



UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

OFFICERS:

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

Board of Trustees September 13, 2017

PRESENT: Matthew Finn; Evelyn Greenstein; Sarah Goff; Herb Hennings; Janet Ivory; Susan Keitel; Michael Poost; Tara Ricard; Lisa Scoons; Yvette Terplak; Fred Wobrock, Jr.

Excused: Jill Dugas Hughes

Absent: Antonio Booth

UHLS Staff: Tim Burke, Heidi Fuge

4:45 PM – Meeting called to order by T. Ricard, President. She welcomed Matthew Finn, representing the Albany Public Library, and Michael Poost, representing medium Rensselaer County libraries. T. Ricard administered the Oath of Office to M. Finn and M. Poost.

I. MINUTES

MOTION: Y. Terplak moved to accept the July 12, 2017 Minutes. L. Scoons seconded. Unanimous.

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

T. Burke highlighted the following in his written report:

- Conflict of Interest Policy: he will be sending this out to the two new trustees so that they can read and understand the policy and return a signed acknowledgment form.
- New staff member: UHLS has received over 90 applications for the Manager, Administration and Finance position. Approximately 40 of those applicants actually met the qualifications for the position. That has been narrowed down to 9 applicants who will be interviewed via telephone and then further narrowed to 3 or 4 who will be invited for an in-person interview.
- Construction Grants: there was over \$4 million in grant requests. UHLS has \$761,920 to allocate for the grants. Further explanations will be covered under the Services Committee report.
- Automation upgrade: another upgrade was recently completed. Although a significant upgrade, it went smoothly and virtually seamlessly. L. Scoons asked if there was a process by which patrons could suggested desired features in the system: either new items or desired features from the previous system. T. Burke noted that there is a Ill Users Group and suggestions/recommendations go from that Group to Ill. In order for the suggestions to get to the Users Group they have to be made to the local public library who then passes them on through UHLS and the Users group.
- Board vacancy: T. Burke thanked M. Finn and M. Poost for their willingness to serve on the UHLS Board. Now only one trustee seat needs to be filled: someone from a small Rensselaer County library.
- Fairs: T. Burke noted that he, M. Fellows and J. Thornton took a turn working the Library Booth at the Schaghticoke Fair. Y. Terplak suggested that the Albany County libraries should consider participating at the Altamont Fair in the future.
- Cheney Library (Hoosick Falls): the library had flooding in their basement. They received a \$1,500 check from the NYLA Disaster Relief Fund to help with the clean-up and restoration.

IV. TREASURER'S REPORT

Report by F. Wobrock, Treasurer. He noted that the Finance Committee reviewed the July and August reports which had been sent to the Trustees prior to this meeting. He pointed out the substantial grant funds that were received in July: this is the major portion of the State Aid. The LLSA funds were a pass-through to the member libraries. The Finance Committee reviewed both Reports and recommended their acceptance by the Board.

MOTION: T. Ricard moved to accept the July and August Treasurer's Reports. Y. Terplak seconded. Unanimous.

IV. COMMITTEE REPORTSFinance Committee

Report by F. Wobrock, Chair. The Committee reviewed the July and August Purchase Journals which had been sent out to the Board members prior to the meeting. In the July report, he noted the expense for the asbestos abatement (part of the Boiler replacement project) and the installation of the Knox Box on the exterior of the building (part of the UHLS Disaster Plan.) In the August report, he noted the LLSA payments to the member libraries, further expenses for the Boiler replacement project and the pass-through payment of Central Book Aid and Central Library Aid to the Albany Public Library. He noted that the Finance Committee recommended acceptance of the Purchase Journals.

MOTION: S. Goff moved to accept the July Purchase Journal and Payroll totaling \$102,350.20 and the August Purchase Journal and Payroll totaling \$508,253.87. J. Ivory seconded. Unanimous.

