



OFFICERS:

President: Tara Ricard
Vice-President: Antonio Booth
Treasurer: Fred Wobrock
Secretary: Sarah Goff

**Board of Trustees
July 12, 2017**

PRESENT: Antonio Booth; Evelyn Greenstein; Sarah Goff; Jill Dugas Hughes; Herb Hennings; Susan Keitel; Lisa Scoons; Yvette Terplak; Fred Wobrock, Jr.

Excused: Janet Ivory; Tara Ricard

UHLS Staff: Tim Burke, Heidi Fuge

4:30 PM – Meeting called to order by A. Booth, Vice-President. He welcomed J. Dugas Hughes to the Board as the representative of the UHLS Directors Association. She submitted the Oath of Office administered and signed by a Notary Public.

I. NOMINATING COMMITTEE

Report by Y. Terplak on behalf of the other Committee members: Herb Hennings and Lisa Scoons. The following slate was presented: President - Tara Ricard; Vice-President: Antonio Booth; Treasurer: Fred Wobrock; Secretary: Sarah Goff.

MOTION: Y. Terplak moved to accept the slate as presented. S. Keitel seconded. Unanimous. She thanked the officers for their willingness to serve.

II. MINUTES

MOTION: E. Greenstein moved to accept the May and June 2017 Minutes. Y. Terplak seconded. Unanimous.

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

T. Burke highlighted the following in his written report:

- Bullet Aid: there is less aid available than in the past, but libraries this year got a larger share of the available amount. This is a significant indicator of the success of the advocacy effort by NYLA and public libraries.
- Construction Grant: work has started on the first part of the UHLS Construction Grant - replacement of the boiler. The technology upgrade in the presentation equipment will take place later in the year.
- Boopsie: the app is now available and several Board members mentioned that they had already tried it. T. Burke noted that the subscription is being paid from Central Library funds.
- Annual Celebration: discussion about this year's Celebration at the Albany County Club. Several suggestions were discussed regarding seating arrangements. The Celebration in 2018 will be held at the Hilton Garden Inn in Troy on **Thursday**, June 14th.
- 21 Minutes for 21st Century Libraries: this is a program that Mary Fellows presents at Board meetings of member libraries. She discusses the value of early literacy programs. T. Burke noted that other topics for a 20 minute presentation were being considered for the future.

IV. TREASURER'S REPORT

Report by F. Wobrock, Treasurer. He noted that the Finance Committee reviewed the May and June 2017 reports which had been sent to the Trustees prior to this meeting. We are still waiting for State funds and the UHLS deficit in the Reports is normal for this time of year and about the same as in the previous year.

MOTION: F. Wobrock moved to accept the May and June Treasurer's Reports. Y. Terplak seconded. Unanimous.

IV. COMMITTEE REPORTSFinance Committee

Report by F. Wobrock, Chair. The Committee reviewed the May and June Purchase Journals which had been sent out to the Board members prior to the meeting. He noted that there were no unusual items to discuss. The Committee voted to recommend Board approval of both Purchase Journals.

MOTION: F. Wobrock moved to accept the May and June Purchase Journals. S. Dugas Hughes seconded. Unanimous.

Services and Administration Committees

The Committees held a joint meeting prior to the Board meeting. Report by A. Booth. The Committees were discussing the Awards guidelines. The goal of the discussion was to revise the current guidelines to help to clarify the requirements and make them more concise and measurable. These new guidelines will include a written nomination letter of no more than 500 words and there will be a limit on the number of pages of supplemental/back-up material. S. Goff will be drafting changes to the Program Award forms and T. Burke will draft the other Awards. The Committees will review the drafts and make a recommendation to the Board in the fall.

V. NEW BUSINESS

Discussion regarding the need for an August Board meeting. Consensus that such a meeting is not necessary this year and so the next Board meeting will be September 13th.

VI. TRUSTEE REPORTS

Y. Terplak (ALTM): the kickoff for the annual Summer Concerts in the Park had an estimated attendance of 250. These are being held on Tuesday nights.

The outdoor patio has been completed and was dedicated to the Spohr family.

E. Greenstein (TROY): The "Word of Mouth" publicity was instituted at the Troy Board meetings and seems to be successful.

The Board is working on reviewing and revising their By-Laws and also testing skyping to Board meetings.

