



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

March 8, 2017

PRESENT: Antonio Booth; Phil Erlich; Evelyn Greenstein; Herb Hennings; Janet Ivory; LouAnne Lundgren; Tara Ricard; Lisa Scoons; Yvette Terplak; Arlene Way; Judith Wines; Fred Wobrock, Jr.
Excused: Sarah Goff; Susan Keitel
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 February 8, 2017 Board meeting. Y. Terplak seconded. Ayes - 11; Abstention - 1
Motion passed.

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

T. Burke highlighted the following in his written report:

- Advocacy Day: Very successful. There is a strong possibility that there will be a restoration of the library funding that was removed from the Governor's budget.
- State Annual Reports: All of the Reports from the member libraries were submitted by the March 1st deadline. H. Fuge was instrumental in urging the libraries to finish their reports.

MOTION: T. Ricard moved the accept the UHLS State Report which was submitted prior to the March 1st deadline. L. Lundgren seconded. Unanimous. (A link to the Report was sent to the Trustees for their review prior to this meeting.)

- Satisfaction Survey: The annual online Survey, which is part of the Plan of Service, will be open within the next week or so. The results will be compiled and a report will be submitted to the Board and the Directors Association.

III. TREASURER'S REPORT

Report by P. Erlich, Treasurer. He noted that the Finance Committee reviewed the February 2017 report and recommended acceptance.

MOTION: P. Erlich moved acceptance of the February 2017 Treasurers' Reports. Y. Terplak seconded. Unanimous.

V. COMMITTEE REPORTS

Finance Committee

Report by P. Erlich, Chair. The Committee reviewed the February Purchase Journal which had been sent out to the Board members prior to the meeting. T. Burke explained that the eContent Reorder Fund (ERO), which has several listings in the Purchase Journal, grew out of the fact that based on a specific directive from the State, we can no longer purchase econtent fiction with Central Library funds. Therefore, there is an \$80,000 gap since that is the amount that was spent on econtent

fiction in prior years. The member libraries are working to close that gap by spending funds based on a formula developed by the eContent Advisory Committee. They send a check (or checks) to UHLS and the funds are then spent by UHLS and APL for specific econtent fiction. That is why ERO funds and purchases will now be showing up on the monthly Purchase Journal.

MOTION: P. Erlich moved to approve the February 2017 Purchase Journal and Payroll totaling \$115,522.65. J. Ivory seconded. Unanimous.

Services Committee

L. Lundgren, Chair, reported that the Committee members reviewed the Guidelines for the Annual Awards via email and are satisfied that no changes are needed. The Committee is responsible for the Adult and Youth Services Program Awards.

Administration Committee

A. Booth, Chair, reported that the Committee met and considered the following:

- Revised job descriptions: the responsibility for overseeing the courier/delivery will be moved from the Manager, Adult and Outreach Services to the Administrative Manager. There were also several small changes in the job descriptions to bring them up-to-date.

MOTION: A. Booth moved acceptance of the revised job descriptions. H. Hennings seconded. Unanimous.

- Volunteer and Trustee Award Guidelines: these were accepted as presented.
- Advocate of the Year Guidelines: these were revised to include not only individuals as nominees, but also groups or institutions. The Committee felt that the revisions were necessary since there had not been any nominations in several years. A. Booth encouraged the Board members to consider possible nominees and forward suggestions to the Committee.

VI. NEW BUSINESS

T. Ricard appointed J. Ivory as Chair of the Nominating Committee for Board members. T. Burke will identify that other two Committee members from among the Boards of the member libraries. The following trustees have terms expiring in 2017: L. Lundgren (already completed two full terms); A. Way (eligible for a full term); J. Wines (eligible for a full term). The Committee will report by the May meeting.

VII. TRUSTEE REPORTS

- L Scoons (BETH): The Library Board is conducting a staff survey as part of the preparation for an evaluation of the Library Director.
- F. Wobrock (BRUN): T. Burke and M. Fellows conducted a CORE training session at the library for new trustees. It was very well received.
- Y. Terplak (ALTM): The Library held its annual Gala and raised over \$15,000. Many community members helped the Board put on the Gala.