Administration Committee: no meeting

Services Committee

Report by T. Burke (Committee does not yet have a Chair) Committee members reviewed the Construction Grant proposals. UHLS has been allotted \$761,920 and the grant requests exceeded \$4 million. The Committee asked T. Burke to obtain further information from some of the libraries regarding their projects. He will contact the libraries and the Committee members will meet again next week to consider the requests prior to the DLD deadline for grant submission. The Committee's recommendations for an award distribution will be considered for approval by the Board via email since DLD's deadline comes before the October Board meeting.

Further work will take place on re-crafting the UHLS Award Guidelines. S. Goff has been working on a draft and the Committees will work on that topic at a later meeting.

V. NEW BUSINESS

Committee assignments: T. Ricard made the following assignments:

M. Finn to the Finance Committee and M. Poost to the Administration Committee.

VI. TRUSTEE REPORTS

F. Wobrock (BRUN):

The library recently changed its hours so that they are more consistent. The open hours were increased by 4 per week and the library is now open 10:00 AM - 6:00 PM Monday through Saturday. So far, patrons seem pleased with the change. The Library is now an EZ Pass vendor and this has been very successful and requires very little staff time.

Y. Terplak (ALTM):

Over 25 people came through the Library during the recent eclipse. They generously shared the few eclipse glasses with each other and all seemed to enjoy the experience.

It was noted that for the next eclipse in 2024, libraries will have more time to prepare. The response to this recent one was overwhelming for many libraries.

H. Hennings (GUIL):

The Guilderland Library has more than just books for patrons: sewing machines; fishing rods, etc. The Library is also a presence at various community events.

E. Greenstein (TROY):

September 26th is the Budget vote for the library and one seat on the Board of Trustees.

M. Poost (EGRN):

The East Greenbush budget vote passed by a 4 to 1 margin.

L. Scoons (BETH):

The future of Bethlehem Library's public access TV station is under consideration.

J. Ivory (STEP):

The Stephentown Library's Book Sale was included in a whole Town Festival. The Library did not do as well as it has in the past because the various venues in the Festival were so spread out and the library took a back seat to some of the other attractions.

S. Keitel (WSTR):

The Westerlo Library has added a Community Room and now the Board is starting to work on a plan for who will use the Room and for what purpose. The Board is realizing that they are planning for a different population: the median age is changing. The Library is also starting to push its Books for the Homebound program. She is on the Board of the Guardian Society and this might be a useful organization for libraries to connect with: the Society's mission is bettering the life of seniors.

S. Keitel is looking for information on how the presence of a library increases property values. This could be a valuable advocacy piece when dealing with local government funding.

T. Burke:

Rensselaer County grants small sums annually to some of the libraries in the County, but not all of them. Steve McLaughlin was recently elected as the Rensselaer County Executive and he is a library supporter. UHLS will keep in touch with him.

MOTION:

Y. Terplak moved to adjourn. J. Ivory seconded. Unanimous. Meeting adjourned at 5:45 PM.

Heidi A. Fuge
9/14/17

**UPPER HUDSON LIBRARY SYSTEM
EXECUTIVE DIRECTOR'S REPORT
August/September 2017**

September 13, 2017

Manager, Administration and Finance vacancy – Since Heidi announced her retirement several weeks ago, much of my time and attention has been focused on the process of filling this key vacancy in the UHLS structure. The position description was updated with Heidi’s input and a vacancy notice was drafted and finalized by the search committee (myself, Mary Fellows and Deanna DiCarlo). The job posting was made public on Monday 8/21 and was posted for no cost in the following places: UHLS website and Facebook page, UHLS member libraries, CDLC jobs list, NYLA’s jobs list, NYLINE (comprehensive statewide library list serve), and adjacent public library systems (SALS, MVLS, MHLS). Because of the “non-library” nature of this vacancy I also put it up on a free business related job posting service called Indeed.com and paid to post the notice in two other places – with the Empire State Society of Association Executives, Inc. to attract applicants with non-profit finance and administrative experience (\$80 for 30 days), and with the Times Union to run on their online jobs list and on Monster.com for 30 days with three days of print ads included (\$563) to maximize the local reach of this notice. After a week, we already have a sizable pool of applicants. The ad calls for application review to start on 9/11 and the search committee has time blocked out during the next two weeks for both phone interviews and in person interviews. Assuming a successful result in the first search process, we should have a candidate named and scheduled to start early to mid-October. I will have a more detailed update at the 9/13 meeting and I will keep you fully updated on our progress on this important search.

