

Attendance:

Deanna DiCarlo (UHLS), Anne Pitlyk (UHLS), Tomomi Watanabe Hudspath (GUIL), Elizabeth Putnam (EGRN), Natalie McDonough (BETH), Jennifer Ward (APLB), Catherine Snow (EGRN), Sue Hoadley (WSTR), Tracey Pause (VOOR), Kelly Vadney (WTVT)

Adult Literacy Grants:

- UHLS is wrapping up year two of the three year cycle for the Adult Literacy Grant. In year two, there have been thirty programs across UHLS libraries this spring and over five hundred uses of Cypress Resume. An in-depth report on the programs is forthcoming to the Adult Services listserv.
- D. DiCarlo asked if any attendees would like to speak about their experience with the programs.
 - E. Putnam, T. Pause, and T. Watanabe Hudspath all said that their libraries had excellent experiences with trainer Sarah McFadden.
 - E. Putnam also said that a resume help session from Marsha Lazarus, though it was less well-attended than the course offered by Sarah McFadden.
- D. DiCarlo asked for feedback on Cypress Resume.
 - C. Snow said that it was alright for entry level positions. She was recently able to assist a patron apply for a job as a delivery driver.
 - D. DiCarlo said that we will most likely be renewing Cypress for another year with this grant, but that attendees should start thinking about whether the system should continue subscribing in the next grant cycle.

Librarian's Guide to Homelessness

- UHLS purchased an online training for all UHLS members called The Librarian's Guide to Homelessness by Ryan Dowd, the author of the book of the same name. The training is on the Niche Academy platform. Members have access to the training through May of 2019. D. DiCarlo demoed the website and asked attendees to consider whether or not they'd like UHLS to facilitate a meetup in the spring to talk about what was learned and ways to supplement the training. Details will be forthcoming to all UHLAN users.

Great American Read

- CDLC and WMHT are partnering to offer programming support for libraries around The Great American Read. CDLC has created a [libguide](#) with resources. There is a shared [google drive](#) with book cover photos, program ideas, and a link to the UHLS OverDrive collection. And handout of the [PDF checklist](#) was distributed as well.

- D. DiCarlo asked if anyone was already planning programming around the television event.
 - E. Putnam said that EGRN will have a book discussion about it, but that it may have to wait for the fall. They have no specific plans yet.
 - N. McDonough is planning book discussions around the next episode (September 11th) and will host lectures on some of the books by professors from The College of St. Rose.
- [UHLS Book Discussion Collection](#) has some of the titles from the list available for request.
- K. Vadney plans on polling patrons: What's Watervliet's favorite Great American Read?
- N. McDonough said that if anyone is planning on doing trivia, BETH has questions for Harry Potter.
- E. Putnam asked if there could be a master calendar for area events. D. DiCarlo will reach out to Kariann Kakeh at CDLC and find out.
- N. McDonough asked where how PBS compiled the list of 100 books. From the PBS website: "PBS and the producers worked with the public opinion polling service "YouGov" to conduct a demographically and statistically representative survey asking Americans to name their most-loved novel. Approximately 7,200 people participated."
- S. Hoadley recommended that smaller libraries advertise The Great American Read, even if organizing large programs requires more time and resources than a smaller library has available.

National Network of Libraries of Medicine Grant

- UHLS, MVLS, and SALS have been jointly awarded a grant from the National Network of Libraries of Medicine for health programs. Details will be forthcoming on Adult Services listserv this summer.

Third Party Product Updates

- Mango is on track to see just as much usage as last year. N. McDonough said that she tells patrons that it is just as good as Rosetta Stone.
- OverDrive has announced that it will again be offering magazines on its platform. Flipster has been doing very well for us. Patrons like the ease of use and it has some very popular titles that OverDrive will not be able to offer.
- UHLS is aware of the ongoing issues with the UHLS Mobile app and we are working diligently to fix them.
- D. DiCarlo has set up a training with Lisa Dougherty on September 25th at UHLS. A survey asking for specific questions for Lisa is forthcoming.
- OverDrive is continuing to push Libby. Patrons seem to like it. Four libraries have opened Advantage accounts in OverDrive to address long waiting periods for holds.