The Friday Concert series are going well.

In order to reach working parents, the Library holds an evening Story Hour training.

- J. Ivory (STEP): She noted that the Baltimore Public Library offers a bus service to its urban patrons to go out of the city center for grocery shopping.

This generated a discussion about Community Supported Agriculture (CSA) and those libraries that participate as pick-up sites for the delivery of fresh produce for patrons.

MOTION: A Booth moved to adjourn. P. Erlich seconded. Unanimous. Meeting adjourned at 5:20 PM.

Heidi A. Fuge
3/10/17

**UPPER HUDSON LIBRARY SYSTEM
EXECUTIVE DIRECTOR'S REPORT
March 2017**

March 8, 2017

Library Advocacy Day - Wednesday, March 1 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 40 UHLS advocates including trustees, directors, staff, and friends in our group. The UHLS contingent delivered a clear and compelling message about our two funding priorities - that "Libraries ARE Education" and that they should receive a funding increase proportionate to general education aid; and that there is a critical need across the state for additional public library construction aid. 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 Board meeting I will share copies of the UHLS Advocacy piece that we created as our local "leave behind" for this year's legislative meetings. Mary Fellows and Diane Riganti from UHLS get most of the conceptual and design credit for the piece.

We are 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.

More Advocacy Activity – As part of a statewide campaign to get letters to the editor about NYS Library funding into papers across the state, I submitted a letter to the Times Union. The letter was too long for a letter to the editor, but the TU op ed staff selected it as a mini-op ed piece to run in last Saturday's edition. The timing of the letter is very good as the legislators are working on their one house budgets right now, right here in Albany...but unfortunately Governor Cuomo was in Israel over the weekend, so he probably missed it! Coincidentally, the TU op ed editor serves with me as a judge for the Capital Region Spelling bee, so I expect the "small world" effect helped get my submission printed...which is ok by me!

Libraries=Education presentation by Valerie Gross - On April 7 UHLS is presenting a thought-provoking speaker that may change how you think about, position, and market your library. "Libraries = Education" is an interactive workshop in which you'll experience a strategy that has been hailed by *Library Journal* as "a 21st-century model worthy of study and consideration by every library in America, if not the world." The workshop will be held Friday, April 7, with check-in at 8:30am and the workshop from 9am-12n. The workshop is free and open to UHLS member library staff, trustees, and volunteers. Registration deadline is March 31. Register by emailing Heidi Fuge at heidi@uhls.lib.ny.us. For more information, see the accompanying flyer or visit [Valerie's website](#).

NYS Annual Reports for the member libraries - Once again UHLS has submitted all of the member library annual reports to NYS by the March 1 deadline. The directors, staff, and trustees of the member libraries should be congratulated for their work to make this happen. As always, special thanks go to Heidi Fuge for her tireless efforts to train, assist, and remind (!!) the member libraries about their responsibility to complete and submit this important report to UHLS, so that we can get it to NYS.

NYS Annual Report for UHLS – The UHLS Annual Report was also submitted to DLD in advance of the March 1 deadline. Last week, you were sent a link to the draft report on the UHLS website for you to review before our March meeting (http://www.uhls.org/UHLS_report_2016.pdf). At this week’s meeting we will be asking the board to consider the report for acceptance. If you have any questions or concerns about anything in the report please let us know and we’ll be happy to discuss them with you. I think it is also important for us all to remember that while Heidi is assisting the member libraries with their annual report questions, she is also responsible for taking the lead on compiling and submitting the System’s report. She absolutely deserves kudos for the diligent and determined way that she handles this major task, both for UHLS and for the member libraries.

UHLS Plan of Service Survey - As part of the UHLS plan of service, we will be sending member library directors a satisfaction survey in the next few weeks. This survey will focus on 2016, the last year of the current plan which officially ended on 12/31/16. Each member library will submit one survey. By design, the survey keeps very close to the language of the specific elements included in the NYS Plan of Service requirements, but there is a “free text response” section on each question and a final section inviting general comments. The results of the survey will be included in a Plan of Service report I will prepare for the UHLS Board and the Director’s Association.

