

MHLS REPORT TO MEMBER LIBRARY DIRECTORS - JUNE 2020

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

1 DELIVERY SERVICES

1.1 RESTARTING DELIVERY SERVICES & SYSTEMWIDE HOLDS

- a. MHLS will restart delivery services and systemwide holds once a supermajority (44) member libraries have reintroduced in-person, physical services to the public (i.e. curbside)
- b. Please report your restart plans using [this form](#).
 - o If [your date](#) has changed, just resubmit a new [form](#).

1.2 MHLS DELIVERY BINS MAY NOT BE USED FOR QUARANTINE PURPOSES

- a. If your library is choosing to quarantine items, MHLS respectfully asks that you do not use MHLS delivery bins for quarantining library items in your facility.

2 INTEGRATED LIBRARY SYSTEM & CATALOGING SERVICES

2.1 SIERRA RESTART DOCUMENTATION

- a. Documentation on good practices has been posted on the Knowledge Base <https://kb.midhudson.org/sierra-encore-during-covid-19/>
- b. It is possible to limit the number of holds allowed by P-type
- c. Custom hold pick up notices can be created for your library

2.2 ADD INSTRUCTION TO YOUR REGISTRATION FORM

- a. In response to an abundance of online registrations that are duplicates of existing records, we recommend adding some instruction at the top of the page to provide the instruction for lost cards and forgotten Pins.

Sample:

Want to check out but need help?

- Can't find your library card? - no problem - give your [local library](#) a call. We can help you with that information.
- Don't remember your pin? [Click here](#), and use "Forgot Pin?" to reset your own pin.

Are you new to the Mid-Hudson Library System?

If you don't have a card and meet the eligibility requirements of a [member library](#) The record will later be reviewed for eligibility and duplication.

2.3 SIERRA DEFAULT NOTICES INFORM PATRONS TO CHECK WITH THE LIBRARY

- a. Hold pickup notices (unless customized) will carry a the following message:
The item that you requested has arrived at the library.
If you no longer wish to borrow it, please contact the library.
Due to COVID19, there may be new hours of operation and instructions for picking up. Please check the library's website for updated information.
- b. The Telephone Notification System announcement begins with the following statement:
The item that you requested has arrived at the library.
If you no longer wish to borrow it, please contact the library.
Due to COVID19, there may be new hours of operation and instructions for picking up. Please check the library's website for updated information.

2.4 SIERRA RESTART BRIEFING FOR LIBRARY STAFF JUNE 12

- a. Assistant Director & Technology Operations Manager Laurie Shedrick will offer a lunchtime webinar to bring library staff up to date on the process for restarting Sierra and Encore patron services. We will cover Circulation, Holdshelf, Paging, notices and much more. The session will include a moderated Q&A, and there will be an opportunity for feedback and follow up.
- b. [Register by clicking here](#)
You must register for this webinar on the MHLS Calendar by clicking the link above. The webinar is for the staff of Mid-Hudson Library System member libraries. There is a limit of 1,000 attendees, so we should be able to accommodate all who are interested!

2.5 SIERRA RELEASE 5.1 AND ENCORE 5.1 – UPGRADE PENDING

- a. We had scheduled upgrades to both Sierra and Encore beginning 3/17, which coincided with the COVID-19 closures, and so the upgrade was scrubbed. We will be scheduling these upgrades just as soon as the libraries are on an even keel, and most likely before the next DA meeting. We do not have a set schedule in place yet, but we are anxious to get these updates in place as they have a number of good fixes in place.
- b. [Sierra 5.1 release notes](#)
 - Undelete a deleted record
 - Patrons can freeze holds for longer than 255 days
 - Improvements for Sierra Web in IOS tablets
- d. [Encore 5.1 release notes](#) :
 - Includes some important fixes for use in an android environment
 - Corrects a bunch of issues in the handling of the EDS API for article searching.
 - Includes articles in Online results count

3 COORDINATED IT SERVICES

3.1 TICKETS FOR REOPENING-HELP US HELP YOU

- a. Dates closed- When you open a ticket to let us know that you will be reopening, do include a statement of the hours even if there are no changes to the days you are opened. It helps us to know that the information is not simply omitted.
- b. If you would like us to customize your holdpickup notices please provide the text in the email.
- c. Website update requests should be accompanied with the wording and placement instructions.