ASAC FEEDBACK

- D. DiCarlo shared photographs from UHLS participation in Albany's Pride Parade this year and encouraged any interested libraries to attend next year. It's a blast!
- D. DiCarlo gave a quick rundown of all the awards that PLS is offering this year including conference scholarships and innovative programming awards. A handout was included with details and will be attached to the minutes.
- N. McDonough asked for potential replacements for Evanced. BETH is currently looking to upgrade.
 - E. Putnam said that EGRN made the switch to Library Market two weeks ago and they have been happy with it so far.
 - J. Ward said that APL switched from Evanced to LibCal about a year ago and she has been very happy with LibCal.
- J. Ward brought up a grant that she received through the Albany County Office for Aging that she is using to pay for a Tai Chi program at the Bach Branch.

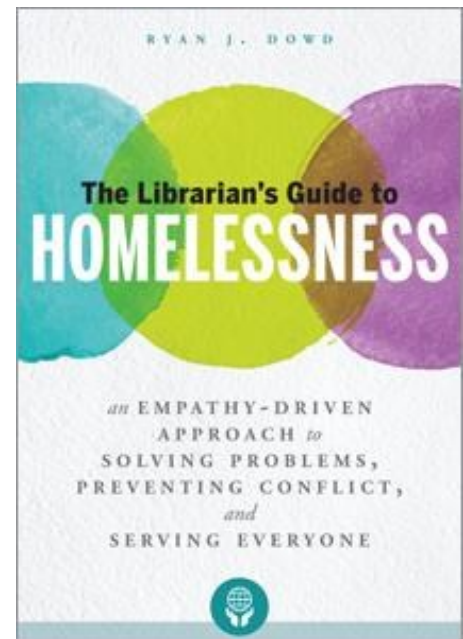
Upcoming Meetings and CEs

- CDLC InfoMingle
June 28, 2018 | 3PM with 5PM Happy Hour | College of Saint Rose Library
- Ancestry Training with Professional Genealogist (BYOD)
September 25, 2018 | 9:30 – 11:30 am | UHLS
- Adult Program Swap (tri-system): Tech Programming
September 27, 2018 | 9:30 am – 11:30 am | MVLS
<https://programswap.blogspot.com>
- ASAC
October 18, 2018 | 9:30 – 11:00 am | UHLS
- NYLA
November 7-10, 2018 | Rochester | PLS Scholarships Available
- Librarian's Guide to Homelessness
Online through May, 2018

Practical Tips for Difficult Homeless Patrons is a self-paced, online training on the Niche Academy platform. It is based on the book *The Librarian's Guide to Homelessness* by Ryan Dowd. The training is comprised of 62 segments/videos, roughly 3-5 minutes each. There are also downloadable notes, a completion quiz to gauge one's learning, and an exit survey from UHLS (very brief) to measure training impact.

Training Table of Contents:

- ⇒ Overview: Intro (Video 1) and a legal "Notice" (if you work for a member library, you're good to go. If you share this training with non-employees, you're violating our contract).
- ⇒ Part I: Homeless Patrons (Downloadable Notes and Videos 2-16)
- ⇒ Part II: Punishment (Video 17)
- ⇒ Part III: (Videos 18-61)
 - A. Psychology of Voluntary Compliance
 - B. Three Additional Concepts
 - C. Mindset Tools
 - D. Pre-Conflict Tools
 - E. Non-Verbal Tools
 - F. Verbal Tools
 - G. Crisis Tools
- ⇒ Conclusion (Video 62; Completion Quiz; Exit Survey)



Available in the UHLS
[Professional Collection](#)
[025.508 DOW]

UHLS has subscribed to access to the course through May 2019 for all member library staff (and UHLS staff).

To participate, go to <https://my.nicheacademy.com/uhrs-staff>

You will see two options: **How to Enroll in the Homelessness Training** (left) and the course itself, **Practical Tips for Difficult Homeless Patrons** (right). You can read how to enroll (left), or you can click on the training (right)—either way, you will be prompted to create a login. See next page for more info.

