



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

**Board of Trustees
November 8, 2017**

PRESENT: Matthew Finn; Evelyn Greenstein; Sarah Goff; Herb Hennings; Janet Ivory; Susan Keitel; Michael Poost; Tara Ricard; Lisa Scoons; Fred Wobrock, Jr.
Excused: Yvette Terplak
Absent: Antonio Booth
UHLS Staff: Tim Burke, Jona Favreau

4:31 PM – Meeting called to order by T. Ricard, President.

I. MINUTES

MOTION: E. Greenstein moved to accept the October 11, 2017 Minutes. S. Goff seconded. Unanimous.

II. DIRECTOR'S REPORT (full report attached)

T. Burke highlighted the following in his written report:

- UHLAN agreement – T. Burke noted that with a job search, this task unfortunately got delayed for 2018. He is proposing an extension of the current agreement for an additional year, with the only change being the small incremental bump to \$.055 for the per circulation change. All contracts would be emailed to Directors and it would be ideal if we could get them back by January 1st. T. Ricard would then sign them all and the original returned to all member libraries. The DA saw it last month without any questions.

MOTION: S. Keitel moved to accept the 2018 UHLAN Extension Agreement. S. Goff seconded. Unanimous.

- Construction Grant: DLD supplemental information and links to documents are up on the UHLS website under the 'Services' tab for improved transparency.
- NYLA Conference – happening now – come up for a day!
- Public Election Results – Hoosick Falls and Poestenkill received good news from the election, both getting increases in public funding levels.

III. TREASURER'S REPORT

F. Wobrock, Jr. noted that the Finance Committee reviewed the October 2017 report that had been sent to the Trustees prior to this meeting. A number of CDARS accounts were renewed as of November 1st, so we'll see that reflected on next month's report.

MOTION: J. Ivory moved to accept the October Treasurer's Report. M. Poost seconded. Unanimous.

IV. COMMITTEE REPORTS

Finance Committee

Report by F. Wobrock, Jr., Chair. The Committee reviewed the October Purchase Journal which had been sent out to the Board members prior to the meeting. He noted that the final payment for the boiler project was paid (\$25,466), new computer equipment had been purchased for Jona and a number of books (200+) had been purchased via the 2016 + 2017 Jail Grants, totaling \$2,255.15.

MOTION: T. Ricard moved to accept the October Purchase Journal and Payroll totaling \$152,982.50. S. Goff seconded. Unanimous.

T. Burke shared that the Proposed 2018 UHLS Budget has been on the website for several weeks and was alerted to all directors. As of this evening, he hasn't received had any questions or comments, including at the November DA meeting. T. Burke brought up the potential savings for health care for 2018, J. Dugas Hughes asked what the current employee contribution is – J. Favreau explained that it is 50% of the difference between the cost of individual and family coverage.

MOTION: T. Burke moved to accept the Proposed 2018 UHLS Budget. J. Ivory seconded. Unanimous.

Administration Committee: no meeting

Services Committee: no meeting

V. NEW BUSINESS

T. Ricard shared that T. Burke will be inaugurated as the 2018 NYLA President on Friday. This is a huge acknowledgment and opportunity. S. Keitel reminded that NYLA is the voice of the entire state, 756 public libraries, all school and academic libraries – this is a huge honor and we're very lucky to have him on staff and as a resource.

T. Ricard received an email from Karen Strong regarding concerns about the construction grant process – she has responded to her message on behalf of the Board.

VI. TRUSTEE REPORTS

F. Wobrock (BRUN): N. Hurteau is about to take over the administration of the Grafton Community Library, as they've struggled to keep a part-time director on staff. The two libraries are less than ten miles apart, N. Hurteau is familiar to reporting to a town board, and is very excited to have a shared economy. GRAF will pay BRUN and in return, BRUN is now able to offer a part-time employee full-time hours. S. Keitel suggested keeping a log of everything learned.

S. Keitel (WSTR): The Westerlo community room construction project is marching along, hope you all come for a visit when it's done!

WMHT board member would like to help extend their cultural span to the hill towns and east, what might that look like? If you have thoughts, pass them along because she'd love to take him up on this reach opportunity.