3.2 KEEP AMERICA CONNECTED PLEDGE EXTENDED TO JUNE 30TH

- a. In response to the COVID-19 pandemic, and the challenges that many Americans have faced, FCC Chairman Ajit Pai announced the Keep Americans Connected Initiative. In order to ensure that Americans do not lose their broadband or telephone connectivity as a result of these exceptional circumstances, he specifically asked broadband and telephone service providers, and trade associations, to take the Keep Americans Connected Pledge. So far, more than **750** companies and associations have signed the Chairman's pledge to Keep Americans Connected and have extended that commitment to June 30. To see the full list of companies, including many in our region, point your browser to <https://www.fcc.gov/keep-americans-connected>

Given the coronavirus pandemic and its impact on American society, [[Company Name]] pledges to:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- open its Wi-Fi hotspots to any American who needs them.

3.3 E-RATE REMINDERS

- a. June 30th is the official end of the 2019 funding year, the 2020 fund year begins 7/1.

4 PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

4.1 UPCOMING DIRECTOR BRIEFING DATES

- Thursday, June 18 from 3:30-4:30pm
- Thursday, June 25 from 3:30-4:30pm
- Thursday, July 2 from 3:30-4:30pm

4.2 MHLS TRUSTEE EDUCATION SERIES

- a. The MHLS Trustee Education Series will be redesigned into a completely online program for fall 2020. Topics will include:
 - Working Together: Roles & Responsibilities
 - Board Meetings 101
 - The Library Network in New York: NYS, MHLS & Your Library
 - Intermediate Trustee:
 - Financial Responsibilities
 - Legal Issues
 - Advanced Trustee: Seven Habits of Highly Effective Trustees

4.3 FALL INTO BOOKS ANNUAL CONFERENCE CANCELLED

- a. The Fall Into Books Annual Children's & Teen Literature Conference has been cancelled due to the COVID-19 Pandemic. The conference plans to resume in 2021.

5 CONSULTING & DEVELOPMENT

5.1 COVID-19 RESOURCES

- a. Resources to support member library decision-making amid the COVID-19 pandemic and reopening are maintained at www.midhudson.org/covid19

5.2 NEW LEGISLATION FOR SICK LEAVE FOR PART-TIME STAFF:

The budget bill signed by Governor Cuomo on April 3, 2020, includes an amendment to the Labor Law that requires New York employers to provide sick leave to employees. The legislation becomes effective 180 days after it was enacted, which appears to be September 30, 2020. Public employers are not covered by the sick leave legislation. Employees accrue leave at a rate of not less than 1 hour for every 30 hours worked. Employers may set a reasonable minimum increment for the use of sick leave, but it may not exceed 4 hours. Unused sick leave may be carried over by employees to the following calendar year, but employers with fewer than 100 employees may limit the use of sick leave to 40 hours per calendar year. Employers are not required to pay employees for unused sick leave upon separation from employment. The amount of sick leave an employer is required to provide and whether the sick leave is to be paid or unpaid depends on the size and net income of the employer:

- Employers with 4 or fewer employees and a net income of \$1 million or less in the prior tax year must provide employees with up to 40 hours of unpaid sick leave in each calendar year;
- Employers with 4 or fewer employees and a net income of greater than \$1 million in the prior tax year must provide employees with up to 40 hours of paid sick leave in each calendar year;

- Employers with between 5 and 99 employees must provide up to 40 hours of paid sick leave in each calendar year; and
- Employers with 100 or more employees must provide up to 56 hours of paid sick leave in each calendar year.

The number of employees that an employer has is determined on a calendar year basis, which for this limited purpose means the 12-month period from January 1 to December 31.

More info here: <https://bit.ly/2X8GJkE>

5.3 THE GREAT GIVE BACK

The Great Give Back is a day for libraries to provide opportunities for their patrons to participate in meaningful, service-oriented experiences, and shine a light on the great work libraries are doing in their evolving roles as community hubs and connectors. This year, the Great Give Back will be on Saturday, October 17, and MHLS libraries have the opportunity participate in this statewide effort for a second time. To get more information on the Great Give Back and to get some ideas about how your library can be a part of this, you can watch the recorded webinar, which is available to view at <https://midhudson.org/great-give-back/>.

