MHLS Report to Member Library Directors | April 7, 2020

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

COVID-19 RESOURCES: https://midhudson.org/covid19/

1. **Delivery Services (Rebekkah)**
   a. Delivery Services are temporarily suspended due to the Coronavirus (COVID-19) Emergency through April 19th. This date will be re-evaluated the week of April 13th based on Executive Orders, public health official guidance and the number of member libraries that are open or plan to re-open within this window.

   b. During this period of temporary suspension of the service we have a memo of understanding in place with our vendor, Valley Courier, that ensures our drivers are being paid and allows for a 24-hour window of notice to re-activate the drivers to come in and do their routes.

2. **Integrated Library System & Cataloging Services (Laurie)**
   a. Encore Toolbar Goes Live: Thank you for your help to develop and populate the new toolbar appearing at https://search.midhudsonlibraries.org

   b. Sierra and Encore upgrades are postponed for now. We are anxious to have these upgrades and will reschedule them as soon as possible.

   c. Hoopla and Kanopy updates to catalog records to include newly subscribed libraries will be completed each month on or soon after the 15th of each month. Any library who wishes to be included in the update should open a ticket by sending an email to techsupport@midhudson.org to be included in the update before the 15th of the month. The process of entering the script takes hours and the updates to the records need to run over 4 days for Hoopla and uses significant system resources to update the nearly 1 million records.

   d. Itiva Update: We have run successful tests of Itiva, the new telephone notification system, and will be scheduling a date for implementation.   The tests revealed just how badly we needed to upgrade. The new messaging is crystal clear, consistent throughout the message, and the computerized reading of the names is so improved that even tough names are being pronounced well. EFK staffer Catherine Swierat's name literally used to sound like "Catherine is weird" and is now perfectly pronounced. The implementation will be announced as soon as we are back in the building (as the implementation requires hands-on work in our server room) and have a date.

3. **Coordinated IT Services (Laurie)**
   a. Tickets, tickets, tickets! Thank you so much for the use of our ticketing system, particularly during the transition from open to closed (and later back again). The volume of tickets has been double the normal volume in the first weeks closure. At the same moment we were preparing and supporting MHLS staff in transitioning to working remote, and also getting acclimated ourselves. It was a unique confluence that I hope we never experience again! We couldn't have successfully managed this level of support without the organization of our ticket system to triage and sort the work. The time you put into creating

and documenting in the tickets really saved the day, so thank you. Also – thank you for all of the kind words, patience and support, it really was fueled the team through some very crazy days.

    b.   Erate extensions: Erate deadlines for filing form 471 have been extended to April 29th. For more information please review the [Public Notice](#) posted by the FCC on March 13th, 2020.

4. Professional Development & Continuing Education (Casey)

    a.   All in-person events hosted by MHLS are suspended until April 19th. This will be re-evaluated no later than April 13th based on Executive Orders, public health official guidance and the number of member libraries that are open or plan to re-open within this window.

    b.   Producing Online Programs Discussion
Thursday, April 2, 2020 10:00am-11:00am
Register here: https://bit.ly/33Wtc1t

Library staff who work on programming for all ages are invited to this discussion on April 2nd at 10:00 am. The goal of this meeting is to talk about virtual programming while library facilities are closed. Library staff can share how they have held virtual programs and ask questions they may have about getting started with programming in a different environment. Log-in information will be sent in advance of this program. At this program:

        i.   We'll hear from library staff from Red Hook, Kinderhook, Highland, and Garrison who have started online programming and who will share how they're staying connected with their communities.
        ii.   We will discuss virtual storytime and copyright issues.
        iii.   We will share thoughts, questions, and program ideas.
Library staff will have the chance to chat with other programmers about their work during this uncertain time.
        iv.   We will discuss different remote platforms and their pros and cons.

    c.   Project Management 101 (Webinar)
Presented by Ron Kirsop, Executive Director, Pioneer Library System
Tuesday, April 7, 2020 | 12:30pm-2:30pm.
Register here: https://bit.ly/3boBFgl

Leadership Circle events are normally reserved for member library directors but this event is being made available to all MHLS member library staff in acknowledgement of the popularity of this topic and the work-from-home mandate during the COVID-19 emergency. Log-in Information will be sent in advance of the start time. Project management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve a specific goal. During this workshop, we will explore how integrating project management practices into your library's culture can increase efficiency, improve communication, and lead to improved project execution at every level.

