudson.org>. More info on the Great Give Back can also be found at <https://thegreatgiveback.org/>.

## 5.7 2017 ANNUAL REPORT DATA POSTED

- a. MHLS has compiled member library Annual Report data for 2017 into draft reports organized by topic and county. These reports have been posted to our site at <https://midhudson.org/annual-report/>. The reports have been updated to provide more consistency in layout and formatting.
- b. Please review the reports, and provide any feedback to Casey Conlin at [cconlin@midhudson.org](mailto:cconlin@midhudson.org).

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

---

### 6.1 OVERDRIVE AND ERESOURCES

- c. Our circulation of eBooks and eAudiobooks continues to grow. System wide, OverDrive circulation for each of the past 6 months shows 25% growth over last year. The continued success and future growth requires that the demand be met with suitable supply. At the lowest minimum, member libraries are required to meet their cost share contribution through purchasing in their advantage account, but there is evidence that much more is required. The recommendation encourages libraries to increase their budgets and spending for eResources, relative to the demand, and treat eResources as any other physical format. All libraries have patrons who use eBooks, eAudiobooks, and other eResources. All libraries have a responsibility to understand the demand that their patrons have on the shared collection and make their best effort to address it within their materials budget.

MHLS can assist member libraries in better understanding the supply and demand of eResources, as it relates to their own patrons and collections. We can work with you to validate the need to allocate funds within your materials budget with solid data. Please consider using our workflow consulting service. Nina Acosta can customize training on ordering, account management, reporting and collection development to help you with good workflow in elevating your process.

## 7 AWARENESS & ADVOCACY SERVICES

---

### 7.1 2019 BUDGET REPORT (REBEKKAH)

- a. The state budget was passed on time:
  - o While the Governor's proposed cut was overturned, funding will be flat this year at \$96.6 million
  - o The Governor's cut to State Aid for Library Construction was carried through to the final budget, cutting \$20 million from the program putting the total back to \$14 million. The reduced match legislation was not included meaning the fate of the reduced match option is uncertain at this time.
  - o "Targeted Aid": What looks to be discretionary funds to schools, libraries and nonprofits was included.
    - o It is strongly suggested that you send in general requests for capital projects, program funds, etc. to your state legislators, as you normally do for "bullet aid," to position your library as a recipient of these funds if at all possible.

### 7.2 COUNTY FUNDING ADVOCACY MEETING : APRIL 30 (REBEKKAH)

- a. This event is designed for those working to advocate for county-level funding for member libraries. Directors, staff, trustees and Friends are welcome. We will discuss:

- a. County funding updates from each county
- b. Effective strategies to position libraries to receive county funding
- c. Grassroots advocacy efforts that work
- b. Chairs of each county directors group will receive an email from Casey and Rebekkah asking for an update on the status of their county funding
- c. Each county is encouraged to send at least one representative to this event. Please register in advance at <http://calendar.midhudson.org>

### 7.3 2020 CENSUS (CASEY)

- a. 2020 Census Workshop
  - o To help libraries effectively organize Census efforts in their communities, we've scheduled a presentation from Mario D. Garcia, Partnership Specialist with the Census Bureau for the Lower Hudson Valley Region, which covers Westchester to Albany. The presentation will provide an overview of how Census data is collected and protected, the laws that ensure the Census occurs and how the Census Bureau operates, a brief overview about complete count committees and information about jobs that will be offered through the Census. Library directors are encouraged to attend and bring along representatives from local government and community-based organizations interested in ensuring everyone is counted in your community.

This session will be streamed using the auditorium's broadcast capabilities to ensure maximum reach for this event. Participants are encouraged to attend the presentation in-person at the auditorium, but smaller group and individual viewings will be available live online for those that can't attend.

- b. Register online at <http://calendar.midhudson.org>

## 8 INTERLIBRARY LOAN SERVICES (LAURIE)

---

### 8.1 RENEWING ILL

- a. **OCLC procedures:** MHLS is in good standing with many libraries/colleges/universities across the U.S.A because we are a reciprocal lender and we adhere to their local policies, specifically policies surrounding renewals. Because of this it is important member library staff do not assign a renewal date OR contact the lending library themselves. Instead, please reach out to Tara Stohr at extension 224 to renew any items borrowed for you through MHLS in OCLC when your patron needs a renewal. We make the renewal request in OCLC on your behalf , which follows ILL policy.
- b. **SEAL (Southeastern Access to Libraries) procedures** Member libraries do however request renewals themselves on items they have gotten through SEAL. Simply log on to your SEAL account and place the renewal request. Questions about SEAL? Contact: Kelsey Milner 845-843-9065 X 115



## 9 CONSTRUCTION PROGRAM SERVICES (CASEY)

---

### 9.1 APPLYING FOR FUNDS THROUGH THE STATE AID FOR LIBRARY CONSTRUCTION PROGRAM

#### WEBINAR: APRIL 18

- a. This webinar is designed for member library directors and trustees who would like an introduction to the New York State Aid for Public Library Construction Grant Program and an orientation for how to take the first step to apply in the new grant cycle – the submission of the MHLS Action Memo reporting a library’s construction needs and intent to apply for a grant.

