



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

**Board of Trustees
February 8, 2017**

PRESENT: Antonio Booth Phil Erlich; Sarah Goff; Evelyn Greenstein; Herb Hennings;; Susan Keitel; Tara Ricard; Judith Wines; Fred Wobrock, Jr.

Excused: LouAnne Lundgren; Janet Ivory; Yvette Terplak

Absent: Lisa Scoons; Arlene Way

UHLS Staff: Tim Burke, Heidi Fuge

4:34 PM – Meeting called to order by T. Ricard, President.

I. MINUTES

MOTION: P. Erlich moved to approve the Minutes of the January 11, 2017 Board meeting. S. Goff seconded. Unanimous.

II. DIRECTOR’S REPORT (full report attached to the original Minutes)

T. Burke highlighted the following in his written report:

- Advocacy Day: Once again, he warned the trustees to expect a “lean year” as far as the state budget is concerned. He had some pre-Advocacy meetings with some of the legislators to get an idea of where they stand, and what they will support, in the State budget.

March 1st is Advocacy Day and one of the themes will be “Real People, Real Dollars.” He urged the trustees to encourage their fellow Board members to attend since they, as library users and supporters, will provide a more powerful voice. Discussion regarding the value of a variety of legislative contacts via: presence, telephone, letter, email. T. Burke noted that “every contact is important.” The Republican senators are powerful advocates of libraries and are the ones with access to the Bullet Aid funds.

- P. Erlich noted that Mary Fellows gave an excellent 20 minute presentation at RENS on the importance of early literacy services at every library, as part of the BELLS training grant.

III. TREASURER’S REPORT

Report by P. Erlich, Treasurer. He noted that the Finance Committee reviewed the January report and recommended acceptance.

MOTION: P. Erlich moved acceptance of the January 2017 Treasurers’ Reports. T. Ricard seconded. Unanimous.

V. COMMITTEE REPORTS

Finance Committee

Report by P. Erlich, Chair. The Committee reviewed the January Purchase Journal which had been sent out to the Board members prior to the meeting. He noted the commission paid to TL Metzger for the renewal of the Asian Arts lease and the \$72,949.00 annual payment for the Sierra subscription.

MOTION: P. Erlich moved to approve the January 2017 Purchase Journal and Payroll totaling \$200,905.80. S. Goff seconded. Unanimous.

P. Erlich also reported on the following:

- NBT Bank, which holds the mortgage on the UHLS building, would accept a Financial Report on a cash basis, but it must be done on a two-year comparison. In order to bring the 2015 figures in line with the cash basis, there would be an additional cost of \$500 to be paid to our auditing firm, UHY. The Finance Committee felt that this was an acceptable cost and recommended acceptance.

MOTION: P. Erlich moved that the annual Financial Report should be done on a two-year comparison (2015 and 2016) and that the \$500 additional cost was acceptable. F. Wobrock seconded. Unanimous.

- Reconciled 2016 Budget - P. Erlich noted that the Reconciled Budget had been sent to all of the trustees for review prior to the Board meeting. He asked if there were any questions. F. Wobrock noted that all of the income and expenses were very closely budgeted and figured. P. Erlich thanked H. Fuge and J. Sherry for their work.

MOTION: P. Erlich moved acceptance of the 2016 Reconciled Budget. A. Booth seconded. Unanimous.

Administration Committee

No meeting, no report

Services Committee

No meeting, no report.

T. Burke noted that both the Administration and Services Committees could plan on meeting in March to review the Guidelines for the Annual Awards.

VI. NEW BUSINESS

T. Burke discussed the locations for the UHLS Annual Dinner meeting in June. In 2017, the meeting will be held at the Albany Country Club on Wednesday, June 14th. Since we would like to alternate between Albany and Rensselaer Counties, the 2018 meeting should be held in Rensselaer County. The Hilton Garden Inn, Troy, was contacted for 2018 and the second Wednesday in June has already been booked. T. Burke asked if the Board would consider changing the day in June.

MOTION: P. Erlich moved to give the UHLS staff the flexibility to select any day in June to hold the Annual Dinner meeting. T. Ricard seconded. Unanimous.

VII. TRUSTEE REPORTS

- J. Wines (RCS): The Library is rehabbing an area to create an early literacy play/ learning space. The goal of such a space is improving literacy skills through Play.

- H. Hennings (GUIL): The Library has been considering a café space.

- E. Greenstein (TROY): The Library Board is coordinating with the Friends of the Library for attendance at Lobby Day.