Objectives:

Explore tactics and strategies for every step of a project's life-cycle from initiating to closing. Learn how to implement the number one priority of all Project Managers, communication.
Discover how to plan and control project scope to avoid unmanageable projects and objectives.

Presenter:
Ron Kirsop serves 42 small and rural public libraries in Western New York as the Executive Director of the Pioneer Library System. Ron received his Project Management Professional certification in May of 2019 from the Project Management Institute. He mainly focuses on implementing successful projects, team building, productivity, and trustee education.

d. Civil Service 101:
    Presented by Geoff Kirkpatrick, Director, Bethlehem Public Library
    Friday, April 24, 2020 | 10:00am- 12:00pm | MHLS Auditorium
    Register here: https://bit.ly/3dsUmS8

    This workshop is appropriate for library directors, managers and human resources staff in municipal public libraries, special district public libraries and school district public libraries. This workshop is designed to provide an introduction to administering human resources in a public library in a civil service environment. In this workshop we will review: The purpose and structure of Civil Service Commissions in New York; What should be in place at your library to ensure compliance; Best practices to ensure you are hiring great people, disciplining correctly and protecting the library when someone needs to be fired.

e. Early Literacy Training:
    Wednesday, May 6, 2020 | 1:00pm-3:00pm
    Register here: https://bit.ly/39k39SO

    Everyone Serves Families with Young Children: This event is for member library staff who work with children from birth to school entry and their families. At this early literacy training, member library staff will learn about: How different types of stress can affect brain development in young children; How to better serve families with young children at the library.

f. The Great Give Back Informational Webinar
    Thursday, May 21, 2020 | 2:00 PM - 3:00 PM
    Register here: https://bit.ly/2JenwGC

    The Great Give Back is a day for library patrons to participate in meaningful service-oriented experiences. MHLS libraries have the opportunity to participate in the second year of this statewide program. 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. During this webinar we will cover:
    Basic elements of The Great Give Back
    How your library can get involved
    Examples of successful Great Give Back projects

g. Social Media Roundtable
Thursday, June 4, 2020 | 10:00am- 11:30am
Register here: https://bit.ly/2vRIIzc

This roundtable is for member library staff and trustees to discuss how libraries use social media, ask questions, share their current practices, and learn about upcoming trends in the marketing world that will affect libraries.

h. Trustee Education Series: 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.

1. Trustee Essentials
    a. 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
        i. Saturday, May 2, 2020 | 9:30am-12:30pm | Patterson Library
        ii. Thursday, May 7, 2020 | 5:30pm-8:30pm | MHLS Auditorium
        iii. Friday, May 15, 2020 | 9:30am-12:30pm | Claverack Free Library
2. Intermediate Level Trustee Education: Financial & Fiduciary
    a. This intermediate-level course is for trustees who have been on the board for at least a year.

    Learning Objectives
    Library boards are trusted with public and private funds to provide quality library service to their community. Transparency and accountability must be at the forefront as a board makes decisions pertaining to the library's finances. 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.
        i. Tuesday, June 02, 2020 | 9:30am-12:30pm | Desmond-Fish Public Library
3. Advanced Level Trustee Education: Seven Habits of Highly Effective Boards
    a. An effective board is a knowledgeable, professional, and organized group of diverse individuals speaking with one voice, working in consistent collaboration while dedicated to the common goal of providing quality public library services to all residents of the community. Through continuing education, self-assessment and active recruitment a board can continue to grow as dynamic, high performing groups that operate with the best interests of the library at center stage.

    Learning Objectives:
    Trustees will recognize the habits of effective boards.

Trustees will be able to describe the value of effective recruitment and self-evaluation.

Trustee will understand the importance of continuing education for trustees.

    i. [Saturday, June 20, 2020](#) | 9:30am-12:30pm | MHLS Auditorium

    ii.

5. **Consulting & Development (Casey)**

    a. COVID-19 Resources: Resources relevant to library operations during the COVID-19 Pandemic are gathered and updated regularly at www.midhudson.org/COVID19 including guidance and updates from MHLS, Sierra guides, marketing materials for common eresources, resources for engaging patrons online, and sources for remote staff training.

    b. Status of the Turning Outward Program (Casey): With the suspension of in-person events by MHLS and the directive from New York State prohibiting gatherings of any individuals, Turning Outward training has been suspended. Training will be rescheduled when small gatherings of people, which are necessary for community conversations, are permitted according to guidance from state and local health officials.