F. Wobrock (BRUN): The Brunswick Library has become an EZ Pass vendor - this is an easy way to earn some income.

The Summer Reading Program has 140 kids registered. Brunswick has recently begun issuing Jr. Library cards for children and they are very popular.

S. Keitel (WSTR): The Westerlo trustees were recently required, by their municipality, to attend a Violence in the Workplace training. Some discussion as to whether the trustees should have been "required" to attend since they are volunteers, not paid employees.

L. Scoons (BETH): There were approximately 1,000 people attending the mini-golf fundraiser in the Bethlehem Library.

The Library is purchasing the house and property adjacent to it to allow for Library expansion.

The Library Board is moving ahead with seeking an outside Treasurer as required by law.

T. Burke reported on behalf of J. Ivory:

The vacant seat on the UHLS Board for an APL trustee will be filled by Matthew Finn, a current member on the APL Board of Trustees.

The UHLS Board seat for a representative from a medium-size Rensselaer County Library will probably be filled by someone from East Greenbush. They are waiting on an appointment.

At this time, we are still looking for a representative from a small Rensselaer County library for the UHLS Board.

MOTION: Y. Terplak moved to adjourn. L. Scoons seconded. Unanimous

Meeting adjourned at 5:38 PM.

NO AUGUST MEETING. NEXT MEETING - SEPTEMBER 13th.

Heidi A. Fuge
7/14/17

**UPPER HUDSON LIBRARY SYSTEM
EXECUTIVE DIRECTOR'S REPORT
June/July 2017**

July 12, 2017

Advocacy: Bullet Aid – I'm pleased to report that 18 UHLS member libraries have been awarded a total of \$74,000 in Senate "bullet aid" this year. This senate funding goes to majority senators only, so libraries in Marchione's and Amedore's districts were eligible for awards. In a year that saw a reduction in overall "bullet aid" funds, the library community across the state received a larger proportion of the available aid than they've ever received. This is a direct result of our ongoing efforts to make libraries a priority in the minds of elected officials and it is gratifying to see our local collective efforts bear fruit, especially in a year when we did not make as much progress as we'd have liked in the area of NYS Library Aid. If your library received any of these funds please be sure to thank your legislator and consider inviting them to your library for a visit this summer where you and your community can thank them in person.

2016 Construction Grant Awards Distributed – The member libraries are receiving their checks for last year's construction grant awards. The checks will be for 90% of the total awarded amount, with the final 10% being paid out by NYS after the project is completed and the grant is closed out. If your library was scheduled to receive a 2016 award, please let them know to expect the check (if they don't already have it). UHLS was one of the awarded libraries and we have received our check. Just as a reminder, the two projects we submitted for the grant were the boiler replacement and an upgrade to the presentation system in the large meeting room here at UHLS. Work on the boiler project has already begun and the plan is for the meeting room project to be completed later in the year.

2017 Construction Grant Portal Now Open – The online portal for the NYS Public Library Construction grant application for the 2017-20 grant period is now open for business! You get to the portal from the DLD main construction grant page with all the other useful construction grant information [here](#). The deadline for submission of member library application to UHLS using the online portal set for Friday, September 1 and the deadline for UHLS to submit all applications to DLD is Wednesday, October 4. In between those dates, the Services Committee will review all of the applications and make an award distribution recommendation to the UHLS Board at the September meeting. I hope to see lots of applications and I've already done a few visits to libraries to discuss potential projects. I am always available to discuss your library's project ideas and grant questions, so please let me know how I can help.

Boopsie update – I am soooooo pleased to be able to say that the UHLS Boopsie app is up and running! The implementation took longer than we'd have liked, but I think the final product really will make a difference for all of our libraries and their users. We are still working with Boopsie to fix a few issues. Most are small, but there are a few that are more significant customer service

issues. We are asking the member libraries to forward all user problems to UHLS so we can follow up with Boopsie on them. I want to once more thank all the member libraries and their staff that participated in getting this service implemented and make special note of the great work by Deanna DiCarlo and Joe Thornton on this project.