Public Library Construction Grants – The member libraries are certainly stepping up to make sure we use all of our construction grant funds within UHLS! I am writing this the day of the submission deadline and we so far have 12 application submitted for projects totaling more than \$3 million, so the Services Committee will have its work cut out for itself this year. The Committee will be meeting early on 9/13 at 3pm to allow us time to fully review the applications and come up with a recommendation for the award distribution to put before the UHLS Board.

Sierra/Encore Upgrade – In August we implemented a major version upgrade of both Sierra (staff side) and Encore (public side). Both upgrades were major version changes (2.2 to 3.1) and, even though our only other upgrade process with III was a virtually seamless process, the UHLS IT team worked closely with the member libraries to prepare and to schedule it for a date and time least likely to disrupt service to the member libraries. Both were scheduled to be done overnight and on 8/23 we upgraded Sierra and on 8/29 Encore. I am pleased to report that both processes were again virtually seamless, with no service disruption and no problems reported from any of the member libraries. Kudos to Joe Thornton and the UHLS Automation team for this smooth upgrade.

2017 PULISDO Conference – On August 15-17 the Public Library System Directors Organization (PULISDO) held its bi-annual conference in Utica. This is an important opportunity for people from the public library systems from across that state to get together to share ideas, best practices, success stories, etc. This year, in addition to the system director track of programs and discussions, the IT staff were invited to come together at the conference. UHLS Manager of Automation, Joe Thornton attended the conference and reported positively on the valuable connections and the ideas and energy that were generated at the conference. PULISDO is hoping to expand this conference to an annual schedule going forward.

UHLS Board Vacancies – You will see at the 9/13 meeting that we’ve made some progress on our UHLS Board vacancies. Albany Public Library has named current APL Trustee **Matthew Finn** as their representative on the Board and **Michael Poost**, a long time trustee at the East Greenbush Community Library has expressed interest in the medium library/Rensselaer County seat. Both of these new trustees have been invited to the 9/13 meeting where their appointments can be approved and they can be sworn in. I am working with Matthew and Michael to arrange a UHLS Trustee Orientation session in advance of the 9/13 meeting so they will be able to “hit the ground running.” We are still seeking a representative from the small libraries in Rensselaer County to replace LouAnne Lundgren for a full 5 yr. term.

UHLS at the Schaghticoke Fair – In case you hadn’t noticed, its Fair Season! Thanks to the efforts of Kelly Akin, Library Director at the Valley Falls Free Library, the public libraries in Rensselaer County had a continuous presence at the county’s fair – the Schaghticoke Fair. In order to help them deliver the message about the importance of public libraries and library services to the residents of the county, UHLS took a shift at the library booth at the fair. Mary Fellows, Joe Thornton, and I represented for Team UHLS. And on the same theme, I switched to my NYLA hat and also took a turn at the NY Libraries booth at the NYS Fair in Syracuse earlier that same week!

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 (even some that didn’t involve construction grants!). For this reporting period those libraries include Castleton, Stephentown, North Greenbush, Grafton, Brunswick, Hoosick Falls, Menands, Valley Falls, and Watervliet. Mary Fellows and I conducted a community focus group for the Rensselaer Public Library and I continued to work with the Castleton Public Library on developing their long range plan of service.