Member Library Support - Since the last Board meeting, I have worked with several member libraries consulting with them on specific projects/issues, providing advice and support on local issues to trustees, directors, and/or staff. For this reporting period those libraries include Troy, Castleton, Brunswick, Menands, North Greenbush, Valley Falls, Rensselaerville, Stephentown, Schaghticoke, and Watervliet. Mary Fellows and I also presented the CORE Trustee Training to the board of the Brunswick Community Library.

UHLS Department Reports

Adult and Outreach Services:

UHLS Adult & Outreach Services Department Report: February, 2017
Submitted to the Executive Director: 3/3/2017

eContent: February’s Focus

eContent Reorders: The UHLS eContent Advisory Committee (eCAC) met on 2/27. The agenda included the new eContent Re-Order (ERO) plan to manage OverDrive’s waiting list and expiring metered content—both are labor intensive and detail oriented, and the sheer amount of work has grown so much in the last couple of years that eCAC developed and advocated for this new plan. The Director’s Association voted to contribute to an ERO fund to manage these purchases, and 29 libraries have been invoiced based on their 2016 circulation. This new plan created some new workflow for UHLS and APL, and everyone has stepped up beautifully—my thanks to Heidi Fuge, Joe Sherry, and Anne Pitlyk of UHLS for their contributions to ERO accounting and the work of analyzing and selecting expiring metered access

titles for repurchase, and to Jendy Murphy and Katie Farrell at the Central Library (Albany) for taking on the enormous task of purchasing additional copies to fulfill holds for the entire system. We believe this plan will result in better, more efficient service to our communities, and I am very excited to see it through!

OverDrive Statistics: eCAC has long struggled with how to attribute circulation stats from OverDrive that are assigned to the UHLS barcode (28140). In 2016, that barcode recorded over 43,000 checkouts, most of which likely “belong” to a member library. With a little investigation, we learned that OverDrive can pull circulation statistics from other fields in our Sierra database, so we asked them to change their circulation activity report to record “Patron Agency.” eCAC will be eagerly monitoring this change to see if those checkouts get redistributed more accurately. Thanks to Joe Thornton for his assistance with the agency mapping!

New Product Troubleshooting: With a January launch of any new product across 29 libraries, troubleshooting can continue well into the first quarter... and this year, we launched three! In January and February, I fielded well over a hundred emails from our members, vendor reps, our IT department, and our vendor’s IT departments, working to ensure everyone’s links to Ancestry, Flipster, and Mango are working properly. I’ve learned much in the process about what can possibly go wrong, and I must acknowledge our IT team for their fantastic assistance when the troubleshooting involved, for example, remote bypassing of firewalls to test a link. One of Ancestry’s IT reps is from the UK, and he was delighted that we “got everything sorted.”

Flipster Records: In February, thanks to Rob Carle and Joe Thornton, we resolved how to import Flipster’s MARC records into the catalog—this means that our new digital magazines are discoverable in the Encore platform, driving circulation and providing increased access and better service—always our top priority.

Boopsie Progress Report: We’ve reached a new stage in the project management for our mobile app. I’ve submitted all deliverables to Boopsie (thanks to the prompt cooperation of our members), so they now have everything they need to build our app—hours, geo-locations, contact info, calendars, etc. for all 29 libraries. The next step is for Boopsie’s development team to build our app and get approvals from the various app stores to make it available (hopefully by April, possibly May).

Adult Literacy Grant

I am delighted to announce that the workforce development training at the Albany County One Stop Career Center has been scheduled for Tuesday, April 11th. The training will include navigating the Department of Labor (DOL) website, DOL’s JobZone platform, trends in resumes and job applications, and what our community members can expect when we refer them the county One Stops.