- T. Ricard (UHLS): Had the honor to represent the UHLS Board at a celebration of Phil Ehrlich's contribution to the Rensselaer Public Library. The even included the dedication of a room in the library in Phil's honor and was well attended.
- E. Greenstein (TROY): Looking for a recommendation or suggestion of someone who ran a successful capital campaign. Many trustees agreed that oftentimes this person may not be in our area (or within our budget for hire), but they may lead to connections. Reach out to advancement offices or other successful non-profits in the area for resources.
- H. Hennings (GUIL): GUIL held their 3rd annual gala at the library – 1920's theme, raised some money based on restrictions, successful event through the Library Foundation.
- J. Ivory (STEP): Stephentown Memorial Library is now happy to honor the Schmelkin Family by planting and dedicating a tree on their property; they have been long supporters of the library. The benches near the tree will be dedicated to Christopher Baker, who was killed in a car crash almost five years ago.

December meeting is happening! We need a quorum to accept the financial review report.

MOTION: M. Poost moved to adjourn. S. Keitel seconded. Unanimous. Meeting adjourned at 5:32 PM.

12/05/17 J. Favreau

**UPPER HUDSON LIBRARY SYSTEM
EXECUTIVE DIRECTOR'S REPORT
November 8, 2017**

2018 UHLAN Agreement – The UHLAN Agreement has for many years, served as the “contract” between UHLS and each individual member library for System services. As originally conceived, it was solely about library automation (hence the name UHLAN - Upper Hudson Library Automation Network). Soon after I joined UHLS, I shifted the focus of the service agreement between UHLS and the member libraries to general system services, rather than only automation. At the same time I completely revamped the UHLAN fee formula to simplify it and ensure that it created an equitable sharing of the cost of System support between all the member libraries. The fee formula has been in place for two full 3 yr. terms of the UHLAN Agreement and has proven to be an effective way for the member libraries to support UHLS services. The current UHLAN Agreement ends on 12/31/17. During the summer/fall of this year, I had *intended* to completely revise the agreement document to reflect this already established shift away from the automation only focus and get it in front of the UHLS Board and the Directors Association for review and approval on a schedule that it would see it signed off by the member library board’s by the end of 2017. For a number of reasons, I was not able to get a new UHLAN Agreement drafted this year, for which I accept full responsibility.

In order to maintain our service agreement continuity with the member libraries going into the next year, I am recommending to the UHLS Board that they approve an UHLAN Extension Agreement for 2018 (see attached draft). This agreement would essentially “roll” the current agreement until 12/31/18, which will allow sufficient time to have a new UHLAN Agreement drafted, approved and put before the member library boards. The only substantive changes are noted on the draft document (an incremental rate increase and the abolition of the Automated Services Committee [ASC]). The discussion of this recommendation will be on the agenda for the 11/8 meeting.

Construction Grant Follow Up - As part of the UHLS response to the member library feedback received regarding the NYS construction grants program, I wanted to provide the member libraries with another avenue to access information regarding the NYS construction grant program and its administration here at UHLS. To that end, we have created a page on the UHLS website devoted to the program. Along with a summary description of the grant program, there is a link to the NYS Division of Library Development (DLD) website and a number of links to the key UHLS-specific documents related to the grant program. The link to this page is [here](#), and I have also attached a screen shot of the page to this report. I hope that this will help ensure that our member libraries are fully informed about the process and the criteria used by the UHLS Board to determine the grant award distribution. We can add additional documents and/or revise the text of this page as needed moving forward.

2017 NYLA Conference – Just one final reminder that the NYLA Conference will be held in Saratoga Springs Nov. 8 -11 and that you can drop in any time during the conference and register for a single day visit. I hope to see you at the conference!

CORE Trustee Training 2018 – The dates for the 2018 quarterly CORE Trustee Training sessions are listed below. These sessions are designed for new member Library Trustees, new Library Directors, and anyone who wants a refresher on the fundamentals of being a great library trustee. We'll remind libraries of these dates as they approach, but you can make your reservations for any of them by contacting Jona at UHLS (437-9880 x221 or jona.favreau@uhls.org).

Wednesday, January 17 6:30pm @ UHLS
Wednesday, April 11 6:30pm @ UHLS
Tuesday, July 10 6:30pm @ UHLS
Thursday, October 11 6:30pm @ UHLS

And remember that we're always happy to present the CORE program at individual libraries as a refresher for current trustees or to catch a lot of new trustees at your library in one session. Contact me to arrange a session at your library.