A note about your login:

Please use your work email to create your login—Only library domains (@albanypubliclibrary.org, etc.) will be able to create an account (you can use circ@ or info@ etc. if you do not have a work email). If you attempt to create a Niche Academy account with a personal Gmail (etc.) account, it will not permit it.

If you have any issues creating a Niche Academy account for this training, please contact Deanna DiCarlo at deanna.dicarlo@uhls.lib.ny.us.



How to Enroll in the Homelessness Training



Practical Tips for Difficult Homeless Patrons

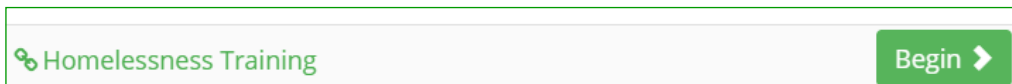
<https://my.nicheacademy.com/uhls-staff>

How to Enroll in the Homelessness Training is a webpage with instructions for how to create a login.

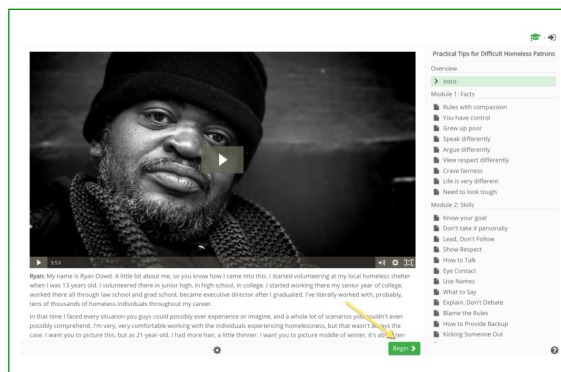
Practical Tips for Difficult Library Patrons is the training itself.

There are two ways to get started, and both options prompt you to create an account.

At the bottom of **How to Enroll in the Homelessness Training**, there is a green **Homelessness Training** link that will lead you to the *introduction* to the **Practical Tips for Difficult Homeless Patrons** training. When you click on the green **Begin** button at the bottom of the **How to Enroll in the Homelessness Training**, you'll also be prompted to create an account or log in.



There is also a green **Begin** button at the bottom of the introduction to **Practical Tips for Difficult Homeless Patrons** will also prompt you to create an account, as will clicking on any of the other lessons. Whatever you decide to access first, you will eventually be prompted to create an account.



To create a Niche Academy account, you just need first name, last name, work email, and password. **[Note: you will also see a sentence about temporary passwords; ignore it. UHLS did not use this option.]**

Once you create an account and log in, you have access to all the lessons, the notes, the quiz, and our exit survey, and you'll be able to see your progress checked off as you move through the tutorial.

If you have an experience that this tip sheet does not cover, or any other questions about this training, please contact deanna.dicarlo@uhls.lib.ny.us.

2018 PLS Awards

The NYLA Public Libraries Section (PLS) is currently accepting applications for the following awards:

- NYLA 2018 Annual Conference Scholarships (5)
- Public Library Building Awards for Renovation/Restoration (2)
- Best Practices Award
- *NEW* Innovative Program Award



Deadline to apply: June 29, 2018

Complete eligibility details/rules and application procedures, are the on PLS Awards webpage (nyla.org)

PLS Public Libraries NYLA Conference Scholarships

The Public Libraries Section of NYLA is pleased to offer five (5) Conference Scholarship awards to encourage public librarians (professional degree not required) now in the field, or students in library school, to participate in NYLA/PLS.

Each award maximum is \$1,200, which includes full conference registration, travel or other conference related expenses, and membership in NYLA and PLS if the winner is not already a member.

PLS Public Libraries Building Awards: Renovation and Restoration

This year's Building Awards will go to a library in a community serving less than 20,000 in population, as well as a library in a community of over 20,000 in population.

Both libraries to receive recognition will receive a \$1,000 cash award, a display plaque, and a press release from the Public Libraries Section of NYLA for the library to distribute to local media outlets.