Adult Literacy Symposium

The date for our Adult Literacy Symposium has been set! On April 27th, UHLS will be partnering with our friends to the north and west at the Southern Adirondack Library System and the Mohawk Valley Library System on a workshop entitled, “Make it Happen! Develop a Literacy Program at Your Library”:

As educational institutions dedicated to literacy and lifelong learning, what can public libraries do to meet the needs of our neighbors? Three public libraries will discuss what they are doing to meet the literacy needs of their respective communities. Hear how Jennifer Bollerman, head of Adult Services & Reference at Patchogue-Medford Library, Betsy Kennedy from Cazenovia Public Library, and Tara Truett from Oneida Public Library/Madison County Reads Ahead, launched successful, library-grown adult literacy programs.

Library Advocacy Day

UHLS has a long tradition of successful library advocacy day efforts, and this year was no exception! On 2/10, I had the pleasure of attending the joint CDLC /UHLS advocacy day briefing by the New York Library Association, where we learned all about this year's messaging and priorities. It was great to join so many dedicated directors, friends, and trustees who are willing to make their voices heard. This year, in addition to the wonderful work described in the Youth & Family Services report, UHLS added flair and social media to our efforts: We created and distributed "Libraries ARE Education" buttons, and we leveraged the power and reach of Facebook to let our communities know how they could help by contacting their local officials and/or participating in the Mid-Hudson Library System's "Real People, Real Dollars" campaign.

Automation:

Automation Services Report February, 2017

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:

BERN MyCard: BERN is planning to implement a *MyCard* system like the one used by APL and RCSC. This allows Juveniles to borrow up to three non-DVD or Blu-ray items at a time and keep them without accruing fines. Judy had some questions, which we researched and reported, and I'm showing the answers below for the record:

- Bills are generated in the normal time frame for all MyCard loans.
- MyCard users can't checkout Blu-rays, DVDs, Museum Passes, or Playaway Views from **any** library.
- There are six different Loan Rules that apply to different Item Types checked out at a *MyCard* library. For all other libraries, MyCard patrons can check out anything (other than DVDs, etc.) for 28 days with 0 renewals and 0 fines, but they will be billed if they're out too long.

Flipster MARC records: *Flipster* will provide us with MARC records for their content, and we went through the not-totally-intuitive registration process to start receiving them.

SkyRiver: We've been after III to visit us and demonstrate *SkyRiver* - their alternative (to *CatExpress*, in our case) cataloging utility. We tried a few times to schedule the demo and there's no date set yet.

Sierra RSS: BETH is experimenting with creating a carousel for their new website, which would include book jacket covers for new items, which would link to *Encore* records when clicked. We did the necessary configuration in *Sierra* to accommodate this.

Library tweets: A popular feature of the [UHLS web site](#) is the *Library Tweets* section of the home page, which aggregates all the participating libraries' tweets in a vertical scroll that's updated as soon as a library tweets. The list aggregates tweets from 18 of our libraries, now including VAFL, which joined this month.

Boopsie: As part of my minimal contribution to the great work Deanna is doing on this project, I created three *Sierra* patron accounts with different statuses that *Boopsie* requested for testing purposes.

Committees:

- The Automation Advisory Committee met on 2/8
- The Circulation Advisory Council met on 2/1
- The Cataloging Advisory Council met on 2/2

Library Programs Calendar: At Deanna's request we found a way to link to a specific view (e.g. one library) instead of the home page on the calendar, to accommodate libraries that want to show only their own events.

Online patrons: Since it went live on 1/1/17, Patron Self Registration (online) has averaged a little more than five registrations a day. Until they visit a library to get a real card, these patrons can't checkout physical items (books, DVDs,

etc.). As an incentive to circ staff to change the patron's settings when she visits the library, we created a Patron Block for Patron Type 200 (used by *Online* patrons) that prevents checkouts until the Patron Type field has been changed by staff.

Encore change: We had III remove the *RefWorks* link that has displayed in every search result in *Encore* for the past two years - even though we don't have a *RefWorks* subscription. (better late than never?)

