UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

Directors' Association
December 4, 2015

✔	APLM - Scott Jarzombek			PTRB - Sharon Hodges
	ALTM - Joseph Burke			POES - Margie Morris
	BRLN - Sharon Vogel		✔	RCSC - Judith Wines
✔	BERN - Judy Petrosillo		✔	RENS - Jane Chirgwin
	BETH - Geoffrey Kirkpatrick			RVLL - Kim Graff
✔	BRUN - Natalie Schipano		✔	SNLK - Melinda Fowler
✔	CAST - Melissa Tacke		✔	SCHG - Nick Matulis
	COHS - Matt Graff			STEP - Laurenne Teachout
✔	COLN - Evelyn Neale		✔	TROY - Paul Hicok
✔	EGRN - Jill Dugas Hughes			VAFL - Kelly Akin
✔	GRAF - Veronica Tatro		✔	VOOR - Gail Sacco
✔	GUIL - Tim Wiles		✔	WTVT - Samantha Fagan
✔	HOOF - Carol Gaillard		✔	WSTR - Sue Hoadley
✔	MEND - Lenny Zapala			
	NASS - Laurenne Teachout		✔	UHLS - Tim Burke
	NGRN - Daryl McCarthy			

9:10 AM - Meeting called to order by S. Hoadley, President, following an announcement of a sympathy card that was circulating for Marcia Middleton on the passing of her husband.

I.   MINUTES

MOTION:	L. Zapala moved to accept the November 6, 2015 Minutes as presented. J. Petrosillo seconded. Unanimous.

II.   REPORTS

Executive Director's Report - T. Burke highlighted features in his report:

- DECISION CENTER: getting this feature up and running has become a priority for the UHLS Automation staff. They are working with III to populate it with the correct data. This program appears to be very user friendly, versatile, and it might not be necessary to create so many Ad Hoc reports.

  E. Neale noted that the figures in the current Ad Hoc report for withdrawn items is low and does not appear to be pulling numbers from the correct areas in the database.

- SLOW RESPONSE TIME ISSUE: the slow response time experienced by UHLS users in Sierra has now been escalated to the Senior VP for Support level. T. Burke spoke with this individual at NYLA and expressed dissatisfaction with the fact that the issue has not yet been resolved.

- CREATE LIST TRAINING: this training will continue with several more basic training sessions already scheduled along with a Create List Forum for advanced users to share ideas and information.

  G. Sacco asked if there was any possibility that these training sessions might be taped for those who could not attend. T. Burke responded that UHLS does not have that capability at this time but he would like to hear from any library with the correct equipment to do this. He also suggested that it is possible that a YouTube video already exists on this training from other III users. He will have the UHLS staff look into this.

  E. Neale noted that at COLN both the public and staff computers get an error message at start-up every day stating "have exceeded user licenses." No one else seemed to have this problem.

- WEEDING: brief discussion regarding weeding and how to use both the Horizon and Sierra reports to locate items that should be weeded from the collection.

- HOLDS: G. Sacco noted that VOOR is still having problems with patrons who don't understand how to place a hold on an item. She wondered if there was a problem with the nomenclature.

  N. Matulis noted that there was a problem with data reporting since his walk-in figures and circulation figures seem to correspond but the Borrowed From figures are lower than they should be.

- "NOT AVAILABLE": T. Wiles suggested that the "not available" line that patrons see when requesting an item can be confusing and lead them to believe that their library doesn't own that item rather than the fact that it is checked out.

- EMAIL RECEIPTS: T. Wiles asked if it would be possible to email receipts to patrons rather than give them a paper copy. Consensus that this can be done.

- LIBRARY CARDS: T. Wiles asked about the rationale behind library cards expiring every three years. It was noted that in the more urbanized locations, people move frequently and libraries need to keep track of addresses.

- LOCAL REQUEST: Discussion regarding local priority/local request and how a library being closed affects what library an item comes from. For example, if a MEND patron requests an item when the library is closed, the pull list from another library might be used to send the selected item to that patron rather than waiting for the home library to open and go through THEIR pull list even though that item might be sitting on a MEND shelf.

- VUE FIND: E. Neale asked if it would be possible to interface Vue Find since some users preferred it to Sierra. T. Burke noted that "you can put lipstick on any pig."

- PRIME AUDITORS: This company was able to obtain a large Time-Warner refund for UHLS and we can recommend the company to any member library.

- INTERVIEWS: The interviews for the UHLS support staff position have started. The UHLS Board approved the revised job descriptions for both of the System support positions.

- CONFLICT OF INTEREST: The member libraries were reminded that their Board should have a Conflict of Interest Policy and that their Board members should all sign a Conflict of Interest form. There is a question on the Annual Report asking if this has been done.

- ADVOCACY: It is important to start sending emails to State legislators and the Governor supporting increased funding for libraries and continuing to match the education funding. He noted that UHLS and NYLA will be planning some small personal visits to legislators before Advocacy Day in March 2016.

  G. Sacco asked how GUIL was able to obtain a large amount from the legislature. T. Wiles noted that he had several Board members who were very active in the Republican Party and worked on Senator Amadore's campaign. They explained to him the need for a new library roof and he was able to obtain the funding.