- S. Keitel (WSTR): The Library is moving ahead with their construction project to create a community room. The local Troopers have been informally notified about the space in case they might be interested in using it.

T. Burke noted that the Albany Police use some APL locations to house a community outreach office. They have regular hours during which they can be approached by community members.

- F. Wobrock (BRUN): The Library held another very successful “Paint and Sip.” This one was conducted by an in-house staff member and was attended by 10 people.

F. Wobrock noted that the Brunswick Library has established a very good relationship with the Rensselaer County Sheriff’s Department.

MOTION: A. Booth moved to adjourn. H. Hennings seconded. Unanimous.
Meeting adjourned at 5:25 PM

Heidi A. Fuge
1/12/17

UPPER HUDSON LIBRARY SYSTEM EXECUTIVE DIRECTOR'S REPORT February 2017

February 8, 2017

Advocacy: We have our work cut out this year – As you know the Governor's proposed executive budget included the reduction of Library Aid to the 2015 level of \$91.6 million (a \$4 million cut) and the construction aid fund was reduced by \$5 million back down to the \$14 million amount that it's been for the last decade. These cuts reflect the Governor's blanket removal of the \$ added to the budget by the legislature in the last budget negotiation. We are just one of many victims of escalating tension between the Governor and the legislature. To compound the challenge, there is widely expressed sentiment among legislators and staff that this is going to be a very difficult year to seek funding increases because of shrinking state revenue projections. So we all need to roll up our sleeves and get to work to deliver the message that we must restore the Governor's cut AND continue to grow the state aid to libraries. Please keep that in mind as you plan your library's participation in this year's advocacy efforts.

Advocacy: Library Advocacy Day 2017 – 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 am nearing completion of the meeting schedule and as soon as it is finalized I will share it 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" – restore the Governor's cut and increase library aid at the same % as general education aid and "Invest in NY's Library Infrastructure" – restore the Governor's cut and increase the Public Library construction fund. UHLS is working on some System specific information for our packets, including a construction grant funding chart with awards and projects for the last several years by legislative district, so we can highlight specific local impacts to each legislator. Please stay tuned for more information about Library Advocacy Day and be sure to share it widely within your library and your community. And please remember that UHLS and CDLC are hosting a [Getting Ready for Library Advocacy Day](#) program at UHLS this Friday 2/10 at 1:30pm, which will be a great chance to prepare for your participation in Library Advocacy Day.

Advocacy: Real People, Real Dollars initiative – UHLS has been invited to participate in an exciting advocacy campaign that was created by the Mid-Hudson Library System last year. "Real People, Real Dollars" is designed to highlight the real dollar value that regular public library use provides to people in every community. We are being asked to try it here in UHLS this year to help pilot a planned statewide roll out for 2018. This simple but effective initiative is described on the explanation at the end of his report. When MHLS did this program last year, they found that it created a lot of "new" awareness of the funding issues libraries face and resulted in more real people speaking up for libraries. In addition to the System using it for statewide advocacy messaging, member libraries were able to use the photos to deliver their own "value proposition" on the local level (town boards, vote/funding campaigns, etc.). To pilot it here in UHLS, I invited every member library to participate and I hope to have at least 6-10 libraries across the system so we can give the concept a real test. I'll keep you posted on this project's success and I'll look forward to lots of our libraries participating.

Active Shooter Training opportunity for UHLS and the member libraries – As part of the UHLS organizational emergency planning efforts we will be hosting a presentation to the UHLS staff (along with CDLC staff and our other building tenants) by representatives from the Albany County Sheriff's office on "Civilian Response to Active Shooter/Intruder." I have requested that they come back to UHLS to do similar training(s) for the

member library staff and the office is very interested in scheduling those programs. I am following up with the member libraries to determine the best days and times for this kind of training session.

NYLA Organizational Membership Program – Our group purchase of NYLA organizational memberships for the member libraries is moving along. Last week we received the invoice and accompanying material for the bundled memberships. UHLS has paid NYLA and we’ve sent the invoices to individual libraries for payment to UHLS. The next step will be for UHLS to reach out to the member libraries to determine the associate membership (for staff) and library trustee details for each library. We’re committed to getting this wrapped up as quickly as possible, but the first time out for this has proven to be a complicated process. Thanks to Heidi for her assistance with the “nuts and bolts.”

CORE Library Leadership Training – The initial offering of the UHLS CORE Trustee Training Program was a great success. Designed to be specialized training for the Library Leadership Team - the Board President and the Library Director/Manager (and we required both the Director and the Board President attend together!), the program was attended by six teams from a variety of libraries throughout UHLS. The evaluations were very positive and gave us some helpful feedback to further tighten the program for another offering later this year.