Minimum standards update – On May 16 the public library system directors (PULISDO) met here at UHLS to discuss the proposed changes to the Minimum Standards for Public Libraries. Each system director had discussed and debated the standards question within their system and came to the 5/16 session fully informed from those local discussions. At the end of the day-long session PULISDO voted to endorse an approved set of revised standards, which were shared with the Division of Library Development on June 9. DLD is still considering the recommendations at this point. I will keep you informed as the process moves forward, but I did want to share with you the PULISDO standards recommendation as it was presented to DLD (attached). The thoughtful input I received from the member libraries in this process allowed me to represent UHLS effectively in these discussions.

UHLS Annual Celebration – Our 56th Annual Celebration at the Albany Country Club was another great success. Thanks to all of the UHLS staff and trustees and the member library staff, trustees, and friends who were able to attend the event. The feedback I received on the dinner that evening and in the last few weeks has been very positive. Congratulations to all of the award winners, who were all powerful exemplars of great public library service. Thanks again to Anne Pitlyk for her work on the member library slide show, which wouldn't be possible without all the great photos from the member library websites, social media feeds, annual report submissions, etc. We'll definitely be doing the slide show every year, so look forward to that again next year. And once again, I'd like to extend a special thanks to Heidi for her tireless efforts to bring off such a successful event each year. We really could not do this without her. Remember that next year we'll be back on the other side of the river at the Hilton Garden Inn in Troy on **THURSDAY, JUNE 14** (that's officially my earliest reminder yet!).

NYAC Presentation – UHLS was pleased to join a panel presentation at the New York Archives Conference (NYAC) on June 8 at Utica College on the emergency planning efforts within UHLS that were inspired by the Capital Region Alliance for Response (AFR). I presented for UHLS and shared a number of emergency planning success stories from our member libraries (Castleton, Rensselaer, Brunswick, and RCS) and also the notable planning progress of UHLS, with all credit given to Heidi as the emergency preparedness champion here at UHLS. The program was designed to encourage more libraries and other cultural organizations to recognize the crucial importance of planning for disasters before they hit. I look forward to partnering further with the local AFR group to help the UHLS member libraries with their emergency planning efforts.

Service Change for Phone/Internet at UHLS – At the start of July, UHLS switched our phone system and internet service to FirstLight from Level 3. The project included brand new phones for all of the UHLS staff. The transition was seamless in terms of the member libraries and their users, and it was completed within the UHLS offices with only a little disruption, mostly involving the building's alarm system which is also connected via phone lines. The phone system has several new features (caller id, voice messages to email, etc.) that will help the staff maximize productivity

and the monthly charges we pay for phone/internet are expected to go down by almost \$100/month. The added plus is that we will be eligible for a federal e-rate rebate of approximately \$1,600, although we won't see that \$ until November of 2018.

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 Stephentown, RCS, North Greenbush, Brunswick, Menands, Altamont, Valley Falls, and Watervliet. Mary Fellows and I presented to CORE Trustee Training program for the W.K. Sanford Town Library Board and I presented the CORE Long-Range Planning program to the North Greenbush Board.

**PULISDO Meeting
May 16, 2017
Upper Hudson Library System
MINUTES**

Voting Representatives:

- Buffalo Erie County: Mary Jean Jakubowski
- Chautauqua-Cattaraugus: Eli Guinnee
- Clinton-Essex-Franklin: Ewa Jankowska
- Finger Lakes: Sarah Glogowski
- Four County: Steve Bachman
- Mid-Hudson: Tom Sloan
- Mid-York: Katie McCauley
- Mohawk Valley: Eric Trahan
- Monroe County: Sally Snow
- Nassau: Jackie Thresher
- North Country: Steve Bolton
- Pioneer: Lauren Moore
- Ramapo Catskill: Robert Hubsher
- Southern Adirondack: Sara Dallas
- Southern Tier: Brian Hildreth (Margo Gustina, non-voting member)
- Suffolk: Kevin Verbese
- Upper Hudson: Tim Burke
- Westchester: Terry Kirchner

1) Consideration of Revisions to the NY Public Library Minimum Standards

Elissa Kane facilitated discussion using the World Café method. Small groups discussed all standards. Standards needing further discussion went through another round of small group discussion to work towards consensus on new wording, or a recommendation to eliminate the proposed revision for further consideration. As a complete group, the revised recommendation for each standard was reviewed, discussed, and formally voted on. What follows, is a record of the motions and votes on each standard, including the agreed-upon wording.