  T. Burke explained that Bullet Aid comes through the Senate and is only available to Senate Republicans. In the Assembly, the Bullet Aid has traditionally not been available for individual use but is generally put as a lump sum into education funding.

T. Burke reminded libraries that they should be in constant communication with their legislators, regardless of party affiliation. He handed out a list of NYLA's advocacy priorities and noted that once again, the theme is "libraries are education." Along with increased general aid, NYLA is also advocating for an increase in Construction Grant funds.

T. Wiles noted that the new Commissioner of Education is a supporter of libraries and that there is a video in which she expresses her support.

P. Hicok asked if libraries should tie a request for increased funding with the Governor's decision to increase the minimum wage? T. Burke noted that the NYLA Legislative Committee decided to let other, larger, organizations deal with the minimum wage issue (School Districts, businesses, etc.) and then act accordingly.

- STAFF EVALUATION FORMS: J. Petrosillo asked about the Evaluation Form survey that T. Burke conducted. He responded that he was still compiling the results and would send them to the member libraries.

UHLS Board and Finance Committee - report by J. Wines
- The 2016 Budget was approved.

eContent Committee - report by J. Wines
- J. Wines distributed a report showing annual e-content circulation comparisons between 2015 to-date and 2014. There has been a significant 26% increase in circulation.
- The Committee is waiting for information from the libraries regarding use of the Gale Virtual Reference Library and, if warranted, will open it to the libraries in 2016 to purchase needed items.
- J. Wines reported that based on the 26% increase in circulation, the Committee is recommending a 7.5% increase in the minimum contribution by member libraries for the purchase of econtent in 2016. She emphasized that this is a minimum contribution and the libraries are always welcome to spend more.

> **MOTION:** G. Sacco moved to accept the Committee's recommendation for a 7.5% increase in the minimum contribution by member libraries for the purchase of econtent in 2016 and noted that they are encouraged to exceed that amount. J. Chirgwin seconded. Unanimous.

- S. Jarzombek asked if there was a way to get stats on the number of registered users in OverDrive? J. Wines said that it can be done, but cannot be sorted by library.
- Discussion about the UHLAN cards and how their use affects circulation in both print and econtent. How will the circs in OverDrive be allocated to the libraries? The Committee will propose a formula.

Administration Committee - report by T. Burke
- The Committee recommended Board approval of the two revised job descriptions for the Senior System Support Associate and System Support Associate positions.
- The Committee approved holding the 2016 UHLS Annual Dinner at the Hilton Garden Inn in Troy on Wednesday, June 8th.

Services Committee - no meeting, no report

Central Library Advisory Committee - report by L. Zapala
The Committee didn't meet, however he reminded everyone about the online Central Library Services Survey and encouraged them to fill it out.

Ad Hoc Reports and Statistics Committee - report by S. Jarzombek
- The Committee recommended that Decision Center become the primary report program for Sierra.
- C. Stollar Peters will be developing a chart that will help in collecting data regarding circulation and use statistics to compare with the reports generated by the System.
- The Committee is working on creating a formula to use with the State Annual Report for producing statistics for April and May 2015 when they were not available through the ILS. T. Burke noted that UHLS will offer a standard note for libraries to use in explaining how the statistics were developed.

III.   OLD BUSINESS
- CE Conversations: G. Sacco apologized that she has not had time to work on suggested presentations. T. Burke offered to organize a presentation on Advocacy with NYLA for the February meeting because March 3rd is Advocacy Day. G. Sacco will organize something for the March meeting.

IV.   NEW BUSINESS
- eContent: G. Sacco suggested holding off discussion about the charge of the eContent Committee until the February meeting so that everyone will have time to look over the materials sent out by T. Burke.

V.   OPEN FORUM
- Discussion regarding dealing with patrons with an odor problem. P. Hicok suggested approaching it as disturbing to other patrons - try to make it less personal. V. Tatro gave an example where she took the patron aside and approached it as a clothing issue and spoke with the patron on a private basis. T. Wiles suggested speaking with the patron in private but have another staff member as part of the discussion as a witness and/or protection. G. Sacco suggested having a social worker or a Board member as the second person in the discussion.

- G. Sacco - VOOR has ALA "Snoopy" library cards. She also spoke about the ALA Public Awareness Campaign "Libraries Transform." VOOR has a new Assistant Director. VOOR posted photos of a kids program "Drive-In Movie" on Facebook and was surprised (and pleased) at the number of hits.

- S. Jarzombek asked if Deanna DiCarlo could do a presentation for the member libraries on using social media.

- V. Tatro - GRAF will hold an Open House on December 5th with tree decorating and a workshop on making Star Wars ornaments. She also noted that if any libraries have computers that they are no longer using, GRAF needs to upgrade their public access computers.

Consensus to cancel the January meeting since it would fall on the day that UHLS is closed. There were no other dates available to re-schedule. Next meeting will be on Friday, February 5, 2016.

MOTION: L. Zapala moved to adjourn. J. Petrosillo seconded.
                           Unanimous. Meeting adjourned at 11:05 AM.

Heidi A. Fuge
12/7/15