



UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

OFFICERS:

President: Tara Ricard
Vice-President: Antonio Booth
Treasurer: Philip Erlich
Secretary: LouAnne Lundgren

Board of Trustees January 11, 2017

PRESENT: Phil Erlich; Sarah Goff; Evelyn Greenstein; Herb Hennings; Janet Ivory; Susan Keitel; LouAnne Lundgren; Tara Ricard; Lisa Scoons; Yvette Terplak; Judith Wines; Fred Wobrock, Jr.

Excused: Antonio Booth

Absent: Arlene Way

UHLS Staff: Tim Burke, Heidi Fuge

4:40 PM – Meeting called to order by T. Ricard, President.

I. MINUTES

MOTION: Y. Terplak moved to approve the Minutes of the November 9, 2016 Board meeting. L. Lundgren seconded. Unanimous.

II. DIRECTOR'S REPORT

T. Burke highlighted the following in his written report:

- Advocacy Day: He encouraged the trustees to consider attending and noted that participation by voters helps to persuade legislators to consider the NYLA messages. He will send out further information once the UHLS schedule of legislative visits is complete. He also noted that UHLS and CDLC will be sponsoring a Pre-Advocacy Day presentation by NYLA on February 10th.
- Bulk purchase of NYLA memberships: via this bulk purchase of memberships for all of the libraries, there will be a 15% discount on the membership cost. NYLA will invoice UHLS and then we will invoice each of the libraries.
- Online databases: there was a successful rollout of the online databases that were purchased with Central Library funds. D. DiCarlo was instrumental in the successful rollout and in the pre-rollout preparation that she did for the member libraries.
- Conflict of Interest forms: were handed out and signed by the trustees in attendance.
- CORE Trustee Training: T. Burke is considering dropping back to fewer sessions per year at UHLS. We need a minimum of 4 attendees for a session at UHLS. Staff are always willing to schedule presentations at the individual libraries.
- 2017 Annual Dinner: will be held at the Albany Country Club on June 14th. Consensus that the 2018 Dinner should be held at the Hilton Garden Inn, Troy, and that the reservation should be made as soon as possible in order to secure the site.

III. TREASURER'S REPORT

Report by P. Erlich, Treasurer. He noted that the Finance Committee reviewed the November and December reports and recommended their acceptance. He asked if there were any questions.

MOTION: P. Erlich moved acceptance of the November and December 2016 Treasurers' Reports. T. Ricard seconded. Unanimous.

V. COMMITTEE REPORTSFinance Committee

Report by P. Erlich, Chair. The Committee reviewed the November and December Purchase Journals which had been sent out to the Board members prior to the meeting. He asked if there were any questions. The Committee recommended their acceptance.

MOTION: P. Erlich moved to approve the November and December 2016 Purchase Journals. L. Lundgren seconded. Unanimous.

P. Erlich also reported on the following:

- The 2017 State Aid might come in at an amount lower than budgeted due to conflicts between the Governor and the legislature. The UHLS 2017 budget was predicated on a 4% increase in State Aid. If the actual amount is lower, the budget will be amended when the figures are known. UHLS is prepared for that eventuality.
- The UHLS Construction Grant request was increased in order to use some of the funds that were still available after all of the member libraries' requests had been filled. There was an additional request of \$30,000 for updating the technology in the meeting room. The UHLS portion would be an additional expense of \$15,000. It is expected that the UHLS portion of the total grant request will be funded through the use of some of the monies in the restricted accounts, pending Board approval.
- The Finance Committee members discussed the pros and cons of having our annual Financial Review done on a cash, rather than accrual, basis. The annual State Report and the annual Comptrollers Report both require cash-basis accounting. The reports presented each month to the Board members are all on a cash basis. There is no longer any need for accrual accounting since UHLS no longer files an IRS 990 form.

MOTION: P. Erlich moved that the annual Financial Report should be done on a cash, rather than accrual, basis. UHY, the company currently contracted to perform the work, should be notified of the Board's decision. J. Ivory seconded. Unanimous.

Administration Committee

No meeting, no report

Services Committee

No meeting, no report.

VI. TRUSTEE REPORTS

- P. Erlich (RENS) The Board met and discussed their Strategic Planning and Long Range Plan. The next step is to get input from the community - both library users and non-users.
- Y. Terplak (ALTM) The Board at ALTM is in the process of implementing their Long Range Plan.

