Advocacy: Library Advocacy Day 2019 – Wednesday, February 27 was another successful Library Advocacy Day for UHLS. The UHLS contingent, along with library advocates from the Capital District Library Council and the local school library community met with legislators and staff from the offices of the nine elected Assembly members and Senators representing UHLS member libraries. Our group also participated in NYLA’s noontime rally for libraries. We continued our tradition of bringing a large and enthusiastic group to Advocacy Day, with more than 35 UHLS advocates including trustees, directors, staff, and friends in our group. We were also joined by a group of Albany High School students and a contingent of elementary school students from Castleton Elementary School. The UHLS contingent delivered a clear and compelling message about the three funding priorities of the New York Library community – NYS Library Aid has been underfunded for decades and a large increase is the only way to give us the resources we need to provide 21st century services to our customers; that the Public Library Construction Aid program needs to be funded at much higher levels to enable libraries to rebuild crumbling infrastructure; and finally that public libraries need one time financial support to help them respond effectively to the upcoming 2020 US Census. We also all added our voices to support legislation to require that a librarian be a part of every NYS elementary school library. But our message would not be as powerful without the “faces of the libraries” as represented by the people who joined us and shared stories of how their library is making a difference in their community. Sincere thanks to all who participated in this important event. At the meeting I will share copies of the UHLS Advocacy piece that we created as our local “leave behind” for this year’s legislative meetings, along with the System annual report, some local construction grant data, etc. This year’s advocacy piece was based on the statistics and testimonials that Mary collected on the UHLS Expedition and Jona was responsible for the concept, layout and design of the piece. We are now entering into the critical time for local advocacy. It is important that we continue to follow through with the NYLA advocacy alerts that NYLA pushes out to the library community. Please encourage anyone you know who supports libraries to sign up for the NYLA Advocacy alerts and to contact their local Senator and Assembly member to tell them that they need to speak up for an increase in library aid because it makes a positive difference in your library and in your community. That is the most powerful message we can send to them, so please do what you can to get that word out, because it will make a difference.

UHLS Staffing news – Natalie started work last week and has hit the ground running, including a full day of advocating for libraries and library funding on only her third day! Based on our initial conversations I know that our libraries will be hearing from Natalie frequently as she gets her feet under her in this new role. I’m really excited to see what we can do for the member libraries with a full staff here at UHLS and especially with this really dynamic team we have in place now.

Construction Grant Update – As I shared with the UHLS Board on 3/6, we were forced to make a quick revision to the 2018 construction awards due to an error in the additional funds allocation amount from DLD that we discussed last month. The good news was that it resulted in more money for all of the library projects with remaining unmet need. This should be the last revision to the awards for 2018 as no more funds are expected from NYS and the member library that I said last month might be turning
some funds back (Voorheesville), has now decided to accept their full award amount (including their share of the additional funds from NYS). Thanks for your continued patience with this process.

**Capital District Library Council Board Appointment** – UHLS has a NYS mandated seat on the board of the Capital District Library Council (CDLC). It can be any designated representative from UHLS or the member libraries, but typically that seat is filled by the System Executive Director. When I came to UHLS, I filled the remaining span of my predecessor’s term and have now completed a full five year term as well. I am eligible for re-appointment to this seat and am requesting that the UHLS Board take action at the March meeting to reappoint me. I enjoy my work with the CDLC board and have served as President and am now serving as the Treasurer for the board. I also think it is an ideal way to ensure a strong connection between these two library systems here in the Capital District.

**CORE Board Leadership Training** – Just one more reminder about the special session of the CORE Trustee Training focusing on Library Leadership. **CORE Library Leadership Training** is specialized training opportunity for member library Leadership Teams - the Board President and the Library Director/Manager. **Please note that both the Director and the Board President must attend the session together.** The board president and the library director form a unique leadership unit that powerfully impacts the success of the board and the library. In this training session, each Library Leadership Team will hone their skills in: strengthening the three crucial relationships for library success; managing conflict (both inside and outside of the board; designing effective board structures; using productive meeting processes; building board sustainability. The training will be held **at UHLS on Thursday, March 21, 2019 from 9:00am – 1:00pm** and lunch will be provided. To register for the program, contact Jona at 437-9880 x221 or at jonafavreau@uhls.org. If you or your trustees have any questions please feel free to contact me.