SQL slowness: We use SQL for ad hoc, nightly, weekly, monthly, and annual reports, and since our *Sierra* instance was moved from Oakland to Syracuse we've had occasional severe problems with slowness. In February our [New items report](#), which runs five times a week, stopped working at all. We worked with III to get more resources applied to our instance, and the problem appears to be fixed.

Flipster, CAST: Patrons at Castleton were unable to access *Flipster* from inside the library due to a misconfiguration on *Flipster's* end. We contacted the company and they fixed the problem.

NASS network issue: Nassau experienced severe network slowness in mid-February. We spent a lot of time troubleshooting before determining that the problem was Time Warner's.

AAC web page: We created a [web page](#) for the Automation Advisory Committee (AAC) and posted all meeting minutes.

COLN - serials display: We're still working with III to resolve a problem with the display of COLN serial records in *Encore*.

IP priority: We're working with III to enable "IP priority" for *Encore* searches done inside a library. When working, this function will return the library's holdings first in the list of search results.

NY Heritage -> Encore: III's "Encore Harvesting" function enables us to include OAI compliant databases in our *Encore* interface. We gathered the needed components and asked III to add [New York Heritage](#) to our site.

Encore login: We sked III if *Encore* could be configured to direct patrons to their *MyAccount* pages after logging in to *Encore*. Answer: maybe in a future version.

NASS Ancestry problem: Because the library has a fixed IP address, patrons using the [Ancestry](#) database from inside the library should be allowed access without having to enter a barcode, but this was not working. A lot of testing and emailing with Ancestry helped us to determine that the problem is on Ancestry's end.

New Item Type: Because *Sierra* Item Types are shared by all libraries, we don't change them often or without general approval, but the addition of expensive items (e.g. GoPros, mobile hotspots) for loan by some libraries justified the addition of the Item Type "Equipment (expensive)" to accommodate the new Loan Rules that will manage the steeper fines and shorter loan periods used for these items.

Rotating Collections web page: We made major changes to the [Rotating Collections web page](#) on the UHLS web site, as requested by Mary Fellows.

EGRN Loan Rules: At the library's request we made major changes to the *Sierra* Loan Rules for EGRN. e.g. All items that used Loan Rules with two renewals now use Loan Rules with three renewals. This is harder than it sounds.

New report - Patrons Added (by Home Library): At the request of EGRN we created a new report ([Patrons Added \(by Home Library\)](#)) that shows name, barcode, agency, etc. for all patrons added for a library within a time period that staff specify when running the report.

Boopsie: For APL we've been providing a feed of all UHLS bibliographic records to *Boopsie* for years, and soon that feed will be used for the new UHLS *Boopsie* contract. Because of problems with *Sierra's* "Scheduled Task" function, we run the export manually every week. We spent some time trying to work around *Sierra's* flaws this month with the hope of minimizing disruptions when we go live.

New program: We downloaded a program from the Innovative Users Group (IUG) site and configured it to allow library staff to input a file of barcodes (item or patron) and get a file of record numbers in return. Record numbers are required for import files in *Sierra's Create Lists* function. This tool will be useful for weeding and other tasks.

At the libraries (Rawdon):

COHS: Rolled out second Hyper-V server, upgraded public PCs to Windows 10

RCSC: Tested COHS server and WYSE on site. Working on migrating current Hyper-V to 2016.

Continued working on setting up WYSE client

BRUN: Fixed laptop wifi issue

UHLS: Tested Veritas Backup Exec. Got backup to disk and tape to work.

VOOR: Modified router configuration for its teleconferencing server

BRLN: Troubleshoot public PC beeping code

VAFL: Set up wifi access point (AP)

STEP: Met with STEP board about teleconferencing setup, got second AP for meeting room

NASS: Checked on Ancestry link on site. determined problem is on Ancestry end. Also, reset wifi in basement.

EGRN: Setup Due slip with "value" print template (e.g. "Your checkouts today are worth \$72.00")

RENS: Tested hold shelf slip template to see if it could display notification type - not doable.