Member Library Support - Since the last Board meeting, I have worked with several member libraries consulting with them on specific projects/issues, providing advice and support on local issues to trustees, directors, and/or staff. For this reporting period those libraries include Grafton, Brunswick, North Greenbush, Altamont, and Menands. I also presented the CORE Long-Range Planning module to the boards at both the Sand Lake Town Library and the Menands Public Library. Deanna DiCarlo, Joe Thornton and I conducted a New Director orientation for Kelly Vadney, the new Library Director at the Watervliet Public Library.

UHLS Department Reports

Adult and Outreach Services

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

Adult Services/Adult Literacy Grant: Cypress Resume

We rolled out [Cypress Resume](#) on 10/17 as a component of the second cycle of the Adult Literacy Grant on workforce development. Cypress Resume is an online resume, cover letter,

and reference list tool that is fairly easy to use and geared toward our most vulnerable patrons--those with lower literacy, lower digital literacy, and/or an unclear sense of how to represent their employment history. Users who arrive at the library without an updated resume will be able to create a simple, professional-looking document fairly quickly. The platform provides descriptive phrases for various skill sets related to specific job titles, the provided wording is completely editable, and the documents created in Cypress Resume can be saved in Microsoft Word. As part of the rollout, I created a [user guide](#) and provided all libraries with graphics and a promotional flyer, and I look forward to feedback from our members in the upcoming year.

Outreach Services:

Continuing Education (CE) Workshops: Consumer Health Reference

The Mohawk Valley Library System invited all UHLS member library staff to attend two excellent workshops facilitated by the National Library of Medicine on 10/5: “Beyond an Apple a Day” and “Engaged for Health.” In addition, the Albany Medical Center library rolled out a grant-funded program to increase consumer health information in our communities by offering for-credit workshops toward the Medical Library Association’s Consumer Health Information Specialization at five UHLS libraries: Albany, Berne, Guiderland, Troy, and Voorheesville.

Continuing Education (CE) Workshops: High Interest/Low Literacy Book Discussions

On 10/19, the Southern Adirondack Library System partnered with the WSWHE (Washington-Saratoga-Warren-Hamilton-Essex) BOCES to offer a CE to all three public library systems on developing book discussions for adults with low literacy. From UHLS, two librarians from Albany Public Library were in attendance. The workshop covered reading research, improving comprehension, group structure, selecting appropriate materials, working with adults, and marketing.

Cornell Cooperative Extension, Rensselaer County (CCE-RensCo) Centennial Celebration

I had the pleasure of representing UHLS at the CCE-RensCo 100th Anniversary Open House on 10/13, and I was greeted by so many staff members and volunteers who stated how much they love working with UHLS member libraries and truly value our partnerships, including facilitating numerous Adult Literacy Grant workshops in the past year. CCE-Rensco even presented us with a lovely [appreciation certificate, and](#) I look forward to continuing our work with them during their second century!

Digital Services:

OverDrive Quarterly Reports

All directors received third quarter OverDrive reports on 10/6. My thanks as always to Anne Pitlyk for her excellent work on these return-on-investment reports! Digital circulation continues to grow this year—some takeaways from the third quarter:

- Twenty-six libraries increased their digital circulation over the first three quarters of 2016.
- For the second quarter in a row, six locations have more than doubled their 2016 digital circulation numbers.

- Digital audiobooks made up 47% of total audiobook circulation system-wide through the end of the third quarter. Twenty locations circulated more digital audiobooks than physical audiobooks.
- Among the locations that circulate print magazines, digital magazines made up 48% of total magazine checkouts through the end of the third quarter. Five libraries circulated more digital magazines than print magazines.

eContent Advisory Committee (eCAC)

eCAC met on 10/27 here at UHLS. The agenda included Flipster digital magazine renewals and eContent minimum contributions recommendations.