If your library is interested in participating in the Great Give Back this year, please fill out this very brief form by June 30th: <https://forms.gle/BmBDbbcLrMWeKmqp6>

If you have questions about the Great Give Back, or are wondering how your library can get involved, contact Casey Conlin at cconlin@midhudson.org or 845-471-6060 x 260

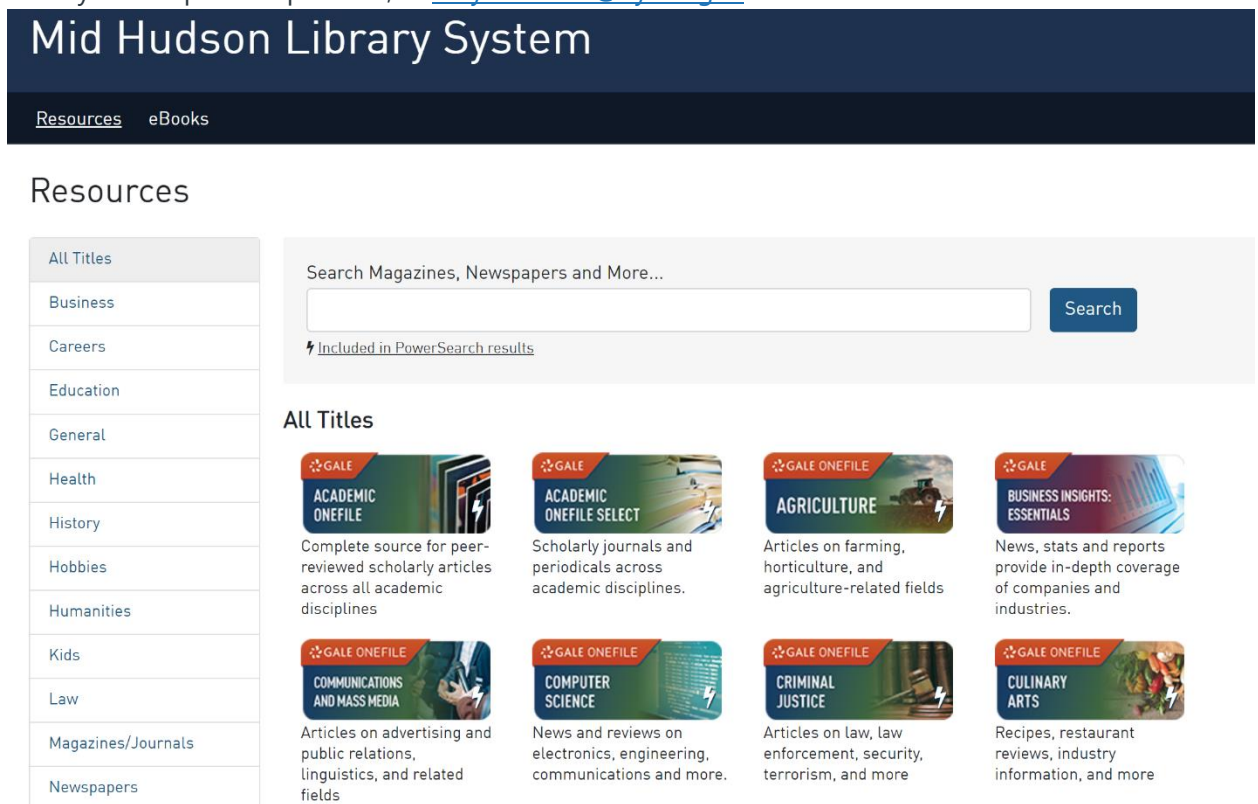
5.4 IMMEDIATE ACTION PLAN ADJUSTMENTS

- MHLS NYLA Annual Conference Attendance Scholarship:** This scholarship will not be offered in 2020 due to cuts and proposed cuts to state aid for library services.
- Turning Outward Program (Casey):** The 2020 Turning Outward cohort has been suspended due safety issues around gathering library staff and trustees for necessary training and gathering community members to participate in conversations. The cohort program will resume in 2021 taking into consideration available guidance for safe gatherings and online training options.
- 2020 Lab Project (Casey):** The 2020 Lab Project, Increasing Yes Votes, has been suspended for 2020 in light of the economic uncertainty facing libraries and communities in the wake the COVID-19 Pandemic.
- Friends of the Library Survey postponed:** This survey will be rescheduled in the future to help MHLS optimize support for Friends Groups in member libraries.