CORE Trustee Training 2017 – The three remaining 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 you of these dates as they approach, but you can make your reservations for any of them by contacting Heidi Fuge at UHLS (437-9880 x221 or heidi@uhls.lib.ny.us).

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, Berlin, and Stephentown, among others. I facilitated a new mission statement process with the Castleton Public Library and also facilitated a meeting of the leadership teams (board president and director) from the Valley falls Free Library and the Arvilla E. Diver Memorial Library (Schaghticoke) to plan a joint board meeting to discuss potential future collaborations between these two libraries.

Real People. Real Dollars.
Create a visual advocacy message with impact!

With Library Advocacy Day coming up, we’re calling on the UHLS member libraries to help us deliver the message that libraries are a great investment of taxpayer dollars and that they save Real People, Real Dollars!

*#EverUpward = Governor Cuomo's State of the State theme
#LibrariesTransform = American Library Association's marketing campaign*

Here's a sample Facebook post:

*This is Jane, age 7. Jane loves to read. A LOT. Last year, her family saved \$7,904 because Jane came to _____ Public Library for all her books, movies and cool free programs. The Governor has flat lined library funding in 2017. Please take TWO minutes to tell your NYS legislators how much your library means to YOU? Make your voice heard! Go to <http://bit.ly/1aPLSQb> and sign up as a library advocate. **Please share** #NYLALAD17 #Everupward #LibrariesTransform*

6) Send the photo to me at UHLS at tim.burke@uhls.lib.ny.us so we can use it as part of our advocacy messaging for Library Advocacy Day on March 1st.

Thanks in advance for your participation in the initiative!

UHLS Departmental Reports

**UHLS Adult & Outreach Services
Deanna DiCarlo, Manager**

eContent:

The UHLS eContent Advisory Committee (eCAC) met on 1/27. The agenda included the revised guidelines for OverDrive selection—a very large overhaul with expanded explanations of holds and metered access titles, along with a more comprehensive overview of available reports and subject analyses. We look forward to working with our selectors to continue providing a fantastic digital collection.

eCAC asked UHLS to create a shorter URL for Flipster that can be shared on flyers and is easily typed, and UHLS rose to the challenge with magazines.uhls.org. My thanks to Joe Thornton for making it happen so quickly!

Bethlehem Public Library reported to eCAC that they purchased a number of LGBTQ titles for OverDrive because they had a great staff development day training with the Pride Center of the Capital Region (inspired by their training we held last year here at UHLS), and UHLS will be featuring those titles in a curated collection in the very near future.

The Boopsie mobile app project is well underway! Project management for UHLS included pre-filling 58 forms with specific information about each library and communicating what specific information we need to build the app to all 29 libraries. This is a very exciting and ongoing project—stay tuned for updates.

OverDrive magazine MARC records have now all been suppressed from Encore, and Flipster MARC records are being imported. My thanks to Rob Carle for his assistance with cleaning up the database for us!

Adult Services:

The UHLS Adult Services Advisory Council (ASAC) met on 1/18. RCS Community, Albany, Voorheesville, Colonie, East Greenbush, Rensselaer, and Westerlo were all in attendance. It was a very productive gathering, and the agenda included:

- An update on all four new digital services (Mango, Ancestry, Flipster, and Boopsie)
- A new segment called “Leadship Jam.” ASAC attendees occupy different levels of employment at their libraries, but they all have potential to see themselves as leaders when it comes to thinking about the future of library services. This month, we addressed an article in Computers In Libraries entitled “Future-Proofing Your Library,” which identified leveraging partnerships, changing organizational structure, offering experiences not products, and optimizing intergenerational workplaces.
- “Spotlight” discussion on how librarians have a responsibility for and a role in identifying and debunking “fake news,” and how we might go about fulfilling this role in our libraries. Suggestions included offering programming, handouts and infographics, and working with the schools.

Delivery:

Always seeking to innovate and improve delivery across UHLS, our courier company added a GPS component to their services. We are now able to pinpoint where our drivers are at any given point in their route, which will be very helpful during inclement weather and other causes for delay, and it increases accountability and gives us a better sense of our return on our investment.

Our drivers collectively moved 2,614,295 items in 2016! We look forward to another great year sharing resources across our two counties.