UHLS Department Reports

Adult and Outreach Services:

UHLS Adult & Outreach Services Report: July, 2017

Deanna DiCarlo

Submitted to the Executive Director: 8/2/2017

Digital Services:

UHLS Mobile

UHLS mobile has been downloaded nearly 1,500 times since it became available last month, and it has had over 13,000 queries. Not bad for its first month! We are continuing to troubleshoot app functioning and to work with our members to implement any necessary changes.

New OverDrive App: “Libby”



OverDrive launched a second mobile app called “Libby.” The new app is supposed to offer a more seamless user experience with additional avenues for content discovery. OverDrive is currently advertising Libby to new users, and will start pushing it heavily to all existing users

this fall. Libby has no “opt out” option and was launched for all OverDrive clients. We distributed information to our members in June and July to increase awareness of this additional app, and we’ve been testing its functionality. The original OverDrive app continues to be available as well, and will continue to be available indefinitely.

Libby Features:

- Quick and easy for first time users
- Integrated reading and listening experience with OverDrive Read and OverDrive Listen
- No Adobe ID or account registration required
- Faster performance and powerful search
- Same experience on all devices
- Customizable browsing options to find the books you want faster
- Simplified download settings

Libby Omissions:

- No streaming video
- Content that is not available in OverDrive Read/Listen formats will not be available in Libby (approximately 3% of our collection is not available in Libby).
- No “Recommend to Library” feature
- No multilingual interface

Britannica

The New York State Library updated their NOVELNY collection on July 1st to include the Britannica database. Working closely with Rob Carle in our IT Department (Thanks, Rob!), we updated the databases page our website to include:

- Britannica Academic
- Britannica School (Elementary, Middle, and High School)
- Britannica Escolar (a resource for Spanish speaking students, Elementary and Middle)

The state contracts for the following have ended, so we deleted them from our databases page:

- Scholastic Go!
- eLibrary Elementary
- Gannett Newspapers

Adult Services

Adult Literacy Grant

The report on the first cycle of the 2016-2018 Adult Literacy Grant has been submitted to the State. This year, the grant funded public workforce development workshops, a staff training at the Albany County Career Center, and new job-related materials. Here is a brief summary:

- Number of participating library sites: 16
- Number of workshops/programs offered: 37
- Total number of workshop participants: 190
- Total number of program evaluations completed: 151
- Total number of participants who self-identified as first-time program attendees: 43
- Number of marketing materials created: 400+
- Total staff members trained: 16
- Number of materials purchased: 228

Of the 151 public workshop participants who completed program evaluations, 130 (86%) reported satisfaction and confidence with the skills covered, including using an online job search site, completing an online job application, creating a resume, writing a cover letter, online tools and apps for productivity (like HootSuite, EverNote, Google apps, DropBox, etc.), using LinkedIn, assessing personal skill set strengths and weaknesses, starting a business, and more.

Anecdotally, attendees included older adults looking for second careers/jobs even beyond age 60. Some comments included, "I am 62 years old. I am not dead and I will have to work until I do die," and "Looking for opportunities to work independently after retirement." One staff member reported in her evaluation that, "the majority of attendees tended to be older adults interested in second careers or second jobs." We are using this information in the second cycle of the grant to provide workforce development workshops for older adults, and we will also work with the Albany Guardian Society to identify potential speakers.

Adult Services Advisory Council (ASAC)

ASAC met on July 20th, attended by Albany, Bethlehem, Castleton, East Greenbush, and Westerlo. Agenda items included:

- Update on digital services:
 - See Digital Services above and note that in addition, digital magazine use is up 34% over last year, OverDrive is up 9% over last year, and Mango and Ancestry are performing well as newcomers.
 - Those in attendance recommend that the Central Library Advisory Committee consider Consumer Reports and Novelist as database purchases for 2018.
- Spotlight on Senior Services:
 - All in attendance agreed that libraries need to evaluate and increase offerings to seniors in part because by 2020, 19.3 % of the population (72.1 million people) will be aged 65 or older. Both traditional services like home delivery and new programs for younger seniors that are actively aging in place are being currently implemented. We look forward to supporting these efforts with professional development via the Adult Literacy Grant and other outreach efforts.