**Capital Region Spelling Bee** – The spelling bee finally took place on Tuesday, March 5. It was another great celebration of reading, literacy, education…and kids! The UHLS name was prominently featured throughout the day long event at Proctors and there was some good press coverage too. And by the way, the winning word “polyglot”, was spelled at about 7:00pm, so I definitely wouldn’t have made the Board meeting last month!

**CORE Trustee Training 2019** – The dates for the remaining 2019 quarterly CORE Trustee Training sessions are listed below. These sessions are designed for new member Library Trustees, new Library Directors, and anyone who wants a refresher on the fundamentals of being a great library trustee. We’ll remind libraries of these dates as they approach, but you can make your reservations for any of them by contacting Jona at UHLS (437-9880 x221 or jonafavreau@uhls.org).

- **Wednesday, April 17 6:30pm @ UHLS**
- **Thursday, July 11 6:30pm @ UHLS**
- **Tuesday, October 15 6:30pm @ UHLS**

And remember that we’re always happy to present the CORE program at individual libraries as a refresher for current trustees or to catch a lot of new trustees at your library in one session. Contact me to arrange a session at your library.

**Member Library Support** - Since the last Board meeting, I have worked with a number of our member libraries consulting with them on specific projects/issues, providing general advice and support on local issues to trustees, directors, and/or staff. For this reporting period those libraries include Voorheessville, Rensselaervlle, Watervliet, Grafton, Stephentown, and Menands. Other member library support activities include working with both Brunswick and North Greenbush on their respective Director
searches; and joining Mary Fellows to present a program for the Westerlo Board on developing a deeper understanding of shared values as a way to help trustees manage through difficult issues.

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**UHLS Department Reports**

**Adult and Outreach Services**

**UHLS Adult & Outreach Services Report: February 2019**

Natalie Hurteau | Submitted to the Executive Director: 3/1/2019

**Adult Literacy Grant:** I reached out to DLD to get my new username and met briefly with Mary Fellows to go over the grant process. Once I am able to login and review the application from last year, I will sit down with Mary again and brainstorm some ideas for the new cycle.

**eContent Advisory Committee (eCAC):** Briefly met with Judith Wines on 3/1 to go over some quick eCAC information. I have the next meeting (3/29 @ 3pm) on my calendar. I have reached out to Kristin at Overdrive to get a new username and introduce myself. Anne Pitlyk and I have also met to discuss holds issues, and reached out to Judith and Kristen to get more information.

**Social Media and Marketing:** I was able to secure the login information for the UHLS Facebook and created a UHLS Adult Services Facebook Group. I updated some information and we have already secured 32 more followers, and lots of action! Facebook is an excellent platform for free marketing, and I am hitting the ground running trying to ramp up traffic. I am also working on a template for a UHLS Monthly (or quarterly) newsletter. I selected Mailchimp to test run the template, and am hoping for a deadline of March 15 to send it out.

**Library Moon Walk and other programs:** I reached out to Lois Gordon, Leah LaFera and Erica Freudenberger to schedule a meeting for 3/6 @ 9:30am to get caught up on the Library Moon Walk and the Adult Program Swap—Anne Pitlyk will be joining us as well. I’d also like to plan a collaborative Adult Winter Reading Program to model after the YS Summer Reading Program, sometime around October. I also plan to start hosting monthly Adult Services meetings, similar to YSAC, and have reached out to certain UHLS librarians and community groups to come in and speak on specific topics like customer service and social media/marketing.