    c. Status of the Lab Project Program (Casey): Libraries in the 2020 Lab Project, Increasing Yes Votes, will reassess the viability of budget vote campaigns in the wake of the COVID-19 Pandemic, which will have immediate effects on administrative work to get on the ballot and community engagement, and possible long-term economic effects on communities.

    d. The Great Give Back: Following 2019's pilot, MHLS will be working to support libraries in providing library patrons with opportunities to participate in meaningful service-oriented experiences, and to highlight libraries engaging this work through the Great Give Back. The Great Give Back will be on Saturday, October 17th, 2020.

    e. Friends of the Library Survey Postponed until July

        i. In order to benchmark Friends Group development, predict trends and optimize support for area Friends Groups we need information about Friends' activities and practices. In July, 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.

        ii. If you have any questions please contact Kerstin Cruger, Library Sustainability Associate & Communications Specialist, kcruger@midhudson.org.

        iii. This survey was postponed due to the COVID-19 Pandemic.

6. **Cooperative Collection Development & Digital Collection Access (Laurie)**

    a. Overdrive Embargo lifted on March 17th, but as of 3/27/2020, it only lifts the restrictions for the number of copies purchased. So far there has been no change in the policy that restricts MacMillan titles to be shared outside of the advantage account they were purchased in. OverDrive has no indication from Macmillan if this will be lifted or how long the embargo on additional copies will remain lifted.

    b. Spotlight on Overdrive: Because there have been so many changes to the Overdrive platform and policies. A new link "[Spotlight on Overdrive](#)" has been added to their info page on KB.midhudson.org

c. Recorded Books facilitates access to Universal Class and RBDigital for Online Registration account holders. The Sierra Online registration form used by many of our libraries issues a 7 digit barcode that until recently could only be used to access those resources that were authenticated through our APIs or the Web Access Management product in Sierra. Recorded books has not yet developed the more secure and appropriate authentication systems, which check status in real time against the Sierra system in a secure process. Instead they rely on the presence of a known 5 digit prefix in a barcode to provide authentication and that the barcode was a fully formed 14 digit barcode. For now, and while they work towards developing their API authentication, **we have devised a workaround that will allow their authentication script to also allow a 7 digit barcode** that begins with 171-179, which our 7 digit barcodes will begin with for the foreseeable future.

7. **Awareness & Advocacy Services (Rebekkah & Casey)**
   a. We hope to know the fate of the state budget by the date of or DA meeting. Early indications are dire in the face of the revenue decreases projected due to the economic shutdown to help "flatten the curve" and slow the spread of COVID-19. MHLS services/programs are highly likely to be impacted in the face of cuts to state aid for libraries. We will be working with the MHLS staff, board and the DA to figure out the most realistic ways forward once the economics of this situation become clearer. We appreciate your help and understanding during this difficult time.

   b. County Funding Advocacy Group
      Thursday, April 30, 2020 | 10:00am-12:00pm | MHLS Auditorium
      Register here: https://bit.ly/39vc44b

      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:
      County funding updates from each county
      Effective strategies to position libraries to receive county funding
      Grassroots advocacy efforts that work

      Chairs of each county directors group will receive an email from Casey asking for an update on the status of their county funding

      Each county is encouraged to send at least one representative to this event.

   c. Census
      i. The Census began taking self-responses to questionnaires by phone and by email on March 9, 2020 in our area. Daily updated response rates for your town can be viewed on the Self-Response Map at https://bit.ly/3dsHqvg. Some Census operations have been suspended as a result of the COVID-19 Pandemic. Most notable for our area are the suspension of the Update and Leave operations, which would deliver invitation packets to respond to the Census to rural addresses and addresses that do not get mail delivery, and the suspension of the field operations to count off-campus college students. Public libraries critical role in helping people understand the importance of the Census and how it affects them personally has not changed.

The Census can be completed using your Census ID number or your street address online at www.2020Census.gov or by phone at 844-330-2020 (English) or 844-468-2020 (Spanish). You can find ways to promote the Census online at https://bit.ly/39jqfcv.

8. **Interlibrary Loan Services (Laurie)**
   a. Due dates for all items checked out through Interlibrary Loan, are extended until further notice. Due to these unusual circumstances, we will work with anyone with items that were already past due before the closure. Please disregard any overdue notices you may receive. No new ILL requests will be taken at this time. This service will restart on the same timeline as delivery services.