During this webinar we will cover:

- o An introduction to the grant program
  - o A review of the MHLS Board’s priorities for funding
  - o Orientation to the MHLS Action Memo which serves as the first step to applying
- b. Please register in advance at <http://calendar.midhudson.org>

### 9.2 ACTION MEMO: CONSTRUCTION NEEDS UPDATE & INTENT TO APPLY FOR STATE AID FOR LIBRARY CONSTRUCTION

- a. Funding for public library construction is available thanks to the State Aid for Library Construction Program. In order to advocate for and administer this program MHLS tracks information about member libraries’ construction/expansion/renovation projects. This assists with statewide advocacy for the program and helps to focus MHLS consulting efforts. This year we will once again use this information to assist in generating a local eligibility list for State Aid for Library Construction Grants and for reporting to New York State.
- b. Responses to this Action Memo can be submitted now. All responses are due by May 31.

## 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 (CASEY)

---

### 11.1 ADULT LITERACY GRANT SUBMITTED TO THE NEW YORK STATE LIBRARY

- a. The NYS Adult Literacy Library Services Grant Program helps library systems work with libraries and other partners to develop and expand adult literacy programs which will enhance workforce development services in public libraries. The project theme is “Workforce Development at New York Libraries through Public Library Systems”. The purpose of the project is to increase

participation of adults in library literacy programs, which will improve their career and educational opportunities.

- b. \$9,000 will be allocated to MHLS each year for 3 years for this initiative to help libraries offer services that will improve adult literacy on the job and in the home.
- c. Funds will be sub-granted to member libraries through an annual application process. These libraries will have:
  - o New or existing partnerships with local public schools, colleges or other organizations that are operating adult literacy programs, which is designed to initiate, enhance or extend services to adults to increase their literacy skills
  - o A related infrastructure component (such as a public computing center in the library; a literacy office in the library; the library is in a designated Literacy Zone).
  - o Preference will be given to libraries forming partnerships with new organizations, as well as to libraries that meet the MHLS economically disadvantaged community definition.
- d. The grant application process will be announced later in April. For more information, contact Outreach & Engagement Specialist, Courtney Wimmers at [cwimmers@midhudson.org](mailto:cwimmers@midhudson.org).

## 11.2 EARLY LITERACY GRANT SUBMITTED TO THE NEW YORK STATE LIBRARY

- a. The NYS Family Literacy Library Services Program helps library systems work with libraries and other partners with the goal of significantly improving the quality of public library family literacy services. The project theme is “Ready to Read at New York Libraries through Public Library Systems”. The purpose of this project is to increase the number of member libraries who have the expertise and resources necessary to assist families with young children in developing the early literacy skills needed to succeed in the school years ahead. MHLS will be providing training for a cohort of member library staff each year in all five components of the Ready to Read at New York: Early Childhood Public Library Staff Development Program, with an emphasis on a capacity building member libraries in the areas most in need.
- b. The grant application process will be announced later in April. For more information, contact Outreach & Engagement Specialist, Courtney Wimmers at [cwimmers@midhudson.org](mailto:cwimmers@midhudson.org).

## 11.3 EARLY LITERACY COHORT MEETING: APRIL 25<sup>TH</sup>

- a. This is the last meeting of the 2nd early literacy cohort for the 2016-2019 grant cycle. Participants will be learning about toxic stress and its impacts on child brain development, and how it can be prevented.

## 12 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

---

### 12.1 LAURIE SHEDRICK APPOINTED TO THE BOARD OF THE SOUTHEASTERN NY LIBRARY RESOURCES COUNCIL

- a. The Southeastern NY Library Resources Council is one of nine ESLN (Empire State Library Council) organizations in New York State. They are a member organization serving libraries in

the eight-county area of Columbia, Greene, Ulster, Dutchess, Orange, Sullivan, Putnam and Rockland. Through the coordinating activities of Southeastern, this member network of hundreds of academic, hospital, institutional, school and public libraries, historical societies, archives and museums exists to share library resources and professional expertise for the betterment of the organizations' users.

## 13 ADMINISTRATIVE (REBEKKAH)

---

### 13.1 MHLS SIGNS NEW 5-YEAR CONTRACT WITH ILS VENDOR INNOVATIVE

- a. Highlights of the new contract:
  - Base cost of the contract is flat compared with our contract ending later this year.
  - We have negotiated a lower annual increase (2%) compared to the current contract which has a variable annual increase of 3.5% - 5%
  - Highlights of the new-to-MHLS products included in the new contract: SMS messaging, a mobile app (MyLibrary!), DecisionCenter, Skyriver bibliographic utility, I-Tiva, self-check, mobile worklists.
    - An ILS Road Map with an implementation will be developed by MHLS staff within input from DA leadership to present to the DA.
  - The new contract also includes workflow consulting and training from the vendor to ensure we can make the most of the assets included in our new contract.
  - Laurie Shedrick, MHLS Assistant Director/Technology Operations Manager is to be commended for her leadership during the contract negotiations.

### 13.2 MHLS BOARD ACTIONS

- a. At their March 30<sup>th</sup> meeting the MHLS Board:
  - Authorized the Executive Director to negotiate a new Delivery Services contract, pending final approval by the DA at its April 9<sup>th</sup> meeting of the financial recommendations of the System Services Advisory Committee & the Central Library/Collection Development Advisory Committee
  - Approved the DA's recommendations related to the Members Capital Fund:
    - To collapse currently defined line items in the fund into a single fund
    - To authorize the expenditure of \$100,000 from the fund for implementation and training costs related to the new ILS contract