Upcoming Continuing Education Opportunities for our Members

4/20/2017: Dealing with our (in)securities: Social Media at the Library

Through the lens of typical library policy and Social Media best practices, we will examine the management of multiple staff members posting to social media accounts from both work and personal devices. Learn about some tools that will help you streamline your library’s workflow and boost security at the same time.

5/5/2017: Large Bear Spotted Reading a Book! (Or How to Spot Fake News)

Collaboration with Mohawk Valley Library System

Fake news or “post-truth” potentially impairs our judgement and puts our civil liberties in jeopardy. Making the public aware of how libraries can help is a current challenge for all professionals—come to this workshop to develop strategies for your library.

TBD in Spring, 2017: Adult Literacy Symposium

Collaboration with Southern Adirondack Library System and Mohawk Valley Library System

Member libraries will have an opportunity to hear directly from other public libraries of various sizes how they’ve implemented Adult Literacy programs – what’s worked, what hasn’t, and what to think about when developing their own.

Youth and Family Services

Mary Fellows, Manager

- **Youth Mental Health First Aid:** 17 people from 14 libraries grappled with really intense content and learned how to recognize and respond to youth suffering from compromised mental health. This daylong workshop trained staff in addressing – in a library setting – youth who present symptoms or share information indicating a problem. YS librarians often become safe, trusted adults particularly in their work with teens, and this training offered essential knowledge about responding to serious situations. The training was funded through the UHLS outreach budget, thanks to Deanna DiCarlo.
- **Summer Reading Program (SRP) Planning Workshop:** I'm in the thick of preparations for the SRP Planning Workshop (February 9) with colleague Sue Rokos from Mohawk Valley Library System. While libraries' busy SRP time is May – September, ours is November – February! We're excited to bring new practices to staff and help them begin to "construct" their 2017 SRP, since the theme for this year is "Build A Better World."
- **ALA Conference:** In late January I attended the ALA Midwinter Conference in Atlanta. One of the sessions, on Summer Reading Programs, was immensely helpful in creating content for our SRP Planning Workshop. A key takeaway on the perennial question of whether we offer prizes as motivators to keep kids reading: research says that extrinsic awards have little or no impact on reading. However, prizes are successful when they're in the form of books given away as prizes for reaching a goal.
- **BELLS grant board visits:** Our Benchmarking Early Literacy Library Services (BELLS) grant requirements include my spending 20 minutes with each participating library's board to brief you on the latest research on early literacy and how it impacts library services. Directors are scheduling these sessions; the deadline for their completion is June 2018.
- **Beanstack:** UHLS libraries continue to go live with Beanstack, the digital family engagement tool available through the BELLS grant. Some libraries are using the tool in innovative ways: collaborating with the school or a local organization in need of the record-keeping function of Beanstack. This benefits the other agency, and connects and markets the library to the agency's customers – some of whom are non-library users.
- **CORE Board Leadership:** Tim and I rolled out our newest CORE Trustee Training module when we presented CORE Board Leadership training on January 12 to six pairs of board presidents/directors. From the evaluation data, the comprehensive half-day training was very well-received. Said one board president, "A useful opportunity to build trust and improve communication between board president and library director. The time flew by." We'll be offering this training again!

Automation Services

Joe Thornton, Manager

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:

Patron self-registration: We turned on Patron Self-registration on January 1 and edited the Encore home screen and login screen to point users to it. It was used on average 5.5 times a day during January and, other than minor tweaks to the text of the help screens, it's been running without complaints or modifications.

We wrote a program to email contacts at the libraries when an online registrant gets a real card from a library that is not in the patron's service area. The staff uses this email to update the relevant fields in the patron record. The program runs automatically Monday - Friday.

We also set up a process where Rob will delete any *Online* patron records if the patron hasn't appeared at a library within two weeks to get a real card.

Book reviews: We requested a quote from III for the addition of seven review sources to *Encore*. The price was higher than first suggested by III, so this project is still under discussion in AAC meetings. The review sources we're considering are Booklist, Kirkus, Library Journal, Publishers Weekly, School Library Journal, VOYA, and AudioFile.

Meetings:

- The Automation Advisory Committee met on 1/11/17
- The Circulation Advisory Council met on January 4
- The Cataloging Advisory Council met on January 5
- The Technology Advisory Council met on January 20

Encore facets: We made a major change to the way the *Collection* facets and *Location* labels display in *Encore*. With the permission of the libraries, we removed 'Public Library' and 'Branch' from the descriptions in order to make the *Encore* screens easier to read and navigate. Also, we found how to reorder the *Collection* facet, so Adult, Juvenile, and Young Adult now appear at the top of the list, as requested by AAC.