Resolved:

Standard #1—Bylaws

“is governed by written bylaws which define the structure and governing functions of the library board of trustees; reviewed and re-approved at least once every 5 years or as required by changes in law.”

(Verbesey/Burke) passes

Resolved:

Standard #2—Long-Range Plan of Service

“the library board and staff develop a community-based, board-approved, written long-range plan of service.”

(Dallas/Jakubowski) passes

Resolved:

Standard #3—Annual Report to the Community

“provides a board-approved, written annual report to the community on the library’s progress in meeting its mission, goals, and objectives, as outlined in the library’s long-range plan of service.”

(Bolton/Burke) passes

Resolved:

Standard #4—Policies

“has board-approved, written policies for the operation of the library; reviewed at least every 5 years or as required by law.”

(Hubsher/Glogowski) passes

Resolved:

Standard #5—Written Budget

“annually prepares and publishes a board-approved, written budget, which enables the library to address the community’s needs, as outlined in the library’s long-range plan of service.”

(Jakubowski/Trahan) passes

Resolved:

Standard #6—Evaluation of Collections and Services

“periodically evaluates the effectiveness of the library’s programs, services, and collections to address community needs, as outlined in the library’s long-range plan of service.”

(Bolton/Snow) passes

Resolved:

Standard #7—Hours

No change to the current standard.

(Jankowska/Thresher) passes

Resolved:

Standard #8—Facilities

“maintains a facility that addresses community needs, as outlined in the library’s long-range plan of service, including adequate space, lighting, shelving, seating, public restrooms, and power and data infrastructure.”

(Trahan/Bolton) passes

Resolved:

Standard #9—Equipment and Connections

“provides a circulation system that facilitates access to the local library collection and other library catalogs; provides equipment, technology, and internet connectivity to address community needs and facilitate access to information.”
(Hubsher/Trahan) 1 opposed, passes

Resolved:

Standard #10—Library Information

“provides access to current library information in print and online, facilitating the understanding of library services, operations, and governance. (Information provided online will include items referenced under standards 1 through 5.)”
(Dallas/Bolton) passes

Resolved:

Standard #12—Paid Director

No changes to the current standard.
(Trahan/Burke) passes

Resolved:

Standard #13—Technology Training

“staff receive annual technology training, appropriate to their position, to address community needs, as outlined in the library’s long-range plan of service.”
(Hildreth/Burke) passes

Resolved:

Standard #14—Trustee Education

We support library trustee continuing education as a separate regulation so the responsibility for compliance is with the individual trustee rather than the library.
(Trahan/Jankowska) passes

Resolved:

Standard #15—Programming

“provide programming to address community needs, as outlined in the library’s long-range plan of service.”
(Verbesey/Glogowski) 1 opposed, passes

Resolved:

Standard #16—Partnerships

We request that DLD provide information on current collaborations based on AR data to determine the need for a standard.
(Sloan/Verbesey) passes

Resolved:

Standard #17—System Membership

We are opposed, but willing to consider additional information about why a standard is needed.
(Verbesey/Moore) passes

Resolved:

Standard #18—Audit

Eliminate for further consideration.
(Jakubowski/Trahan) 10 in favor, 7 opposed, passes

Resolved:

Standard #19—Professional Development

We support continuing education for all certified public librarians as an amendment to the current regulation 90.7.3c (Sloan/Bolton) 10 in favor, 8 opposed, passes

Respectfully,
Eli Guinnee, PULISDO Secretary

UHLS Department Reports

Adult and Outreach Services:

UHLS Adult & Outreach Services Report: May, 2017 Deanna DiCarlo

eContent: Spanish eBooks:

The Guilderland Public Library (GUIL) contributed 200 Spanish language ebooks to our shared OverDrive Collection. The majority of titles are adult content, but they also selected a smattering of young adult and juvenile titles. Out thanks to Lisa Pitkin of GUIL for joining the UHLS eTeam and making the fantastic selections, and to the entire team at GUIL for recognizing the importance of Spanish language digital content and making it a priority! Lisa was a pleasure to work with, and we look forward to future selections!



