

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

**Board of Trustees
April 12, 2017**

PRESENT: Antonio Booth; Phil Erlich; Evelyn Greenstein; Sarah Goff; Herb Hennings; Susan Keitel; LouAnne Lundgren; Tara Ricard; Lisa Scoons; Yvette Terplak; Judith Wines
Excused: Janet Ivory; Fred Wobrock, Jr.
Absent: Arlene Way
UHLS Staff: Tim Burke, Heidi Fuge

4:30 PM – Meeting called to order by T. Ricard, President.

I. MINUTES

MOTION: P. Erlich moved to approve the Minutes of the March 8, 2017 Board meeting. Y. Terplak seconded. Motion passed.

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

T. Burke highlighted the following in his written report:

- State Funding: the State Budget has been passed and includes flat funding for basic state aid to library systems. The UHLS Budget will be amended to accommodate this and will be submitted to the Board in May.
- Libraries=Education Program: Attendance was large enough that the location had to be changed to the meeting room at the Guilderland Public Library. The presentation was very good and everyone that attended noted something that they found particularly useful. T. Burke credited Mary Fellows as the motivating force behind arranging for this program.
- Annual Awards: Nominations have been trickling in very slowly and so T. Burke will extend the deadline for one week.

III. TREASURER'S REPORT

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

MOTION: P. Erlich moved acceptance of the March 2017 Treasurers' Report. A. Booth seconded. Unanimous.

IV. COMMITTEE REPORTS

Finance Committee

Report by P. Erlich, Chair. The Committee reviewed the March Purchase Journal which had been sent out to the Board members prior to the meeting. He noted that there are frequently items in the Purchase Journal that are purchases made for the member libraries and then billed to them. These are often bulk purchases allowing for better pricing. Sometimes these purchases are made on a library's behalf because complicated payment procedures (especially for municipal libraries) make it easier for them to pay a bill to UHLS than to a new vendor. He also noted that the purchases made using the Jail Grant funds are being spread out over the year in order to provide the Jails with new materials on a regular basis rather than as a one-time bulk purchase.

MOTION: P. Erlich moved to approve the March 2017 Purchase Journal and Payroll totaling \$110,579.93 . L. Lundgren seconded. Unanimous.

Services Committee

No meeting.

Administration Committee

No meeting.

VI. NEW BUSINESS

T. Burke handed out the new member library brochure that gives the names and physical addresses of the member libraries. He noted that Anne Pitlyk deserves credit for designing this and putting it together.

VII. TRUSTEE REPORTS

- S. Keitel: Westerlo Library is partway through a construction project to create a Community Room in the area formerly occupied by the Historical Society.

She also asked for any suggestions on ways in which Board meetings could be kept to appropriate discussions/activities. A variety of suggestions were offered: it is the responsibility of the Board President to keep the meetings on topic; another context (such as a blog or Book Club) could be recommended as the best places for a book review; By-Laws should contain term limits for better rotation of board members and to help prevent someone from monopolizing the meetings over an extended period; a time period could be set aside at the end of the Board meeting for off-topic discussions (or book reviews).

- H. Hennings: Guilderland Board is starting a discussion about a By-Laws change in relation to Board attendance (or non-attendance).
- L. Lundgren: Poestenkill's annual Market Day will be held on Saturday, May 6th.
- Y. Terplak: Altamont will be holding a Book Sale on Saturday, May 6th.

MOTION: Y. Terplak moved to adjourn. P. Erlich seconded. Meeting adjourned at 5:37 PM.

Heidi A. Fuge
4/13/17

UPPER HUDSON LIBRARY SYSTEM EXECUTIVE DIRECTOR'S REPORT April 2017

April 12, 2017

Advocacy: NYS Budget news – I'm sure you have heard by now that we have a finalized NYS budget for 2017-18 (at least in principle, the Senate is coming into town today to add their final approval to the budget). In a particularly challenging budget year, both in terms of the reduced revenue projections for the State and the unusually contentious relationship between the Governor and the legislature, libraries got some good news and some "ok" news. In the final library numbers in the budget are:

- **NYS Library Aid: \$95.6m** which reflects a \$4m increase to restore the Governor's cut, but keeps us at flat funding from this year.
- **NYS Library Construction Aid: \$24m** which represents a +\$10m increase to restore the Governor's cut and to add an additional \$5m to the statewide pool for public library construction.

In a year where the total State annual budget increased by less than 2%, having libraries realize an effective increase of \$14m is cause for real celebration. But not being able to continue to grow the State's operating aid for libraries is somewhat frustrating. The fact that this is largely due to a Governor who appears not to appreciate the importance of libraries to all New Yorkers, at least gives us a place to continue to concentrate our advocacy efforts. We do have to acknowledge and thank both the Senate and the Assembly for working hard to restore the Governor's cuts. Our local electeds in both chambers were strong and vocal advocates for library funding increases. UHLS will be sending out our formal thank you letters to all of our electeds in Albany and Rensselaer Counties this week and the member libraries will be encouraged to do the same.