New report: At the request of APL staff we wrote a new report named *Search by status*, which shows item activity (e.g. number of checkouts, last checkout date, etc.) for items with a status chosen by the searcher.

Annual reports: Much of January was spent on annual reports. At the end of 2015 we needed to combine statistics from *Horizon* and *Sierra*, and also needed to estimate stats for April and May of 2015, which we learned too late were not kept in *Sierra*. For 2016 we had to rewrite most of the reports to strip out the *Horizon* accommodations.

Office 365: We started to evaluate Microsoft Office 365, an alternative to Google Drive, as a replacement for our N: drive -- a way to share documents among UHLS staff and have access to them from anywhere with an Internet connection.

Library Value print template: We (mostly Rawdon) worked on a Sierra print template that shows the estimated value of a patron's items on her checkout receipt.

Major WordPress hack: Several of the websites that we host were hacked, with the following effects:

- When searching for a library name in Google, the resulting link for the library displayed, "This site may have been hacked."
- Sometimes when a user clicked the link anyway, they were redirected to a porn site.

To fix this:

- Rob ran *WordFence* on all sites, including the hacked ones, and removed any malware that the tool discovered.
- We checked the files that Google reported as malware and removed them from the Linux directories.
- We requested that Google re-index the sites to determine if the risks were removed. A few days later Google reported that the malware was gone and removed the "site was hacked" message.
- Rob also updated WordPress and all plugins and themes on our hosted *WordPress* sites.

SQL slowness: When our Sierra instance was moved from Oakland to Syracuse we lost the performance enhancements that III had installed for us in Oakland. We've requested that they apply the same fixes in Syracuse but in the meantime some of our reports are running very slowly, often not finishing at all. While we wait for III, we're rewriting some of the reports to try to improve their speed.

Chinese: We asked III for a quote to add Chinese as the third supported language in Sierra and Encore. The others are English and Spanish.

Flipster: We created a virtual website that redirects patrons to *Flipster* -- our new magazines subscription database. The effect is that patrons can go directly to *Flipster* with a simple URL (magazines.uhls.org) instead of the much longer, virtually untypable URL provided by *Flipster*.

Miscellaneous:

- We added SALS (Southern Adirondack Library System) to our list of Z39.50 targets that our catalogers use to retrieve MARC records. Every record retrieved via Z39.50 saves us the \$1.00 fee charged by OCLC for their *CatExpress* records. *CatExpress* is still our main tool.
- We changed the link on the UHLS logo in *Encore* so it now takes the patron back to the *Encore* home page instead of the UHLS website homepage.
- We made some changes to Bethlehem's Loan Rules in Sierra.

At the libraries (Rawdon):

- **COHS:** Set up thin client, management console app.
Set up action plan to upgrade existing server to 2016, ready to roll out Windows 10 for public and staff desktops.
Recreated virtual desktops.
Setup second Hyper-V server, initially used at RCSC for evaluation.
Assisted in migrating its internet domain from .com to .org.
Rolled out 2nd Hyper-V server, upgraded public PCs to Windows 10.
Tested COHS server and WYSE on site. Working on migrating current Hyper-V to 2016.
Fixed laptop wifi issue.
- **RCSC:** Recreated virtual desktops.
Working on fixing high cpu in vm that has *ncomputing vSpace* app installed.
Tested new server with new thin client. Proposed an upgrade plan -- upgrading to Windows Server 2016.
Worked with staff to fix *vSpace* app problem with Windows 7. Updated app causes another problem. Consulted with director on how to improve patron experience with their public computers.
Tested COHS server and WYSE on site. Working on migrating current Hyper-V to 2016.
Fixed laptop wifi issue.
- **VAFL:** Troubleshoot wifi issue.
- **RVLL:** Recreated virtual desktops.
- **BERN:** Recreated virtual desktops.
- **STEP:** Moved all public PCs to domain.
- **CAST:** Swapped out router. Multipoint session not in sync with *iTeam* admin console. Cause: IP not persistent when logged off. Working to find solution to match IP with station.
- **WTVT:** Assisted in moving WTVT internet domain. Set up uadmin@uhls.org as their fall back email address.
Assisted in migrating its internet domain from .com to .org.
- **BRUN:** Troubleshoot laptop -- wifi was unable to turn on.
- **UHLS:** Tested Veritas backup exec software.
- **All libraries with non-static ip addresses:** Installed *Ancestry.com* desktop icon on patron desktops.