PLS Best Practices Award

This year's PLS Best Practices Award will be given to a public library or public library system that has focused on the best use of Web technology to promote library services.

The award winning library or system will receive a \$1,000 award, a display plaque, and a press release from the Public Libraries Section of NYLA for the library or system to distribute to its local media outlets.

NEW 2018 PLS Award/Support Opportunities

NEW: PLS Innovative Program Award

The Public Libraries Section of NYLA wishes to recognize and honor innovative, impactful programming in libraries throughout New York State. The PLS Innovative Program Award will recognize programs produced in public libraries that are new to the library's community, fulfill an identified need in the community, and which have a measurable, positive impact on the target audience.

The award consists of a plaque for your library, a cash award of \$1,000, and a press release from the Public Libraries Section of NYLA for the library to distribute to local media outlets.

NEW: Requests for PLS Programming Support

New York Library Association roundtables and affiliates are eligible to submit a request for conference programming support from PLS.

This support is intended to help finance bringing speakers to the annual NYLA conference, or other public library conferences in New York State.

Each NYLA roundtable or affiliate may submit one request per year.

- Awards are offered for up to \$1,000, with additional support considered as the annual budget allows.
- A maximum of five awards are given each year.
- Requests must be submitted by **June 30th** of each year.

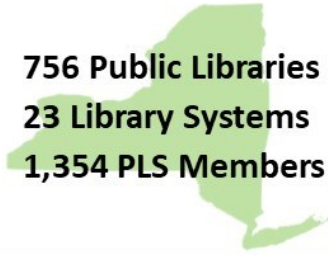
Roundtables and affiliates that receive support will be required to credit PLS in conference publicity.

The PLS Request for Support application form is on the PLS webpage (nyla.org)





756 Public Libraries
23 Library Systems
1,354 PLS Members



Strengthening #WhatLibrariesDo

Preview of PLS at NYLA 2018

NYLA's Public Libraries Section represents the interests and concerns of the 756 public libraries of New York State.

PLS provides leadership opportunities that promote and enhance library services.

PLS acts as an advocate for public and political awareness about adequate funding and support for public libraries.

PLS Membership Meeting featuring: "The Line Between Service and Safety"

FRI, 11/9: 8:00 am meeting followed by 8:30 am program; coffee and light fare will be served.

Library workers exposed to inappropriate speech or conduct might wonder if they've experienced 'actual' harassment or 'harmless' unwanted conversation - how can they assess these situations and effectively respond?

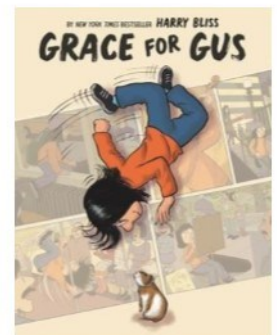
Nicole Scherer, Nassau Library System

- PLS recognizes outstanding public libraries and librarians each year by granting conference and academy scholarships, awards of merit, and building awards.
- PLS organizes and facilitates programs at the annual conference, including our popular "Author! Author!" event.
- PLS develops continuing education opportunities throughout the year, like our "Breaking Down Barriers" conference in June, 2018.

PLS Author! Author! Event featuring Harry Bliss

THUR, 11/8: 5:30 pm at Rochester Public Library; ticketed event; includes copy of book, open bar, and assorted appetizers.

Harry Bliss is a cartoonist and cover artist for the *New Yorker* magazine. He is the author/illustrator of *Bailey and Luke on the Loose* and the illustrator of *A Fine, Fine School* by Sharon Creech, *Which Would You Rather Be?* by William Steig, *Diary of a Worm* by Doreen Cronin, and *Louise, The Adventures of a Chicken* by Kate DiCamillo. His new book, *Grace for Gus*, will be included with event tickets.



Join our group:
facebook.com/groups/NYLAPLS



Join NYLA & PLS:
nyla.org

Mental Health First Aid CE

Co-Sponsored with the CE Committee
WED, 11/7: 9:30am— 6:00pm.

Participants will be MHFA-certified for three years. The training will be provided by the Delphi Drug & Alcohol Council (Rochester).