What does this budget mean for UHLS? As you will recall, I had optimistically built our 2017 System budget projecting a 4% increase in state aid. The new reality of the approved NYS budget means that we will have to amend the 2017 budget to reflect flat funding from 2016. I will work with Heidi and the UHLS staff and will have an amended budget to present to the UHLS board at our May meeting. Regarding the increase in construction aid, you will recall that we had to turn grant funds back to the State for the first time in the 2016 grant when the grant was funded at \$19m statewide, so I am planning to take some steps to ensure that we can award more grant funds and keep the \$ among the UHLS member libraries, even with a larger amount of grant funds. We will certainly redouble our efforts to encourage member library applications, but I also want to look at the formula we currently have in place to determine eligibility for grant awards up to 75%. There may be a way to tweak the formula to get more \$ out to the libraries. Any proposed changes to the formula would be presented to the UHLS Services Committee and the Board for review and approval, so stay tuned for that.

Advocacy: Senate Bullet Aid – We have also heard that, as part of the budget negotiations, the Senate Majority (Republicans) will have "bullet aid" available once again to award to schools, libraries, and other educational initiatives within their districts. UHLS will be getting a reminder out to the impacted member libraries (i.e. those within Sen. Marchione's and Sen. Amedore's senate districts) to get their request letters in to their Senator. UHLS will also be sending our own letter to both senators on behalf of UHLS and our member libraries.

2016 Plan of Service Satisfaction Survey – At the close of 2016 we completed the final year under our last plan of service and have conducted the annual satisfaction survey for the 2016 year. I may be able to have the full report on the survey to share with the UHLS Board at our meeting this week. If not, then very soon after. Following the same format as previous reports, the report will detail the results of the POS survey for the year including the full text of the comments shared by the survey participants. It will also include some general takeaways from the process to help guide us into the future. I was able to do a quick calculation of the overall satisfaction score from the survey, which calculates out to 98.31%! This number once again speaks to the high level of dedication and commitment with which the UHLS staff approaches their job of helping the member libraries provide the best library service to their communities.

We will continue to administer an annual satisfaction survey under the new plan of service, which was approved in the fall of 2016. For your reference the new Plan of Service is available on the UHLS website at: http://www.uhls.org/UHLS_Plan_of_Service_2017_2021.pdf

Libraries=Education Presentation – On Friday, 4/7 UHLS was proud to present “Libraries=Education: A new Way of Thinking” by Valerie Gross. Due to the great response from our member libraries (directors, trustees and staff) we held the program at the Guilderland Public Library’s Helderberg Room. Valerie is the President and CEO of the Howard County Public Library System in Maryland and since taking that position in 2001, she has transformed the library’s image in the eyes of the community and most importantly the funders, into an essential educational institution that is seen as absolutely indispensable and deserving of strong financial support. Valerie has developed and refined her library’s experience into a powerful and compelling message for all libraries about how they can change the way they present themselves to their communities and their funders. We are following up with the program attendees with an online evaluation, but we’re also asking how we can apply these ideas here in UHLS and in the member libraries. I will keep you updated on the results of that inquiry. There were several UHLS trustees in attendance at the program and I am hoping that they’ll share some of their impressions and ideas at Wednesday’s UHLS Board meeting.

UHLS Annual Awards/UHLS Annual Celebration – The deadline for nominations for the UHLS Annual Awards is Saturday, April 15. Each award winner is presented with a framed certificate and a check for \$250 at the annual dinner. We don’t have many nominations for the awards as of this writing and the deadline is only a week away! I will be sending out a reminder this week, but please consider encouraging your library to submit nominations for all of the great work that has been done at your library by staff, trustees, and volunteers in the last year. The invitations for the annual celebration are going in the mail this week so be on the lookout for yours. Remember, we’re at the Albany Country Club on Wednesday, June 14 – I’ll look forward to seeing you all there.

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 North Greenbush, Menands, Petersburg, and Watervliet. Mary Fellows and I presented the quarterly CORE Trustee Training session for new trustees and directors here at UHLS. Mary, Deanna DiCarlo, Joe Thornton, and I visited the Petersburg Public Library to provide Melissa Lockett, the library’s new director, with the UHLS New Director Orientation. I presented a CORE Module on Public Funding Options for Association Libraries to the Brunswick Community Library. I facilitated a joint meeting of the boards of the Arvilla E. Diver Memorial Library (Schaghticoke) and the Valley Falls Free Library to encourage increased collaboration between the two libraries and, when we meet this coming Wednesday, I will have (finally!) presented a new CORE module on Legal Basics for Library Trustees to the Troy Public Library Board of Trustees.