Adult Program Swap

On July 28th, I met with our adult services colleagues from MVLS and SALS to plan the first Adult Program Swap, an exciting new networking and sharing roundtable. The first meeting will take place on September 20th, and we are considering quarterly meetings in 2018. Attendees will share information around a programming theme (including cost, marketing, presenters, materials, what was learned, etc.). The first theme will be Arts & Crafts programs for adults.

Outreach Services

The Legal Project: Video Conferencing

At the Directors Association meeting on July 7th, the Executive Director and the Technology Coordinator of The Legal Project delivered a presentation about their services and a new opportunity to offer free, remote legal consultations to their community. The Legal Project has worked with local libraries for many years to equalize access to legal services for those who could not otherwise afford them, and their new, grant-funded, video conferencing project will pilot this fall at Cohoes, Brunswick, and RCS Community. If the pilot is successful, the service will be made available to more libraries across the system.

Albany Guardian Society (AGS) Summer Institute

As part of our partnership via the UHLS Coordinated Outreach Services Advisory Council, I was invited to offer a class at the Albany Guardian Society's Summer Institute. The AGS's mission is to improve the lives of seniors, and they received requests for a class on local library resources for older adults. The class was sold out at 30 participants, all of whom self-identified as library card holders, and I provided an overview of our digital services, upcoming senior programs, and cool materials to borrow like metal detectors, telescopes, and more. If you are sensing a theme that senior participation in libraries is on the rise, you are correct! I look forward to this continued partnership with AGS.

New Director Orientation: Stephentown

On July 7th, I was delighted to be a part of the team welcoming Kim Roppolo to the UHLS family. Kim is the new Director of the Stephentown Memorial Library, and it was great to meet her and offer an overview of all the ways we support our members with Adult, Outreach, Digital, Interlibrary Loan, and E-rate services. We look forward to working with Kim as she immerses herself in our little corner of library land!

Automation:

Automation Services Report July, 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:

- **New phone system:**
 - Our building alarm system didn't work for a few days after switching to *FirstLight*. On 7/3 Rawdon determined that wiring was the problem and spent some time rewiring some things and removing a **lot** of no-longer-needed phone wires from our ceiling. We couldn't alarm the system for a few days and put it into 'Occupied Mode,' which would activate a loud siren inside the building if someone entered without authentication, but which would not contact Sonitrol. Eventually Rawdon, *FirstLight*, and *Stanley Security* fixed the problem by routing the alarm calls through our new phone switch. An excellent side effect of this change is that the system now alarms **much** faster than it used to.
 - The fire alarm also had problems, now fixed, and the fire alarm control switch was moved from the sliding door entry to the back (loading dock) entry.
- **Sierra 3.1:** An upgrade to *Sierra 3.1* is available (we're on 2.2 now) and we asked for a contact at III to get into the queue.
- **WordPress library problem:** We discovered that the PTRB web site couldn't be reached ("Page not found"). Rob worked on the problem and determined that their *Hostmysite* account (domain name registration) had expired. Rob worked with PTRB and *Hostmysite* to resolve the problem.
- **Teleforms problem:** *Teleforms* was down for four days in July and our alert system failed, so we were unaware of the problem. When we discovered it, we restarted *Teleforms* and are working on the alert mechanism to make sure we're notified when this happens again. *Teleforms* eventually made the calls it missed while down, but a four day delay can cause some confusion for the call recipients.
- **Miscellaneous:**
 - We changed the GUIL logo on the [New items reports pages](#).
 - In July Joe was on vacation for ten days and Rob for eleven.
- **The 518:** In August we'll be required to dial 518 for all local calls. Not a big deal except *Teleforms* makes hundreds of calls a week and it's likely that not every patron phone number in our system includes an area code.