6 COOPERATIVE COLLECTION DEVELOPMENT & DIGITAL COLLECTION ACCESS

6.1 GALE PAGES: NOVELNY CUSTOM PAGES

- a. Gale has created a web-based template for your library to display the NovelNY databases in a more accessible way from your web page. You must know your library location ID and your Gale admin credentials. If you have any questions about Gale Pages, please contact Amy Heebner, Library Development Specialist, at amy.heebner@nysed.gov.



The screenshot shows the Mid Hudson Library System website. At the top, there is a dark blue header with the text "Mid Hudson Library System" and navigation links for "Resources" and "eBooks". Below the header is a "Resources" section. On the left, there is a vertical menu with categories: All Titles, Business, Careers, Education, General, Health, History, Hobbies, Humanities, Kids, Law, Magazines/Journals, and Newspapers. The main content area features a search bar with the placeholder text "Search Magazines, Newspapers and More..." and a "Search" button. Below the search bar, it says "Included in PowerSearch results". Underneath, there is a section titled "All Titles" with eight database tiles, each with a Gale OneFile logo and a description:

- ACADEMIC ONEFILE**: Complete source for peer-reviewed scholarly articles across all academic disciplines.
- ACADEMIC ONEFILE SELECT**: Scholarly journals and periodicals across academic disciplines.
- AGRICULTURE**: Articles on farming, horticulture, and agriculture-related fields.
- BUSINESS INSIGHTS: ESSENTIALS**: News, stats and reports provide in-depth coverage of companies and industries.
- COMMUNICATIONS AND MASS MEDIA**: Articles on advertising and public relations, linguistics, and related fields.
- COMPUTER SCIENCE**: News and reviews on electronics, engineering, communications and more.
- CRIMINAL JUSTICE**: Articles on law, law enforcement, security, terrorism, and more.
- CULINARY ARTS**: Recipes, restaurant reviews, industry information, and more.

6.2 E-RESOURCE RECORDS UPDATED AND WEEDED

- a. You may have noticed that the E-Resource records are looking better than ever. Recognizing that these records have more traffic, our cataloging team has turned their attention to improving the state of the records themselves, but also ensuring that we have the most up to date representation.

6.3 GET A LIBRARY CARD: OVERDRIVE

- a. Users who visit our OverDrive page who may not have a library card, can now go immediately to the library's online registration form, from a convenient drop-down menu. The access will be available on the top banner and footer.

7 AWARENESS & ADVOCACY SERVICES

7.1 STATE LEVEL ADVOCACY (REBEKKAH)

- a. State Aid for Libraries: as of the issuance of this report there has been no news on cuts after the first “adjustment period” which ended on April 30th. MHLS continues to assist with advocacy efforts for state aid inclusion in an upcoming federal stimulus package to mitigate the depth of cuts that will otherwise be necessary to library aid.
- b. Reopening Guidance: MHLS spearheaded a statewide advocacy effort to get library specific guidance for reopening libraries after the COVID-19 “flatten the curve” shut downs.
- c. Discounted NYLA Membership: MHLS can provide a 15% discount on NYLA membership for 2020-2021 for member libraries that join or renew through MHLS. Libraries interested in participating in this discount program should complete the [Library / Library System Associate Membership Worksheet](#) and [Trustee Registration Form](#), and submit them to MHLS Financial Assistant Joan Kay at jkay@midhudson.org by email by July 31, 2020. Participating libraries will be invoiced in the fall for their membership. [Click here for 2020-2021 organizational member rates.](#)

If you have any questions about this program, please contact Joan Kay at jkay@midhudson.org.