Adult Literacy Grant

Workforce development workshops by Dr. Tom Denham of *Careers in Transition*, Evelyn Neale of *Successful Change*, and Sarah McFadden of *Cornell Cooperative Extension* continued in May. These workshops are free and open to the public, and funded our adult literacy grant. Topics include resumes and interviews, entrepreneurship, LinkedIn, career exploration, and more. Feedback continues to demonstrate that these workshops are bringing in first-time program attendees to the library, and several members and our trainers have noted very rewarding experiences. Workshops finish in June, and we look forward to reading the workshop evaluations and completing the NYS grant report.

May Adult & Outreach Continuing Education

5/4/2017: How to Spot Fake News

We partnered with Mohawk Valley Library System (MVLS) and Southern Adirondack Library System (SALS) to offer a workshop on Fake News at the Schenectady County Public Library. The workshop was facilitated by Carol Anne Germain of the University at Albany, and it covered not only how to spot fake news, but also offered a fantastic blueprint for a library program using real (and not so real or questionable) news sources. Feedback was overwhelmingly positive.

Leadership & Management Academy

On a personal note, I completed the final three courses in the New York Library Association's Leadership and Management Academy at the end of the month, studying leadership communication skills, library legal issues, and strategic planning. I am looking forward to putting theory into practice here at UHLS! I recommend the academy to anyone interested in library leadership—you will make invaluable connections across the state, and you will learn both how to navigate the complexities of library administration and how to grow your personal leadership skills. I am grateful for the opportunity to attend this valuable training!

UHLS Adult & Outreach Services Report: June, 2017 Deanna DiCarlo

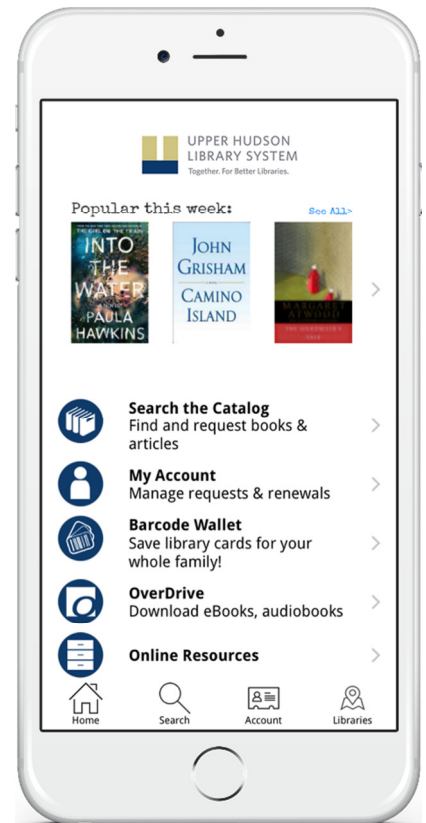
Digital Services:

UHLS Mobile

Most of the month of June was spent ironing out the final details for our new mobile app, and I am happy to report that at long last, UHLS Mobile is now available in the Android and Apple app stores! The website for more information is <http://uhls.boopsie.com>. Many thanks to Joe Thornton for his great work on this project.

The app menu is as follows:

- **Popular this week:** An automated scroll of top titles system-wide
- **Search the catalog:** Find and request books & articles
- **My Account:** Manage requests & renewals (put physical items—books, CDs and DVDs—on hold so you can pick them up from the library later)
- **Barcode wallet:** Save library cards for your whole family
- **OverDrive:** Download ebooks and audiobooks
- **Online resources:** Flipster, Mango and the other link outs and integrations your library provided during the set-up period
- **BookLook:** Scan bookstore and music store ISBN barcodes to see whether your library has a title and request it right from the app.
- **Events:** Learn about upcoming events in your library. If your library has a calendar, it will be in the app menu under “Events.” The UHLS joint calendar is also in the Events menu.
- **Location & Hours:** Easily see which library branch is the closest to you and how to get there, and view the library's hours of operation
- **Connect with us:** Follow us on social media
- **Contact us:** Questions or concerns? Phone and email are tap-able for quick dialing & emailing
- **Library Website**



eContent Advisory Committee

The eContent Advisory Committee met on June 16th. The committee welcomed Sue Hoadley Director of Westerlo, as the new small library representative. The committee also addressed OverDrive Advantage plans and how Advantage stats are collected and presented in the reports; progress with the eContent Re-Order plan; OverDrive circulation stats since we shifted collecting checkouts by agency instead of barcodes; UHLS patron records; and Flipster statistics.