Youth and Family Services:

Youth and Family Services

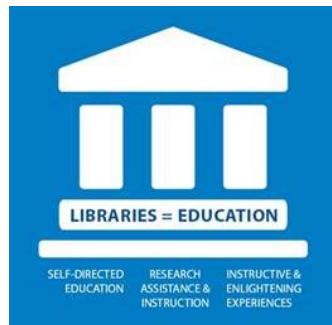
February 2017

Mary Fellows, Manager, Youth and Family Services

- **Advocacy Day:** "Libraries Are Education" was our theme March 1 as Tim Burke, Deanna DiCarlo, and I participated in NYLA's Advocacy Day along with member library staff and trustees. An unusual leave-behind advocacy piece helped convey our message, and was a partnership between the three of us and Diane Riganti, our staff design specialist. We hope that it and our persuasive statistics and stories convince our legislators support our legislative priorities – especially, of course, the restoration of the Governor's cut.
- **Summer Reading Program (SRP) Planning Workshop:** Thank goodness for that snow date . . . for only the second time in 16 years we were forced to postpone the biggest training of our year. I made the postponement call the morning of the day before (I'm all sympathy for school superintendents now). Fortunately or unfortunately the storm followed its predicted course: February 9th was a treacherous day. Happily we had reserved our site "just in case" for February 10th and 52 people came and had a good day planning how to "Build A Better World" (this year's theme) for everyone this summer.
- **BELLS grant board visits:** I made my first visit to brief boards on the latest early literacy research and how it impacts library services to the Rensselaer Public Library Board. The frank discussion my information prompted seemed useful for the leadership team in decision-making. Directors are scheduling these required (for BELLS libraries) sessions; the deadline for their completion is June 2018.

- **Beanstack:** UHLS libraries are evaluating Beanstack, the digital family engagement tool available through the BELLS grant, as another way to offer online registration for Summer Reading Program. Along with Beanstack, three other software options are available through UHLS.
- **RIF:** The teen Read It Forward (RIF) project group chose I Am Princess X by Cherie Priest as this year's title. An exciting text story with a smattering of graphic novel panels thrown in, this book will keep our teen readers reading it forward and, we hope, discussing the mystery with their public librarians.
- **CORE training at Brunswick:** I'm not sure how many sessions of CORE trustee training Tim and I have done, but it's always great to help new folks like the Brunswick board we saw this month develop their expertise!

Libraries = Education: A New Way of Thinking



Friday April 7, 2017

Upper Hudson Library System

28 Essex Street Albany, NY

WWW.UHLS.ORG

8:30 - 9:00 AM Coffee & Check-in

9:00 - 12:00 PM Training

Come experience a strategy that is ushering in a new era of how we view libraries in this interactive workshop. This strategy will make you, your library, and the library profession indispensable for centuries to come. You'll learn the steps to rebrand your library as a key educational institution in your community, helping you gain the respect and funding you deserve.

At the conclusion of this workshop, you'll be able to:

- Redefine your library in a new, innovative way, using strategic vocabulary
- Dispel misperceptions about libraries and increase respect for librarians
- Heighten your library's visibility and stature with community members and funders
- Introduce this approach to key constituents and develop strategies you can integrate immediately into your work

This game-changing vision of "Libraries = Education" has been hailed by Library Journal as a "21st century model worthy of study and consideration by every library in America, if not the world."

Presenter:

Valerie J. Gross, MM, MLS, JD, has served as President & CEO of Howard County Library System (MD) since 2001. Gross worked with the HCLS Board, staff, funders, elected officials, and the community to implement a new vision for libraries, "Libraries = Education."

Gross has delivered 100+ presentations on the strategy in 46 states and more than a dozen countries around the world. She is the author of *Transforming Our Image, Building Our Brand: The Education Advantage* (ABC-CLIO, 2013).

For living this game-changing vision, Howard County Library System was recognized in 2013 as Library of the Year by Gale and *Library Journal*.

3 CE credit hours

Free and open to UHLS member library staff, volunteers and trustees only. Seats are limited! Register by March 31 by adding your information to this document <http://bit.ly/2mwR9tm> or by emailing Heidi Fuge at heidi@uhls.lib.ny.us.