Continuing Education (CE) Workshop: Digital Literacy Programming for Adults & Seniors: Practical Tools for Library Educators

UHLS hosted a workshop on digital literacy programming on 10/26, facilitated by Bekah Jarvis-Girtler of Colonie. We had 22 UHLS librarians in attendance (Albany, Bethlehem, Brunswick, Castleton, East Greenbush, Grafton, Guilderland, Nassau, RCS, Troy, Westerlo), and six guests from the Mohawk Valley Library System. Bekah shared how to advocate for prioritizing digital services instruction as a core library service, as well as how to design, assess, and lead effective digital literacy classes using formal education strategies; how to address the barriers (stresses, attitudes, and emotions) adult learners bring to the library and the digital literacy classroom; and how to collect and leverage patron feedback to continuously improve digital literacy services.

OverDrive Selector Training

It was my pleasure to visit the Stephentown library on 10/24 to go over all things OverDrive, including selection guidelines, best practices, and the Marketplace interface.

Interlibrary Loan (ILL)

Our second annual Interlibrary Loan meeting has been scheduled for 12/5 at UHLS. On the agenda thus far:

9:30 am - 10:15 am: General meeting for all ILL staff:

- Resource sharing updates from CDLC
- UHLS updates and feedback from all members

10:15 am- 11:30 am: Two breakout sessions

- OCLC libraries policy discussion (Albany, Bethlehem, Colonie, Guilderland, East Greenbush, Troy, Voorheesville)
- All other libraries: Overview and specific procedural training

New Director Orientation: Watervliet

On 10/24, I was delighted to be part of the team welcoming Kelly Vadney to the UHLS family. Kelly is the new Director of the Watervliet Public Library, and it was great to meet her and offer an overview of all the ways we support our members. Kelly comes to us with ample experience from the North Carolina public library scene, and we look forward to working with her!

Automation Services

Automation Services Report October, 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:

Advisory Councils/Committees:

- The Technology Advisory Council didn't meet in October.
- The Circulation Advisory Council met on 10/4 at UHLS.
- The Cataloging Advisory Council met on 10/5 at UHLS
- The Automation Advisory Committee (AAC) met on 10/11 at UHLS. The Cataloging AC and AAC are both working on standardization of *Sierra* Item Types and Loan Rules.

Welcome, Jona: We spent a little time introducing Jona Favreau to our department and setting up her work area -- laptop, monitors, phone, standing desk, check scanner, etc. We prepared, with Heidi's help before she left, to copy some documents and email from Heidi's accounts to Jona's.

Public Speaking workshop: For Mary's Public Speaking workshop we purchased a tripod and microphone, loaned her Joe's microSD card for recording video on her smartphone, created a web page for the project, and helped to configure all the devices.

Web security: To prepare for our move to Secure Sockets Layer (SSL -- encrypted communication between servers and browsers) support for our websites, we chose *namecheap.com* as the source of our SSL certificates.

Sierra notices:

- **Teleforms:** Libraries reported that their patrons were not receiving "hold pickup" phone notices. The *Teleforms* log showed no problems and we could hear calls being made. When we listened closely, though, we could hear that "hold pickup" calls were being answered with the message, "You must dial an area code first." All patron records in *Sierra* have area codes in their phone numbers, so we contacted III, who had us reapply a code and restart the server. That fixed the problem. There are other problems with *Teleforms*, though, that we continue to work with III to resolve.
- **Email:** Some patrons report that they're not receiving email notices. If not the usual suspect (Spam folder), then it may be that the volume of emails we send is causing ISPs to block us temporarily if they think we're spammers. We're trying to get whitelisted with *Spectrum*, since that's one of the biggest ISPs and is used by many of the patrons who have reported this problem.
- **Sierra-cc:** To log *Sierra* emails, we Bcc sierra-cc@uhls.org on every message. When looking at that account to troubleshoot a problem report, we saw that there were 1.2 million messages in the Inbox. We deleted all messages that were more than thirty days old, and installed a script that runs continually to delete old (> 30 days) messages automatically. (We send more than 85,000 hold and overdue emails a month.)

Sierra changes:

- On the recommendation of the Cataloging Advisory Council we added a new Material Type: Digital Media.
- FTP problem: As a result (we think) of our hardening of security on our servers, EGRN and TROY lost the ability to ftp content to their *WordPress* sites on our linux web server. We made some adjustments to correct this problem.
- *Sierra* Item Types/Loan Rules: As part of the Cataloging Advisory Council's project to simplify and reduce the number of Item Types and Loan Rules, Rob worked with SNLK, BRUN, NASSS, and other libraries to analyze and change theirs.
- New Item Type: At BETH's request, we created a new *Sierra* Item Type - 121: Instrument.