The Library Board contracted with a writer at the Altamont Enterprise to produce a supplement to the newspaper in honor of the Library's centennial in 2016. At the Gala in 2017 the library will celebrate the Train Station quilters, using the slogan that the Library is the fabric of community.

The Winter Concert series at the Library started off very well and will be held the first Friday of the month. Musicians are asked a question prior to their performance (such as “what was the first song you ever wrote”) and so there is a “story” along with the performance.

- L. Lundgren (POES) The Library’s annual Holiday Lights campaign was again very successful and exceeded their goal of \$7,000.
- E. Greenstein (TROY) The Library Board has 3 new trustees and held a mini-Boot Camp to prepare them for work on the Board.
- F. Wobrock (BRUN) A “Paint and Sip” program was very successful and will be conducted by one of the librarians in the future.

The Rensselaer County Sheriff’s Department did a public program at the library on what to do in an active shooter situation.

A “Can your Fines” food drive was successful.

The Library’s annual appeal has raised about \$10,700 and is now winding down. The Board is now looking at different Foundations for possible grants.

MOTION: Y. Terplak moved to adjourn. J. Wines seconded. Unanimous. Meeting adjourned at 5:35 PM.

Heidi A. Fuge
1/12/17

**UPPER HUDSON LIBRARY SYSTEM
EXECUTIVE DIRECTOR'S REPORT
December 2016 – January 2017**

January 11, 2017

Advocacy: Library Advocacy Day 2017...mark your calendars – The 2017 New York Library Advocacy Day is scheduled for Wednesday, March 1, 2017 at the Empire State Plaza, the Capitol and the Legislative Office Buildings in Albany. I will start working on our legislative meeting schedule shortly and as soon as it is finalized I will share the schedule with the member Library Directors and Board Presidents. We will follow essentially the same routine as in previous years. The two general areas of focus again for this year will be “Libraries are Education” – increase library aid at the same % as general education aid and “Invest in NY’s Library Infrastructure” – increase the Public Library construction fund. Please save that date and stay tuned for more information about Library Advocacy Day.

Advocacy: NYLA Library Advocacy Day Prep program at UHLS – I sent out an announcement about this recently, but it bears repeating...UHLS and CDLC are co-sponsoring a program on February 10 here at UHLS to prepare you for our upcoming Library Advocacy Day. The program will be presented by NYLA staff and all the details are listed the announcement below. Please note that CDLC was kind enough to handle the registration tasks for this program, so please use their link to register for the program.

[Getting Ready for Library Advocacy Day](#)

Date: Friday, February 10, 2017

Time: 1:30 PM – 3:30 PM

Place: CDLC

Presenters: Jeremy Johannesen, NYLA Executive Director and Mike Nepl, NYLA Director of Government Relations and Advocacy

Cost: Free

A conversation on unifying the advocacy activities of the NYS library community, in order to maximize the impact on the legislative process. Every library, every librarian, and every patron has a role to play in speaking up for libraries. The presentation will include a discussion of NYLA’s Legislative Agenda, the state budget process, the current political landscape, and strategizing for the future. This event is co-sponsored by CDLC and UHLS.

This workshop is free but registration is required by February 8.

Register at <http://cdlc.org/index.php/component/k2/227/getting-ready-for-library-advocacy-day>.

NYLA Organizational Membership Program – After extensive discussion with the member libraries we will be instituting a “bulk purchase” program for individual libraries to join NYLA as organizational members. By paying one time for all 29 libraries each library (and UHLS) will get a 15% discount on the regular cost of this membership We will be working with the NYLA office this month to get the system-wide bill paid to them and then UHLS will send individual invoices out to each library to make this a budget neutral process for UHLS. UHLS will be taking on the administrative burden of handling the invoicing and the coordination of the individual NYLA memberships that each library gets as part of this deal. In our discussions with the member

libraries there was overwhelming support for this initiative and I am pleased that our libraries recognize the importance of supporting NYLA for all the important work they do on our behalf.

2017 Central Library Funded Products Rollout – Deanna has done a great job keeping member libraries informed on the implementation of the several new services we are adding for 2017 using Central Library funds:

- Mango Languages – up and running for the public; two library staff training webinars are scheduled for 1/10 and 1/12.
- Ancestry Library Edition – up and running for the public; an in-person library staff training session at the NYS Library is scheduled for 1/18 and is full (with a waiting list).
- Flipster emagazine service – up and running for the public; library staff training webinar scheduled for 1/26.
- Boopsie – The UHLS team (Deanna and Joe) have been meeting with the Boopsie team to discuss the implementation. UHLS will be reaching out to member libraries soon to begin the next part of the process. Because of the complexity of this implementation, we are still anticipating going live with Boopsie sometime in the March(ish) time frame. Marketing materials and training plans will also be pushed out to member libraries as we get closer to a go-live date.