We ran a report and identified just 269 records where this is the case, and Rob corrected them all. Also, we looked at every *Sierra* Patron record template and, where necessary, put "518-" into the *Telephone* field. We also asked the libraries to make sure every new patron phone number has an area code.

- **LinkCDNY:** Although Deanna didn't ask, I occasionally check to see if *ZenDesk* found an alternative to *Parse* that would allow us to implement the *LinkCDNY* project that Deanna started a couple of years ago, and which was stopped abruptly when Facebook dropped their support for *Parse* (I'm not going to bore you by explaining *Parse*, *ZenDesk*, etc.). In any case, a replacement was found and I attempted to install *LinkCDNY* here, ran into other obstacles, and mercifully was told to stand down by Deanna, who is looking at other ways to provide the service that *LinkCDNY* would have offered. A dead end, but educational.

At the libraries (Rawdon):

- **PTRB/STEP:** Modified the DSL modems to allow VPN (virtual private network) access, but the modem does not support L2TP passthru.
- **RCSC:** Setup DC2 as second domain controller and file server for backup. Added a VM (virtual machine) to enable KMS. Fixed printer software problem. Also added a second domain controller for the public to login faster.
- **COHS:** Setup staff VM to replace a failing circ PC. Set up another domain controller for public PCs to login faster.
- **RVLL/BERN:** Redid KMS server to activate Windows 7 PCs.
- **NGRN:** Ordered two very compact PCs for public internet stations. It will be a test for libraries that very little room for computers .
- **RCSC:** Finalized virtualization project. HV1 and HV2 (Hyper-V servers) are in place hosting various VM (virtual machines). Three domain controllers (2 virtual and 1 physical) are set up for authenticating both networks. DC2 also serves as the file server for daily backups.
- **COHS:** Working to finish virtualization project. Both HV1 and HV2 are in production. It still needs another physical computer as DC and backup is yet to be set up. I will follow RCSC footpath to set up additional computer. An unexpected surprise is its newly deployed domain-joined. Worked on a Windows 10 PC having a "paid fine" problem in Sierra. It won't update the balance after a fine is paid. I have narrowed down that it is related to a Windows permission issue.
- **NGRN:** Working to stage their new internet PC
- **MEND:** Set up a new Circulation PC.
- **STEP:** Solved its bookkeeper remote problem - Taconic DSL modem does not support L2TP VPN pass thru. I set up a username for STEP on our ASA (firewall) so they can VPN to us first before hitting STEP bookkeeping computer.

Youth and Family Services:

Youth and Family Services

July 2017

Mary Fellows, Manager, Youth and Family Services

Highlights for the month include:

- A library tour to see how our libraries' summer reading programs (SRP) are going. Verdict: hopping! From learning about construction of the construction of the new Mario Cuomo Bridge (Guilderland) to coding (RCS) to hands-on creation during Kids Builder's Association (Bethlehem), our libraries are taking the SRP theme of "Build A Better World" to new heights!
- The arranging for, managing, and moving of a museum exhibit on nanoscience. We embarked on a new museum-library partnership when C-MOST (SUNY Poly Children's Museum of Science and Technology),

contacted me and offered the exhibit for loan to our libraries. Libraries that could accommodate both the summer-fall time frame and the multi-piece exhibit were RCS and Bethlehem.

Following some complicated arranging, TMM (Tim and Mary Movers) picked up a UHaul panel truck, drove to C-MOST, and loaded up the exhibit, which seemed anything but nano on that humid day! The large educational panels, ferrofluid tubes, giant nanotube blocks and much more are now intriguing patrons at Bethlehem. On September 6 TMM will spring into action again to transport the exhibit to RCS, where it will stay until Halloween.

- Space assessment at RCS, as part of the library's participation in the Prototype Project on Early Literacy (ProPEL) project. Another ProPEL deliverable completed this month was a written assessment of each library's policies and marketing for family friendliness.
- With Tim, CORE trustee training at UHLS