9. **Construction Program Services (Casey)**
   a. DLD has reported that deadlines for the State Aid for Construction program currently remain unchanged. If you will have trouble starting a 2019 construction project, or completing a 2018 construction project, contact Library Sustainability Coordinator, Casey Conlin. Grants for the 2020 year (submitted in 2019) are currently being processed by DLD.

   b. Action Memo: Construction Needs Update & Intent to Apply for State Aid for Library Construction
      i. 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.
      ii. All responses to the action memo are due by May 29.

   c. Applying for Funds Through the State Aid for Library Construction Program [webinar]
      Thursday, April 23, 2020 | 10:00am - 11:00am
      Register here: https://bit.ly/2UF81g2

      Target Audience
      This webinar is designed for Mid-Hudson Library System 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.

      Learning Objectives
      During this webinar we will cover:
      An introduction to the grant program
      A review of the MHLS Board's priorities for funding
      Orientation to the MHLS Action Memo which serves as the first step to applying

   d. Construction Grant Technical Assistance Workshop
      Thursday, June 18, 2020 10:00am-12:00pm
      Register here: https://bit.ly/2UGLwro

Target Audience
This workshop is designed to assist member libraries who plan to apply for the FY2020-2021 State Aid for Library Construction Program. This workshop will be particularly helpful to first time applicants.

The workshop will focus on filling out the online application and associated paperwork. For general program information, MHLS Funding Priorities and an overview of the timeline of the grant please attend the April 23rd webinar Applying for Funds Through the State Aid for Library Construction Program.

Learning Objectives
An orientation to the online application portal
An introduction to each section of the application and all mandatory attachments
Tips for making a good impression on the grant makers.

Please note:
You are welcome to bring your own laptop to begin filling out your application during this workshop, if you plan to do this you must have your library's NYS Directory Service Account set up in advance of this workshop. For more info: http://midhudson.org/nysconstructiongrant/

10. **Communications Among Member Libraries (Casey)**
    a. Form to Update Library Closure Information
        i. All MHLS Member Library Directors are asked to please use the online form to update their building closure and service plans on the Library Response to COVID-19 page at https://bit.ly/2xliTIe
        ii. Access the form here: https://bit.ly/2WJcwsA

11. **Special Populations (Casey)**
    a. The Talking Book and Braille Library is temporarily closed until further notice. Patrons of a regional library from the National Library Service for the Blind can sign up for BARD (Braille and Audio Reading Download) membership. BARD is a web-based, password-protected service that provides access to thousands of audio and braille books, magazines, and music scores available from the NLS. The service is available to registered users of the braille and talking book program through their local braille and talking book library. Patrons need to be registered with a local or regional NLS library to access BARD. For more information, visit https://bit.ly/3anqioU

12. **Cooperative Efforts with Other Library Systems (Rebekkah & Laurie)**
    a. Innovative Consortia customers of the Northeast unite! A meeting that was originally intended as an onsite meeting at the Ocean State Library System, was held online on Tuesday, March 23rd.   The group was convened to discuss concerns that had been emerging within the individual consortia and then brought together to form a unified coalition. Innovative leadership team members were invited to share perspective on how the recently acquired Innovative would be moving forward under new ownership. The conversation began with an introduction to the new administrative structure and was followed with a discussion of how services and support would be provided to our region. The product roadmap was given at a very high level, with promises of more information to come, particularly to early

adopters. Throughout the call and in closing, Innovative fielded questions from the consortia staff on the call. There wasn't a great deal of closure, but there was some opportunity to vent, share some real shortcomings and reveal areas of need. Innovative is working through transition, but does seem to be working on an improved line of communication with consortia customers. Group members included: Organizer, Stephen Spohn (OSLRI), Andy Gardner(LION), Ruth Souto (Minuteman), Catherine Halpin (Boston Public), Eileen Chandler (CLAMS), Jeremy Goldstein (Minuteman), Yariv Kursh (iii-GM), Hilary Newman (iii VP), Phil McNulty(Minuteman) J Farara (LION), Anna Fahey Flynn (Boston Public), Renee Palmero (OSLRI), Liz Arend (Minutman), Lisa Sallee (OSLRI), Sam Cook (LCI). Laurie Shedrick Rebekkah Smith Aldrich (MHLS)

13. **Administrative (Rebekkah)**
    a. Weekly COVID-19 Director Briefings Scheduled – upcoming dates:
        i. [Thursday, April 2 from 3:00-4:00pm](#) | [Register Online](#)
        ii. [Friday, April 10 from 2:00-3:00pm](#) | [Register Online](#)
        iii. [Friday, April 17 from 2:00-3:00pm](#) | [Register Online](#)