Please make it a point to check in at your library to see how these new services are being enjoyed in your community.

UHLS Conflict of Interest Policy Certification Process – As you know, two years ago the UHLS Board of Trustees adopted a Conflict of Interest policy to comply with a NYS law for all non-profit organizations. Part of our policy includes requiring all UHLS employees, all UHLS trustees, and all UHLS Board Committee members to annually certify that they have read the policy and that they are not aware of any conflicts of interest related to their UHLS activities in the last year. Here's the link to the policy - http://www.uhls.org/Policy_Conflict_of_Interest.pdf for you to review in advance of our January board meeting and we will also have a hard copy of the policy available at the meeting. We will give each of you a copy of the certification form at the meeting for you to sign and leave with Heidi. These forms will be kept on file for the year and this process will repeat at the start of each calendar year. Please feel free to contact me if you have any questions about the policy or the certification form. I appreciate your help with this process.

CORE Library Leadership Training – This Thursday 1/12 Mary Fellows and I will be presenting a new module of the UHLS CORE Trustee Training Program - CORE Library Leadership Training is specialized training for the Library Leadership Team - the Board President and the Library Director/Manager. For this program we are requiring both the Director and the Board President attend together to help strengthen that critical relationship in library leadership and generally build the skills required for high functioning libraries. We currently have six teams attending and I will be sure reporting back to you with the experience and feedback from this initial offering.

UAlbany Public Libraries class - For the upcoming spring semester, I will be teaching the “Public Libraries” class (IST618) in UAlbany’s College of Computing and Information/Department of Information Science. I have co-taught this class for the last two years and am very excited to be invited back to “go solo”! This is, for the record, the only class in the UAlbany library school curriculum to focus exclusively on public librarianship. I see this as an excellent opportunity to identify promising young professionals for UHLS and our member libraries and also as a way to continue to build the partnership between UHLS and the UAlbany graduate program in library and information science.

Capital Region Spelling Bee - As many of you will recall, since before I came to UHLS I have been involved in the planning and organization of the Capital Region Spelling Bee. In addition to being a member of the steering committee for the Bee, I also serve as the chief judge. This year's Bee is scheduled for Tuesday, February 7 at Proctors Theater. My involvement in the Bee started when I was at Albany Public Library and upon my appointment to my position at UHLS, I made the decision to bring the spelling bee sponsorship with me, so for the last several years UHLS has been featured as one of the major sponsors of the bee (along with the Times Union, Hannaford Supermarkets, and Capital Region BOCES). As a sponsor UHLS receives significant positive public relations in the form of logo placement in all print material and advertising, including the main spelling bee banner that hangs over the Proctors stage at the Bee. In exchange for those benefits, UHLS provides my time (a full day the day of the Bee and 4-6 2 hr. planning meetings/year) and the purchase cost of several hardcover dictionaries annually to be included in the prize package for each final round winner (no more than \$100 each year). At its heart, the Spelling Bee is a celebration of reading, education, and learning and thus, fits naturally into the mission of public libraries and UHLS. I'm excited to be able to continue this positive public relations opportunity for UHLS.

CORE Trustee Training 2017 – The dates for the 2017 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 Heidi at UHLS (437-9880 x221 or heidi@uhls.lib.ny.us).

Tuesday, January 17 6:30pm @ UHLS

Wednesday, April 5 6:30pm @ UHLS

Tuesday, July 11 6:30pm @ UHLS

Thursday, October 5 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 several member libraries consulting with them on specific projects and issues, providing advice and support on local issues to trustees, directors, and/or staff. For this reporting period those libraries include Watervliet, Menands, Stephentown, Schaghticoke, Altamont, and Rensselaerville. I also continued to work with the Rensselaerville Library Board and Director on the development of their long-range plan and presented the CORE Long Range Planning program for the RENS Board and Director earlier this week.

UHLS Department Reports

Adult and Outreach Services:

UHLS Adult & Outreach Services Report: December, 2016 Submitted to the Executive Director: 1/9/2017

eContent:

- **New Digital Services for 2017:** The month of December was a flurry of database activity for our department! I am happy to report that, in partnership with (and gratitude to) the IT department, UHLS successfully launched three new digital services before the

end of the year: Flipster, Ancestry, and Mango Languages. New third party product rollouts are super complex projects for any library consortium, and there are many factors to consider for project management: authentication, training, marketing, and a solid communication and troubleshooting plan are all a must for a successful launch.