Adult Literacy Grant

Career Development Workshops at Member Libraries

Year 1 workforce development workshops by Dr. Tom Denham of *Careers in Transition*, Evelyn Neale of *Successful Change*, and Sarah McFadden of *Cornell Cooperative Extension* concluded in June, and evaluations thus far demonstrate that the workshops were beneficial and well received. The complete grant report to New York State will be finished in July. I am happy to report that all three trainers are interested in continuing the workshops for Year 2, and all three will also deliver professional development activities for member library staff. I look forward to planning the second year of this great opportunity for our members.

Grant Partner Speaking Engagement

I was delighted to be invited to speak at the Greater Capital Region Workforce Coalition on June 16th. I gave a presentation about workforce development opportunities at UHLS member libraries to 40 movers and shakers in the local workforce readiness scene, including educators and career counselors from local colleges and high schools as well as local non-profits and agencies. It was a great opportunity to raise the flag about the grant workshops, other career-related programs at the libraries, public computers with MS Office and Wi-Fi, and of course, our biggest asset, our library staff.

Automation:

Automation Services Report May, 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:

- On 5/1, searches in the *Articles* tab in *Encore* returned zero results. This was probably caused by III's efforts to implement the inclusion of *New York Heritage* images in the *Images* tab. The problem was fixed by 5/2.
- On 5/4 III completed the inclusion of *NY Heritage* images in *Encore*.
- While making some requested (by Deanna) changes to the ILL pages on our website, we identified the ILL forms as *ColdFusion* functions that needed to be converted to another method. *ColdFusion* is an application that we used heavily in the past but no longer meets our needs, and all web pages that use it need to be converted before (if) we move our *Windows* website to *Linux*. So we rewrote the ILL functions without *ColdFusion*, a nontrivial task.
- After a lot of back-and-forth with III, we got "Ip priority" working for the libraries that have static IP addresses. "IP priority" makes local content appear at the top of search result lists when searching *Encore* at a library.

- We worked with Sue Rahn (CDLC) to help Jim Davies (APL) get MARC records for locally created maps into *Sierra*.
- In response to increased hacking probes on our servers, we made changes to prevent *SSH* (secure login) sessions from outside our network. Also, we explicitly blocked a lot of IP addresses from suspicious sources that appeared in our logs.
- Advisory Councils:
 - The Circulation Advisory Council met on May 3.
 - The Cataloging Advisory Council met on May 4.
 - The Automation Advisory Committee met on May 10.
 - The Technology Advisory Council met on May 19.
- We configured *MyCard* Patron Types and Loan Rules for Brunswick. *MyCard* allows Juvenile patrons to borrow up to three items at a time with no fines.
- Rob worked with EGRN, assisted by BETH and GUIL, to get EGRN started with the *Sierra* Acquisitions Module.
- At the director's request, and with Tim's approval, we created 'uhls.lib.ny.us' email accounts for members of the TROY Board of Trustees.
- On 5/15 all libraries reported extreme slowness in *Sierra*. We spent a lot of time working on the problem, which stopped by 11:30 AM for reasons we never learned (weather, networking, ILL, ?).
- While troubleshooting the slowness problem on 5/15, Rawdon discovered that STEP had been hit with ransomware. It didn't affect all library PCs, but still required our full attention and immediate response. Rawdon restaged the infected server and some staff data was lost, but the ransom wasn't paid and the damage was minimized. Joe was interviewed by the *Altamont Enterprise* and more details of the event are in [the article](#).
- Security: Although we're always concerned about security, the STEP attack inspired us to inspect our servers, update applications if needed, and apply stronger measures to prevent attacks.
- At the urging of Phil Berardi (GUIL) we started to explore the potential usefulness of *Mobile Worklists* - a ILL product that can be used for weeding and other *Sierra*-related functions.
- We provided *FirstLight* with our IP address requirements for the upcoming move to the company as our ISP.
- Rob held *Decision Center* training for library staff at UHLS on 5/23 and 5/25.
- We spent a lot of time installing the latest version of a *WordPress* theme (*Avada*), plus its required plugins, for RCSC, who needed to upgrade in response to a warning about security problems with the outdated theme. The RCSC website was down for a morning while we scrambled to make everything work.
- On 5/25 we sent a full MARC extract (our entire bibliographic database) to *Boopsie* to prepare for the rollout of our new mobile app.
- Security again: On 5/26 *Sierra* was unreachable from EGRN. We had them use *Sierra Web* (web-based circulation client) while we worked on the problem, which turned out to be caused by changes EGRN had made to their firewall in response to our warnings about increased security threats.
- On 5/31 Tim, Rawdon, and I had a phone conference with *FirstLight* to discuss the preparations for our upcoming move to the company as a phone service provider.