7.2 2020 CENSUS

- a. The deadline for residents to complete the Census has been extended to October 31.
- b. Libraries can use the relevant Census outreach posters and rack cards provided by MHLS before stay at home orders to encourage library patrons to complete their Census questionnaire as they begin curbside pickup and in-library services.
- c. Area Census Offices in Pawling and Albany have reopened and restarted field operations including Update and Leave operations, in which Census workers visit residences that don't receive mail and leave Internet Choice packets. These packets include a paper questionnaire that residents can use to complete the Census, as well as directions for completing the questionnaire online and by phone. It is not necessary for residents to wait for this packet to complete the Census; the census can be completed online at 2020Census.gov or by phone by calling 844 330 2020.

7.3 COUNTY FUNDING ADVOCACY (CASEY):

- a. The 2020 County Funding Advocacy Report is now available here: <https://bit.ly/2U5ynsb>. Thank you to the libraries who participated in the 2019 County Funding Advocacy Group.

8 INTERLIBRARY LOAN SERVICES

8.1 INTERLIBRARY LOAN DUE DATES

- a. Regional inter library loans through SEAL must be extended in the SEAL software. If you have questions or need assistance with this please contact Kelsey@senylrc.com
- b. Materials that are currently checked out to your patrons through inter library loan, made by MHLS in OCLC, need to be extended by MHLS staff (Tara Stohr). As a courtesy, Tara has extended all due dates to 6/30/2020. Further extension requests should be sent to interlibraryloan@midhudson.org.

9 CONSTRUCTION PROGRAM SERVICES

9.1 STATE AID FOR LIBRARY CONSTRUCTION PROGRAM

- a. Technical Assistance Workshop: Libraries that plan to apply for State Aid for Library Construction funding are invited to attend the technical assistance workshop. This workshop should be considered essential if it is your first time applying for this grant.
State Aid for Library Construction Technical Assistance Workshop
Thursday, June 18 | 10:00am-12:00pm
Register here: <https://bit.ly/2Kw9PDn>
- b. The grant application portal is predicted to open on June 13. Applications are due on August 7, 2020.
- c. Additional Funding for 2020 Construction Aid Projects: Additional funding from the total statewide construction aid allocation was recommended for distribution to eligible member library projects.

9.2 2018 STATE AID FOR LIBRARY CONSTRUCTION DEADLINE EXTENSION

- a. Bill S8410 (Mayer)/A10465 (Ryan) which would provide a 12-month extension to 2018 construction aid recipients passed both houses on May 27, 2020 and is awaiting the Governor's signature.

10 COMMUNICATIONS AMONG MEMBER LIBRARIES

10.1 MHLS ECOMMUNICATIONS CLARIFICATIONS

- a. MHLS Communications
 - o MHLS Alerts: This email list is for the distribution of MHLS original information alerting MHLS member libraries of a pressing problem or concern regarding member libraries and/or MHLS operations, which may require immediate attention and/or action.



Member library directors may add staff email addresses to this list by contacting techsupport@midhudson.org

- [Posting Policy](#)
- MHLS Notices: This email list is for the distribution of MHLS original content/information notifying MHLS member libraries of an action(s) to be taken and/or preparations to be made and/or information to be shared which may not require immediate action or attention. Member library directors may add staff email addresses to this list by contacting techsupport@midhudson.org
 - [Posting Policy](#)
- b. MHLS Discussion Groups
 - MHLS Main: A communication forum for MHLS libraries and members of other regional library organizations on general library topics of common interest including news and training opportunities relevant to the audience.
 - [Posting Policy](#)
 - MHLS Directors: The MHLS Directors Electronic Discussion Group was established to provide an electronic communication forum for current member library directors to raise issues, discuss and receive information exclusively of common concern and interest to library directors including the Directors Association meeting packet. This is a member-only service. It is a closed list and not open to the public. All MHLS member library directors, the MHLS executive Director and select MHLS staff will be subscribed.
 - [Posting Policy](#)
 - For information on MHLS Sierra, MHLS Youth Services, MHLS Programming and MHLS Friends & Fundraising please visit: <https://midhudson.org/ecommunications/>