We worked with each vendor to establish an authentication and access plan, worked with each director to identify project leads at each location, created talking points that directors could share with front line staff, gathered and created print and digital marketing materials for service desks, websites, and social media, and arranged for webinars and obtained other training materials—including the upcoming Ancestry training at the New York State Library. We also updated the UHLS website so that all new products are featured on our homepage and on our digital resources page.

My thanks to Anne Pitlyk and Joe Thornton (and Rawdon Cheng and Rob Carle for their assistance to the member libraries). This was truly a team effort and it feels really good to have this project up and running! Stay tuned for our mobile app project management reports in early 2017.



Graphics by Anne Pitlyk for UHLS.

- **eContent Advisory Committee:** The eContent Advisory Committee met on 12/16. The agenda included a lengthy discussion and a recommendation as to how UHLS and its members can effectively manage the complexity of OverDrive adult fiction and youth holds, expiring metered access titles, and recommended-for-purchase titles in lieu of the Central Library budgetary restrictions on fiction content. In addition, the committee approved the nomination of a new, at-large committee member: I am delighted to announce that Bekah Jarvis-Girtler of Colonie will be joining eCAC in January. We are fortunate to be able to add Bekah to the team—she is a highly skilled OverDrive selector and trainer, and we are grateful to Colonie for allowing her to serve!

Adult Services:

- **Adult Literacy Grant:** Member libraries participating in the adult literacy grant have received their spring career development workshops schedule. There are 38 workshops booked at 16 locations across the system in April, May, and June. In addition, all 36 locations received, as

part of the grant, print materials for their circulating collections:

- *101 Job Interview Questions You'll Never Fear Again*, James Reed, 2014
- *Knock 'em Dead Cover Letters* (12th Edition), Martin Yate, CPC, 2016
- *Knock 'em Dead Resumes* (12th Edition), Martin Yate, CPC, 2016
- *Knock 'em Dead: The Ultimate Job Search Guide* (2017 edition), Martin Yate, CPC, 2016
- *LinkedIn in 30 Minutes* (2nd Edition), Angela Rose, 2016
- *What Color is Your Parachute* (2017 edition), Richard N. Bolles, 2017

We had a lot of fun with this project—we even sent along a photo of all the materials ready for distribution to our Adult Services ListServ:



Outreach:

- **Coordinated Outreach Services Advisory Committee (COSAC)** met in early December. COSAC welcomed three new members this year: Michelle Fernandez of Watervliet is the new Director's Association representative, and we also welcomed new members from the Pride Center of the Capital Region and Parsons. COSAC welcomed back members from the Albany Guardian Society, Northeastern Association of the Blind at Albany, Literacy Volunteers of Rensselaer County, and LouAnne Lundgren from the Poestenkill and UHLS boards.

On the agenda was an overview of NYS library system outreach requirements and UHLS outreach efforts in 2016 (including the Senior Resources Panel, the ALA senior services webinar, two Mental Health First Aid trainings, and the Improving Library Services for LGBTQ Communities training). We also addressed a mini-grant opportunity coming up in 2017; the committee will meet again this spring to review applications.

- **Inter-Institutional Grants to County Jails:** UHLS reached out to both county jails in December, and we've purchased 104 books so far for Rensselaer County Jail—mostly popular fiction and biographies, but some classics as well (Albany County Jail's wish list is forthcoming). We will continue to work with both county jails in 2017 to obtain new materials for their libraries.

Automation:

Automation Services Report December, 2016

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:

Sierra slowness: TROY reported several times that Sierra was crashing and/or running very slowly. Usually when just one library reports a problem like that it turns out to be a local network issue, but we reported it to Ill and they found a problem on their end -- they had a runaway backup process that caused slowness just for some sites and just in the mornings. Ill fixed things on their end and TROY is satisfied.

Patron Self Registration: Much of December was spent configuring Sierra *Patron Self Registration*, which enables people to register for a library account online, place holds on physical items, and checkout *OverDrive* content before ever visiting a library. The major part of our work was devising the screens that guide the user through the process, and procedures for library staff to use when online registrants appear at their libraries. We (our department) will manually delete *Online* records fifteen days after their creation date if the patron fails to get a "real" barcode from a library by then.