**Automation Advisory Committee (AAC):** I have reached out the AAC Chair Melissa Tacked and have agreed to remain on the committee as the At Large Member, and as the secretary. Nick Matulis has taken over my position as the DA representative. Joe Thornton and I were discussing the lack of a public catalog for all Library of Things, and asked for it to be on the agenda for the next AAC meeting, which is scheduled for 3/13 @ 9am. Our goal is to get some kind of standard nailed down when cataloging library of things so that only staff can use it but the public as well.

**Outreach to Member Libraries:** I have reached out to the Member Library Directors and have asked to schedule meetings with them, to come out and visit not only their library but to sit down
and discuss any Adult Services and Outreach needs. I will be visiting, possibly Guilderland, the
week of 03/04-03/08. RVLL has also reached out and asked if I could offer any guidance on
their automation/weeding of their nf 700 and 800 collection. I said I would be happy to come
out and help sometime in early April.

**NYLA and Advocacy:** On 2/26 I attended Pre-advocacy workshops as part of my enrollment in
the Leadership and Management Academy and attended Advocacy Day on 2/27 with team
UHLS!

**Automation Services**

**Automation Services Report**
February, 2019

We continued to provide the usual services to our libraries and the UHLS staff, such as website
maintenance, desktop support, helpdesk, and troubleshooting. The highlights of the month follow, in no
special order:

**Advisory Councils/Committees:**
- The Technology Advisory Council did not meet in February.
- The Circulation Advisory Council met on 2/6 at UHLS.
- The Cataloging Advisory Council met on 2/7 at UHLS.
- The Automation Advisory Committee (AAC) was snowed out in February.

**Email:** Nothing’s easy. A long time ago we added seven email addresses for TROY trustees to the
uhls.lib.ny.us domain. That was before TROY had their own domain and G Suite (Google) account. They
needed to remove one and add one email account, so we thought this would be a good time to move
them to their rightful domain (troypubliclibrary.org). We added five and ran out of space. TROY doesn’t
have the ‘Google for Education’ suite like we do (and can no longer get it - we’re grandfathered in) and
are limited to fifty user accounts. We conferred with TROY, they deleted all that they could, and we
were still short. So we re-added all seven to the uhls.lib.ny.us domain, pleaded with TROY to upgrade
their Google account, and resumed our greatly-shortened day.

**Sierra changes:**
- We made the changes needed to accommodate COLN’s new policy of making new DVDs
  nonrequestable by anyone other than COLN patrons. Any patron can borrow them if they go to
  the library, but only COLN patrons can request them.
- A patron asked why *Playing time* (duration) is not part of the record display for eAudiobooks in
  *Encore*. After some exploration and comparison with Mid-Hudson Library System’s (MHLS)
  eAudiobook records, we determined that *Duration* is a common field in many MARC records,
  including some of ours (but not many) and most of Mid-Hudson’s. The explanation is that MHLS
  uses *SkyRiver* and we use *eBibliofile* (*via OverDrive*) as sources of our MARC records. We
  contacted *eBibliofile* (TLC) to request that they add Duration to the 300 or 500 tags in our
eAudiobooks MARC records.
- APL requested a new *Sierra* Statistical Group to be used to track circulation transactions when
  doing outreach. Like most things, this turned out to be more complicated than we thought at
  first, but it’s almost done.
eCommerce:

Report from a library:
“A patron tried to pay a late fine online at our library (through her phone). I think she might have been a bit impatient, so she is seeing 5 charges on her credit card for the same transaction.”
This patron had tried six times to pay online a $27.95 library fine. PayPal accepted all six payments. Sierra collected zero. This is a situation that we've been aware of since eCommerce went live on 10/1/18. It happens infrequently but obviously is a serious problem. We've spent a lot of time trying to get Ill to realize the urgency of the problem, and trying to find and refund the problem payments.