11 SPECIAL POPULATIONS (CASEY)

11.1 2020-2021 ADULT LITERACY GRANTS

- a. Intent to Apply: Libraries can now submit an intent to apply form for the 2020-2021 Adult Literacy Grant cycle. Mini-grants of up to \$1,000 will be available for up to 9 eligible member libraries. These grants are designed to help libraries develop and expand adult literacy programs at their library, which will help adults in their community improve their education and career opportunities. Literacy is broadly defined and includes digital and financial literacy. This grant opportunity is made possible through Adult Literacy Services 2020-2021 funds received by MHLS through the New York State Library's Division of Library Development. More information is available at <https://bit.ly/2I2iL1Z>. Please submit the completed form to Casey Conlin by June 23.

This grant is predicated by the release of funds by NY State.

11.2 2020 – 2021 FAMILY LITERACY GRANTS

a. Intent to Apply: Libraries can now submit an intent to apply form for the 2020-2021 Early Literacy Grant cycle. The Family Literacy Grant is designed to help your library work on building its capacity to provide early literacy services in your community, based on the best practices of this parent education initiative. This early literacy training program will run from July 2020 - June 2021 and is limited to 10 member libraries. All libraries who did not participate in the last Early Literacy Cohort (July 2019 – June 2020) are invited to submit an intent to apply form. More information, and the 2020-2021 intent to apply form are available at <https://bit.ly/2I2iL1Z> Please submit completed forms to Casey Conlin by June 23rd.

This grant is predicated by the release of funds by NY State.

12 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

12.1 NO REPORT FOR THIS MEETING

13 ADMINISTRATIVE

13.1 MHLS PREPARES FOR STATE AID CUTS

- a. In preparation for both the projected cuts to state aid and concerns about when state aid revenues will be sent to MHLS (there is precedent for no state aid arriving within our fiscal year during challenging economic times) MHLS staff and board members have been working hard to cuts costs, find savings, and seek out alternative sources of revenue.
- b. To date we have taken the lead to advocate for state aid in a federal stimulus package; secured a Paycheck Protection Program loan, a forgivable loan if we follow the guidelines; postponed planned facility maintenance and improvement projects; instituted a hiring freeze; suspended both the outreach mini-grant program and NYLA Scholarship Program, secured a Census grant; and renegotiated our contract with the delivery vendor, Valley Courier in addition to several smaller cuts and discovered savings.
- c. In addition, we are pursuing a negotiation with our CSEA unit to discuss compensation and benefit adjustments; seeking grants through local, regional and governmental sources; continuing our work to connect with vendors to renegotiate contracts and interviewing stakeholders for further ideas and leads.
- d. Once these activities are exhausted, we are left with the very undesirable choices to cut staff hours and, ultimately, staff positions. This will have a significant impact on systems services to your library. This is will be our last resort and MHLS administration and trustees are committed

to avoiding this if at all possible. However, should this phase of our financial plan be reached please know decisions will be made with respect to member priorities and state mandates.

- e. We thank you for your partnership in these challenging times. The recommendations before you at the June meeting from the System Services Advisory Committee are thoughtful recommendations that respect both the state aid challenge and local challenges at the member library funding level as best they can in this moment. We know these are difficult conversations to have and we thank you for your willingness to have them.

13.2 LIBRARY SUSTAINABILITY TEAM UPDATE

- a. In light of the projected fiscal crisis caused by the COVID-19 response, MHLS has enacted a hiring freeze. In light of the departure of Courtney Wimmers, MHLS Outreach & Engagement Specialist, Casey Conlin, MHLS Library Sustainability Coordinator will take on her role as the state mandated Outreach Coordinator. Questions and communications that have formerly gone to the Outreach and Engagement Specialist, Courtney Wimmers, should be directed to Library Sustainability Coordinator, Casey Conlin at cconlin@midhudson.org
- b. The Library Sustainability Team's 2020 Action Plan is currently under re-development to right-size it for both reduced capacity and re-prioritization in light of the significant need for COVID-19 related response activities.

13.3 MEMBER LIBRARY ANNUAL REPORTS APPROVED

- a. The New York State Library Division of Library Development reports that all member library annual reports for 2019 for the Mid-Hudson Library System Annual have now been approved.