Boopsie: We continue to run the weekly *Boopsie* process manually, and we're now exporting the entire bibliographic database rather than just APL bib records. This will make it easier for us when we implement our system-wide *Boopsie* subscription in 2017.

Decision Center syncing: *Decision Center* stopped syncing with Sierra on 11/5, for unknown reasons, and we didn't catch it till mid-December. Unfortunately, that tells us that *Decision Center* is not heavily used by us.

SkyRiver demo: *SkyRiver* is Ill's bibliographic utility that we're considering as a replacement for, or complement to, OCLC's *CatExpress*. Laurie Shedrick of Ill committed to a date in January but canceled, so we'll try again.

Mango and Flipster: We worked with Deanna to roll out our subscriptions to the *Mango Languages* and *Flipster* databases.

Patron privacy: In *Horizon*, patrons' circulation transactions were kept in the system for thirty days and then deleted. In *Sierra* we need to keep transactions longer in order to support our circulation reports. We're considering building our own "circulation history" database that will save the *Sierra* data, minus specific patron information. This will allow us to run the needed reports and protect patron privacy at the same time.

Automation Advisory Committee (AAC): The AAC met on 12/14. Joe is a member and Tim has been attending as a guest. Most of the tasks that come out of these meetings are assignments for Automation Services.

Encore customization: One possible project discussed at AAC is *Encore* customization, so we spent some time looking at what other Ill customers have done. This actually came in handy for the implementation of *Patron Self Registration* (above). Among the changes we made already were the removal of one facet (Place) and the addition of another (Genre).

Add Chinese?: Another request of the AAC was that we ask about adding Chinese to the other languages (English and Spanish) currently supported in our installation of *Sierra* and *Encore*.

RoadRunner problem: As happened when we hosted *Horizon* at UHLS and sent 1000+ emails a day, *RoadRunner* has started to block some *Sierra* notice emails due to the volume. We filled out what we think are the necessary online forms to increase our daily threshold, but we won't know if that's sufficient until the libraries stop reporting bounces.

WordPress backdoor: After a flurry of attempts to hack our *WordPress* websites, Rob found, installed, and regularly runs a utility called *WordFence* to identify and remove threats. Also, Rob regularly updates *WordPress* itself on all our sites, as well as all plugins and themes. However, someone had broken into the BERN site and installed a backdoor (a way of bypassing normal authentication). We're working on finding and closing it. In the meantime, no serious damage has been done.

Website changes: We made major changes to the UHLS home page based on a request from Deanna to add our new databases and move and/or reword other pages.

Library Value Calculator: Despite the disappointing answer from ILL that we can't access the *Price* field in item records, we plan to go ahead with the creation of a *Library Value* print template for checkout receipts. We'll estimate the value of the loans and print something to the effect of "If you had bought these items it would have cost you \$72" (but not that text).

Youth and Family Services:

Youth and Family Services

December 2016

Mary Fellows, Manager, Youth and Family Services

- Bethlehem Public Library's staff development day on December 2 was the premiere of the training "Everyone Serves Families with Young Children" (ESFYC). Christine McGinty, Head of Public Services at Bethlehem, and I presented a two-hour training to around 60 people from custodial staff to director. Our training included "The Brain Architecture Game," a tabletop game experience that builds understanding of the powerful role experiences – including literacy experiences - have on early brain development. Participants had a great time building "their" brains – and learned a lot in the process.
- The animated video created to be part of the ESFYC training was delivered this month. It's available for viewing [here](#).
- Our December Youth Services Advisory Council meeting included a "Best of the Best" Youth Books of 2016, presented by colleague Sue Rokos of the Mohawk Valley Library System (MVLS). At the turning of the year we also look at projected societal trends, and have what's usually a lively discussion on their implications and opportunities for libraries. Our December gathering included the pre-YSAC small library concerns discussion group, where we focused on motivating and rewarding volunteers.

- The preparation process for the 2017 teen Read It Forward (RIF) project began this month, when we hosted a meeting for UHLS and MVLS staff to determine changes in process and come up with a shortlist of titles. RIF is a summer program where teens read a featured title and pass the book to their peers who continue the cycle of reading and sharing.
- Three UHLS libraries are live with Beanstack now, and more are working towards that goal. Rob Carle and I continue to support the process from the UHLS end. This month we mounted a [web page](#) on all things Beanstack.
- Early this month I was invited by a local school librarian to present to a class of teachers on the Caldecott Award. I always appreciate the opportunity to connect libraries with teachers, and happily it was a receptive audience!