Reports:
- VAFL asked for a printed list of audiobooks owned by VAFL so a volunteer could read them to a vision-impaired patron. We gave her a report of 221 titles, displaying author and call number.
- BRUN asked for a report of circulation usage of their laptops. We wrote a report that can be used for that and any other group of items that can be identified by call number.
- BETH has been performing a multi-step, time consuming process to generate reports for their on-order books, CDs, and DVDs. They asked if we could write a program to automate the process. We did. The program runs every night and generates reports for books, CDs, and DVDs.

**Boopsie:** We covered Boopsie issues after Deanna’s departure and before Natalie’s arrival. We received several patron reports of problems and worked with Demco to fix them if possible, or at least explain the cause to the patrons if we couldn’t fix them.

**New Director Orientation (NDO):** Joe went to HOOF with Tim and Mary on February 5 for NDO for Sara, the new director.

**Our new colleague:** We set up the hardware (PC, phone) and software (email, Google Docs, Google Groups, etc.) tools to try to give Natalie an easy entry into our work environment.

**Item Types:** We continued to reduce the number of Sierra Item Types to simplify everyday cataloging for the libraries and to facilitate the standardization project that the Automation Advisory Committee (AAC) is working on.

**EGRN/WordPress:** EGRN asked us to install a new instance of WordPress on our Linux web server, to be used to manage and monitor their other WordPress sites. This turned into a bigger project than we expected, due to the requirements of the WordPress plugin that’s part of this project. We’re still working out the details with EGRN.

**Library Programs calendar:** The server that hosts the Library Programs Calendar crashed for unknown reasons on 2/12. We updated the server’s operating system and restarted the application, and have had no problems since.

**At the libraries - and UHLS (Rawdon):**
- **RCSC** - Recreated virtual machines (vm). Copied iTTeam server to the library to test if iTTeam clients are more stable. Tested converting thin clients to regular PCs if that setup meets library expectations.
- **COHS** - Rolled out new public PCs and converted a thin client to a regular PC.
- **BETH** - Set up a Meraki firewall and switch.
- **UHLS** - Setup the director’s PC in Windows 10. Working on rolling out a Meraki firewall. Tested a Windows Update server.
- **VAFL** - Prepped a new Windows 10 image to be rolled out for all public PCs.
- **RVLL** - Attempted to update the gold image but failed. Unable to create a new Windows 10 Gold image. DNS is not working for public PCs. It looks like there are serious issues with Active Directory. Alerted the director about possible fallout. Discussed a contingency plan if something goes wrong.

**Youth and Family Services**

**Youth and Family Services**

**February 2019 Highlights**

Mary Fellows, Manager, Youth and Family Services

**New colleague:** We concluded four months of search processes this month with welcoming Natalie Hurteau, our new Manager, Adult and Outreach Services. I’m happy to have an energetic new colleague! Natalie’s arrival moves Amy DuBrey, our seven-week Support Associate and my new right hand, into “veteran” status – or at least out of “newbie!”

**Summer Reading Program Workshop:** Our largest training day of the year was February 7, when we held the 18th annual Summer Reading Program Planning Workshop with Mohawk Valley Library System. Sixty-six people assembled to share ideas and begin planning for this summer’s space-themed activities. Topics included new frontiers some libraries are exploring in Drag Queen Story Hour, using teens to power summer activities, video and social media marketing of programs, space age maker projects, and much more! Above, the Mission Control Panel discusses various tracking processes for SRP missions (note the pocket protectors!). A performer’s showcase is also part of the jam-packed workshop, known as “the best day of the year” according to one overheard comment.

**Advocacy Day:** Our visits to legislators on February 27 had an energetic youth services element as kids from Castleton Elementary, Maple Hill Junior High, and Albany High joined the visits. The brave and captivating speakers among them, as well as the presence of all the kids, reminded legislators of what’s at stake when libraries are underfunded – and underlined for the rest of us why we do the sometimes difficult work of advocacy.

**Travels:**

- **New Director Orientation at Cheney Library, Hoosick Falls**