At the libraries (Rawdon):

- **WTVT:** Restaged a few public PCs and two staff PCs (for newer hardware)
- **RCSC:** Fixed *Microsoft Office* KMS (Key Management Service) issue.
- **VOOR:** Set up its Meraki firewall.
- **UHLS:** Moved some staff PCs to the new domain. Worked with *VEEAM* to solve backup configuration error. Staged Windows 10 on staff PCs.
- **COHS:** Staged Windows 10 and *Office 365* on staff PCs.
- **STEP:** worked with the bookkeeper to resolve a remote login problem.
- **BRUN:** Cleaned director's PC malware, troubleshot UPS clicking noise.
- **STEP:** Dealt with a ransomware attack.
- **SNLK:** Deployed a test *Ubiquiti* AP (wireless access point).
- **PTRB:** Fixed a minor printer issue.

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

- **Advisory Councils:**

The Cataloging Advisory Council met on 6/1.

The Circulation Advisory Council met on 6/7.

The Automation Advisory Committee did not meet in June.

The Technology Advisory Council did not meet in June.

- **Database security change:** On 6/5 we responded to a concern expressed by EGRN about *ProQuest's* announced mandatory change to *https* (secure network access) for all connections to its databases. The issue involves proxy servers only, which we don't use, so we didn't need to make any changes.

- On 6/7 we applied to join the *G Suite Hangouts Chat Early Adopter Program* as part of our years-long search for easy, inexpensive online meeting (e.g. *Hangouts Meet*) and team collaboration (e.g. *Hangouts Chat*) applications.

- **Sierra problems:**

On 6/8 many libraries were unable to login to *Sierra*. At first, III reported that the problem was caused by a recent upgrade to the software used by *Meraki* firewalls, which many of our libraries use. After testing, we determined that this was not the cause of our trouble. Eventually we learned that network problems at Verizon or Level 3 Communications were the cause. *Sierra* was reachable by all libraries by 2:00 PM, after which they uploaded and we processed their Offline Circulation files.

- Offline Circulation: Evidently, as we learned from the above event, some libraries are not sure how to use the *Offline Circulation Program*. We received several files with old circ transactions in them, which we need to remove before processing the files. Rob will contact some libraries and offer more training.

- **Boopsie:** Our *Boopsie* mobile app went live at the end of June, but not without some minor problems. Deanna discovered that the *Barcode Wallet* feature rotates the barcode to portrait mode on Android devices, and that the database was out of date. We immediately sent them a fresh copy of our entire database, but the *Popular this week* feature still displayed records that had been deleted from *Sierra* since the original extract. We're confident that things will get smoother the longer we use the application, and for now we'll send a database extract twice a week.

- **Also Boopsie:** We continue to provide a full weekly database extract for APL's *Boopsie* implementation.

- **FirstLight:** We switched our phone and internet service provider to *FirstLight* on June 29:

We spent a while filling out the long and not-very-intuitive spreadsheet to list our preferences (extensions, Ring Groups, etc.). We assisted in the installation of the related physical components. We attended Administrator training with the *FirstLight* rep. We changed the phone numbers used by *Teleforms*, the fax machine, the fire alarm, and the IT Helpdesk Emergency phone.

- **Reviews in Encore:** A while ago we selected and paid for seven review sources from *Content Cafe* to be included in *Encore* record displays. It took a while for III to make them available, and then we discovered that they're only visible when a patron clicks the book jacket image in the detailed record display. Other libraries ([Naperville Public Library](#) and others) display links to the reviews on the same page as the title's details. We're working with III to change our *Encore* instance to do that also.