UHLS Department Reports

Adult and Outreach Services:

Adult & Outreach Services Department Report: March, 2017

Adult Services Advisory Council (ASAC)

ASAC met on 3/16, with six libraries represented (Albany, Bethlehem, Colonie, Guilderland, Voorheesville, and Westerlo). Topics included an in depth digital services update, information on four upcoming continuing education opportunities in April and May (Workforce Development, Social Media Security, Literacy Programs, and Fake News), a leadership discussion about transferable skills for library management, and a spotlight discussion on literacy programs in libraries.

Coordinated Outreach Services

I've teamed up with my fellow outreach coordinators at the Mohawk Valley Library System and the Southern Adirondack library system to examine how libraries are developing literacy programs. The training on 4/27 is the fruit of that labor, and four UHLS libraries in Albany County have registered to attend. We are planning follow-up sessions on grant writing and hi-low literacy book discussions, so stay tuned for more about what has turned into a fantastic partnership.

Digital Services

March was then end of the first quarter, and early numbers demonstrate that Flipster magazines were a successful investment. With over 13,000 checkouts in the first quarter, we are on track to exceed 50,000 checkouts by the year's end. Mango is also proving to be successful thus far with over 2,600 sessions in the first quarter. Ancestry clocked 791 sessions in the first quarter, with nearly 30,000 searches.

New services and an OverDrive site upgrade means necessitates an updated approach staff development, and I was delighted to be invited to Brunswick to train their staff on OverDrive, Mango, and Flipster. Customer service in the digital age requires developing a willingness to troubleshoot, and our fun and interactive training will cover how to get to the heart of a customer question with confidence when it comes to devices, apps, accounts, and formats.

E-rate

We successfully completed applications for E-rate discount bids on behalf of 13 member libraries who are still eligible for a federally funded discount in their phone service. The bidding window was open throughout March, and when the window closes next month we will complete the initial phase of the application process.

Delivery

We bid farewell to Frank, who has been driving delivery Route 1 for nearly two years, and who served as a site supervisor for the past year. ALDS transferred Frank to the Mohawk Valley Library System's delivery service, which is closer to home for him. He tells me he is enjoying his new responsibilities at MVLS, and we wish him all the best! Our new driver, Brian, has taken over Frank's route and we look forward to working with him.

Automation:

Automation Services Report March, 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:

- **Downtime:** On 3/1 some UHLS servers went down when an automatic reboot after a Windows Update hung. We power-cycled the servers to fix the problem.
- **Encore changes:**
 - Per the Automation Advisory Committee (AAC), we changed *Encore* so the checkbox: "only show available" is now unchecked by default.
 - To improve the display of serials holdings in *Encore*, at the request of the Cataloging Advisory Council we had III change some labels in the display in order to align all results consistently.
 - To improve the facets on *Encore* results pages, we did major work on the *Sierra* Scope Menu and the libraries' Location Codes.
 - We added a menu bar to the [Encore home page](#), which makes some important links (Kids' Search, Get a Library Card, etc.) much more prominent.
- **Reports:**
 - We created a [Search by Item Status](#) report on the UHLS [Ad Hoc Reports page](#). It's very popular with the libraries' catalogers.
 - Although it's not a "report" we added the "Convert barcodes to Sierra record numbers" utility to the [Ad Hoc Reports page](#). Also very popular with catalogers.
 - The monthly *Items Holdings Report* (e.g. [EGRN](#)) is complicated due to the libraries' different policies on deleting withdrawn items. It's still far from perfect (or perfectible), but we did a lot of work to improve its accuracy this month.
 - Joe worked with Melanie Metzger (APL) to configure *Tableau* for access to our *Sierra* database tables for APL's trial.
 - Rob will schedule another training workshop on *Decision Center*.
- **Online registrations:** We changed the method we use to delete the *Sierra* patron records of people who self-registered online but did not complete their registrations at a library within fourteen days. We no longer delete a record if the patron has an active hold on an item. This was done to prevent unfillable holds (no patron) from staying on the libraries' hold shelves.
- **Linux web server slowness:** On 3/6 we received many reports from libraries that their websites were running very slowly, or not loading at all. The problems were all sites that we host on our Linux web server. Rob has been running *WordFence* regularly on all those sites to detect and remove malware, but the problem was caused by a site that was not on our radar -- a blog for HMLA that we host for them (and bill them) -- and which had outdated *WordPress* plugins, a favorite target of hackers. We disabled the site after determining that it's dormant, and that solved the problem.
- **Webinar:** Joe participated in the *Innovative Product Roadmap Update Q1 2017* webinar.
- **Authority Control:** After business hours on 3/31 we exported our bibliographic database and ftp'd it to LTI for annual authority control processing. This is a fairly expensive and disruptive procedure (no editing of most bibliographic records for weeks), but a necessary one to keep our records current.
- **Meetings:**
 - The [Automation Advisory Committee](#) met on 3/8/17.
 - The March [Circulation Advisory Council](#) meeting was canceled due to a conflict with Advocacy Day.
 - The [Cataloging Advisory Council](#) met on 3/2/17.
 - The Technology Advisory Council met on 3/17/17.
 - Joe accompanied Tim, Mary, and Deanna to PTRB on 3/29/17 for New Director Orientation.