MyCard/Overrides: A library reported that they had been checking out (overriding) DVDs for other libraries' *MyCard* patrons, and those patrons were accruing large fines. *MyCard* patrons are not allowed to checkout DVDs or Blu-rays from any library, so this raised a couple of questions: 1) Do all libraries understand the *MyCard* policies? And 2) What Loan Rule is applied when a checkout block is overridden? We're working to clarify these questions for the libraries.

Advance Reader Copies: More than a few reports and utilities still reside on the *Horizon* server. The *Advance Reader Copies* utility is one of them, and the occasional inaccessibility of the *Horizon* server inspired us to move that utility to the *Reports* server now (others will follow). It's a fairly complicated system and took a while to migrate, but it seems to be working fine.

Create Lists training: On 10/19 Rob held a *Sierra Create Lists* training workshop at UHLS.

New director orientation: Joe went with Tim and Deanna to WTVT to welcome the new director and orient her to UHLS services.

New report: As part of the Cataloging AC and AAC projects to simplify and maybe (!) standardize *Sierra* Loan Rules, we created a [spreadsheet](#) that shows the Item Types used by each library, the number of items that have those Item Types, and the Loan Rules currently in use. We've been asking III for years for access to the system tables that hold this data, but decided to do it ourselves in a more brute-force, but ultimately very useful, way.

At the libraries (Rawdon):

- **COHS** - Getting parts for mounting two large screen TVs in community rooms. Recreated all virtual machines (VM). Staged a laptop for staff.
- **SNLK** - Worked with Sean Minotti to create a new network infrastructure for the library using Ubiquiti devices. Continued working with Sean to test out the Ubiquiti infrastructure.
- **STEP** - Consulted with a board member about backup strategy.
- **ALTM**- Proposed new replacement computers for the library.
- **VAFL** - Looked into wide area wireless network possibility. Met with the board president to evaluate options to expand internet service to town and Pittstown residents.
- **MISC** - Tested *Time Limit Manager* (TLM) and *Wordperfect* on Windows 10. They work.

Youth and Family Services

Youth and Family Services

October 2017

Mary Fellows, Manager, Youth and Family Services

The TM Movers (Tim & Mary) took a final journey on the last day of this month, returning the nano exhibit back to the SUNY Children's and RCS libraries. An estimated 4200 people viewed the exhibits, and managing an exhibit loan MOST contacts to evaluate the possibilities for collaboration.



Museum of Science and Technology. exhibit during its stay at Bethlehem working with C-MOST, moving big process. I'll be following up with my C-experience and consider future

The public speaking class series, "Public Speaking: Get Better At It" got underway this month. We have ten motivated students who learn strategies, do an impromptu speech and make a presentation they have prepared for at each session. For session 2, the topic for the prepared speech was "Why do we need public libraries?" Each speaker is also filmed so that they can identify movement habits to work on. There are visible changes in the students' skills from one class to another, which is exciting!

A big event under our family literacy grant (B.E.L.L.S.) happened this month: a half-day early literacy storytime training aimed at less experienced staff and volunteers. Last year I hired a colleague to develop the curriculum and teach the first class, with the idea that I would hire two seasoned UHLS member librarians to teach the class for year 2. My purpose was to give our more experienced folks a way to grow and to help them develop their presenting chops. It worked beautifully as Gail Brown (Voorheesville) and Rose Stuart (East Greenbush) taught 20 eager learners to transform their storytimes into 21st century programs - including strategic messages to parents and incorporating each of five early literacy practices. A structured mentoring program extends the class experience. As always, the partnership of Diane Riganti in preparing for this class was invaluable.

Also in early literacy, I presented "21 Minutes for 21st Century Libraries" to the Rensselaerville and Castleton boards this month. CORE trustee training, a focus group at Poestenkill, a Youth Services Advisory Council meeting where participants engaged in "speed dating" with the many kits they can borrow from us, and a trip to Utica to present training for the Mid-York Library System rounded out the month.