- **Past Projects:** We had a "Past Projects" page on our website. Some of the links worked, but not all. Occasionally we received reports that a Google search returned a NICHE page (or some other old, unsupported page) and the patron would contact a library wanting to know about it. After a discussion with Deanna and Mary, we moved "Past Projects" out of our web hierarchy (to hide it from Google) and removed the link to it from our [Current Projects page](#).

- **Reports:**

New Items sort: At the request of a library, via AAC, we added a sort (by column header) feature to the [New Items reports](#). We'll apply this feature to other reports as we have time.

[Circulation Hourly Transactions](#): Also requested by a library, we wrote this [Ad Hoc report](#) to show circulation by hour for any time period the user specifies.

- **NOVEL databases:** From Deanna:

They've [NOVEL] added a couple of new databases that we will need to get URLs for on (by?) 7/1:

*Secondary Level General Periodicals: *NEW* Research in Context (Gale, a Cengage company)*

*Encyclopedia: *NEW* Encyclopedia Britannica (Britannica Digital Learning, a division of Encyclopedia Britannica, Inc.): Includes Britannica School, Britannica Academic and Britannica Escolar.*

Dropped from NOVELNY as of July 1st: Scholastic Go and eLibrary Elementary, so we can delete these on 7/1.

Rob is working on these changes.

- **Sierra changes:**

We worked with Sue Rahn (CDLC) to get MARC records into *Sierra* for maps created by Jim Davies (APL).

We configured the Loan Rule Determiner (LRD) table to support the new **BRUN Jr Card**, which is similar to the *MyCard* implementation at several other libraries.

We changed the LRD to accommodate APL bike locks.

At the libraries (Rawdon):

- **RCSC:** Restaged Windows 7 virtual machine (vm). Staged hv2 (Hyper-V server).
- **RVLL:** Restaged Windows 7 virtual machine (vm).
- **UHLS:** Setup *VEEAM* server for UHLS backup.
- **BERN:** Set up a new circulation PC
- **RENS:** Restaged circ2 - it ran out of hard drive space.
- **WTVT:** Moved the hard drive from a dying circ PC and put it into a newer PC.

Youth and Family Services:

Youth and Family Services

May 2017

Mary Fellows, Manager, Youth and Family Services

Highlights for the month include:

- Presenting two sessions of “Everyone Serves Families with Young Children” training for Westchester Library System
- 21 Minutes for 21st Century Libraries presentation for the Berne PL Board
- With Tim, facilitation of two focus groups for Castleton PL
- System youth services consultants meeting at Mid-York Library System. Main topics were recommending changes to the statistics the State collects to assess libraries’ summer reading programs and a new more modern name for the statewide program (currently Summer Reading at New York Libraries).
- As part of the ProPEL project (Prototype Project on Early Literacy), Tim and I visited RCS Library to assess their space and offer ideas. RCS is gaining new space for early literacy – very exciting!
- Youth Services Advisory Council’s meeting this month highlighted merchandising principles and techniques to make our materials move this summer, including hands-on practice. We also shared ideas for solar eclipse events and capitalizing on what’s popular with tweens right now (fidget spinners!).
- In the Small Library Concerns discussion group that took place before the YSAC meeting, our topics included strategies for good decision making and supporting leaders at any level in your organization, as well as concerns and questions brought by the group. Discussion groups for small libraries and large libraries are offered roughly every other YSAC meeting, often surfacing interesting, common problems.

Youth and Family Services

June 2017

Mary Fellows, Manager, Youth and Family Services

Highlights for the month include:

- The UHLS Annual Celebration!
- 21 Minutes for 21st Century Libraries presentation for the Cohoes and Grafton boards
- With Tim, CORE trustee training for the board of William K. Sanford Town Library (Colonie)
- Youth Services Advisory Council's meeting this month focused primarily on serving youth with disabilities. Participants also previewed their most exciting summer reading program offerings. Before and after the meeting, hundreds of new youth books were available for reviewing and claiming.
- Attendance at the annual conference of the American Library Association (ALA) in Chicago. Among many other resources, I brought home new ideas for youth maker spaces and coding activities, fostering diversity, librarians as media mentors to families, and using literature in translation in youth programming.

A particular thrill was seeing (from the center 8th row) and hearing the conference's closing session speaker: Hillary Clinton! I am thankful to be in a profession that values ideas, and deeply appreciative of the opportunity to attend conferences and hear world change makers speak about libraries.