- Rawdon and Joe met with Tim and representatives of *Lighttower Fiber Networks* on 3/21 to discuss a possible change of Internet Service Provider for UHLS and possibly our libraries.
- We spent some time trying to clear up some staff and patrons' confusion about the "From" address on overdue and bill notices. The notices are sent from the item's home library and not the checkout location. We asked III if we could change it so the notices came from the checkout location. Answer: no.
- **UHLS website:**
 - We created a new web page on our site, which has downloadable pictures of our libraries: http://uhls.org/library_pics.htm
It's accessible from the [Members page](#).
These are not the very high resolution photos taken by the professional photographer a few years ago. They're smaller versions but should be completely suitable for Powerpoint and other applications.
 - We added a new [Featured Library](#) (VOOR), using text provided by Tim.
- **MyCard:** BERN, RVLL, and WSTR (aka The Hilltowns) asked us to configure *Sierra* to support *MyCard* accounts for their libraries' Juvenile patrons. APL and RCSC have been using *MyCard* for a while, and we replicated their settings for the Hilltowns, with a customization that allows any Hilltown *MyCard* patron to use any of the three libraries as if they were their own. Briefly, *MyCard* limits patrons to no more than three items out at a time, no DVDs or Blu-rays, and no fines. TROY will start to use a variation of *MyCard* as soon as we configure it for them.
- **Office 365:** Rawdon has done a great job (as usual) of acquiring *Office 365* at a reasonable price (free), learning it, planning for its deployment at UHLS, and preparing to train us in its use.
- **Miscellaneous:**
 - 3/14 was a snow day for UHLS and all member libraries. We updated the *Sierra Days Closed* table accordingly.
 - III issued a press release announcing that they will move all *Sierra* instances to *Amazon Web Services* (aka AWS or "the cloud"). We don't know yet how that move will impact our *Sierra* response time, which improved significantly when our instance was moved from Oakland to Syracuse.

At the libraries (Rawdon):

- **BERN:** Upgraded server to Windows Server 2016. Mounted a new wireless access point.
- **BETH:** Setup Windows Server 2016.
- **WSTR:** Set up all new PCs, printer, and wifi. Updated router software.
- **STEP:** Mounted a new wireless access point.
- **RVLL:** Mounted a new wireless access point. Upgraded server to Windows Server 2016. Recreated the public vm (virtual machine) image. Restaged the Hyper-V server.
- **SCHG:** Set up two new laptops, restaged to Windows 10.
- **APL:** Investigated using LDAP to authenticate wifi users.
- **RCSC:** Updated vm and ready to deploy all WYSE terminals. Rolled out new server and WYSE terminal. Labeled and reran all power cords. Worked on *iTeam* to solve logoff problem. Recreate public vm image. Fixed a minor *iTeam* setup configuration problem.
- **COHS:** Deployed firewall. Fixed Site-to-Site VPN issue.
- **HOOF:** Consulted with *E-Rate* bidder on VOIP.
- **WTVT:** Printer died, used copier as new printer, installed new driver. Cleaned up Kids PCs. Set up domain controllers.
- **GRAF:** Restaged two public PCs.
- **Multiple libraries:** Upgraded wireless access points.

Youth and Family Services:

Youth and Family Services

March 2017

Mary Fellows, Manager, Youth and Family Services

March was a month of the normal, interesting work that defines our efforts to help every staff member serving youth in our libraries be potent and effective. A sampling:

- A Youth Services Advisory Council meeting in which we discussed the Youth Media Award winners (Caldecott, Newbery, etc.), as well as effective email habits. I highlighted the best of a huge review book list (623!) while participants enjoyed hands-on examining. The relationships with publishers that allow us the opportunity to receive review copies of many youth books published are carefully nurtured.
- Advocacy Day, which last month I made an honorary February activity and reported on!
- Attendance at a Mental Health Education in Schools Summit sponsored by the Mental Health Association of New York State (MHANYS). A new law affects how schools will be handling mental health education, which creates opportunities for public library teen services adjustments.
- Work with a library director on a grant for youth services funding
- Visits to libraries for a 21 Minutes for 21st Century Libraries presentation, a new director orientation, and other projects
- Attendance at a liaison meeting for a local BOCES School Library System
- Progress on the Read It Forward (RIF) project