



UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

Chair: Melissa Tacke

Vice Chair: Tim Wiles

Secretary: Joe Burke

X	APLM – Scott Jarzombek	X	NGRN – Mary Klimack
X	ALTM - Joseph Burke	X	PTRB – Anita Wilson
	BRLN – Sharon Vogel	X	POES - Margie Morris
	BERN – Kathy Stempel	X	RCSC - Judith Wines
X	BETH – Catherine Stollar Peters	X	RENS - Jane Chirgwin
	BRUN – Sara Hopkins		RVLL - vacant
X	CAST – Melissa Tacke		SNLK - Melinda Fowler
X	COHS – Hannah Stahl		SCHG - Nick Matulis
	COLN - Evelyn Neale		STEP - Kim Roppolo
X	EGRN - Jill Dugas Hughes	X	TROY - Paul Hicok
X	GRAF – Lise Smith		VAFL - Kelly Akin
X	GUIL - Tim Wiles	X	VOOR – Tracey Pause
X	HOOF – Sara Yetto		WTVT – Kelly Vadney
	MEND - Lenny Zapala	X	WSTR - Debbie Scott
X	NASS – Tracey Clague	X	UHLS - Tim Burke

Directors' Association

November 1, 2019

9:05 AM - Meeting called to order by M. Tacke, Chair. Welcome to our two guests filling in today – Catherine Stollar Peters for BETH and Tracey Pause for VOOR.

I. MINUTES

MOTION: J. Chirgwin moved to accept the Minutes of the October 4, 2019 meeting. L. Smith seconded. Unanimous.

II. REPORTS

Executive Director's Report – Report distributed prior to the meeting. Here are a couple of highlights:

- **UHLS Contract Delivery Service** – We're a few weeks into our new delivery service and we seem to have caught back up and returned to normal levels of circulation and volume; consensus from the room is that we are no longer back-logged. As smoothly as the transition was, this new service does come at a significant cost. J. Burke asked about re-visiting the UHLAN agreement – T. Burke doesn't want to revisit this agreement, as we're so close to getting the process completed. The Central Library Advisory Committee can also discuss using central library funds to supplement the impact in 2021, but for now, UHLS has drafted a budget that can absorb the cost in full. J. Burke asked what the difference in pricing was – about \$80k but we aren't fully sure due to the fuel surcharge that is added on a weekly basis.
- **Fine Free Program for Library Trustees and Staff** – One more reminder that there is still time and space for you and/or your trustees to attend later this month. T. Wiles noted that they may host their board meeting here at UHLS after the program because it's the same night and they would all like to attend.
- **Construction Grant Update** – Not included in the report but shared with each of you today is the list of construction aid projects approved by the UHLS Board. It was a great year because each applying library was fully funded. S. Jarzombek asked what the tone for next year was like for construction aid. T. Burke noted that we're in a rut – the Governor cuts out aid the legislature has to restore it, there's no reason to believe it's going to be a different pattern. L. Smith asked what the next steps were for this year's awards – DLD and DASNY will review the applications and we won't hear again until they've given the okay.

UHLS Board and Finance – J. Dugas Hughes shared that the Board will be reviewing a revised proposed 2020 UHLS budget since we have the new delivery service cost to factor in.

Administration Committee – J. Chirgwin reported that they did not meet but they are scheduled to meet later this month.

Services Committee – T. Burke reported that the committee discussed the construction aid applications and a recommendation was made to the Board. As previously discussed, the Board approved the recommendation and each application was fully funded.

Automation Advisory Committee – M. Tacke noted that her topic (loan rule standardization) will be discussed under new business.

Central Library Advisory Committee – T. Burke reported that the proposed central library budget was forwarded to the APL Board who will review it in November, and then the UHLS Board will review it at their November Board meeting. If approved, it will go into place January 1. Biggest change was dropping the languages database Mango. N. Hurteau sent out an email this week seeing who's still interested in offering this product. T. has a few questions – how many card holders are there in the system? 129,919 with active cards per J. Thornton. Were there only 5k patrons within UHLS using Mango? Yes. How many

regular users were there? T. Burke doesn't have this answer but we can follow up with the committee. J. Dugas Hughes noted that she personally loves Mango but everyone/patrons are using Duolingo. Mango will end December 31, 2019. M. Tacke asked the room how many have responded to N. Hurteau with the potential to opt in – the majority of Directors raised their hands. Price is usually determined by aggregated population – N. Hurteau will be in touch when she receives the numbers. J. Dugas Hughes noted that EGRN has increased their spending on eContent but hasn't opted into Advantage Plus yet – has anyone seen a difference. C. Stollar Peters – yes, their hold time has decreased despite the average hold time increasing as a collective. The CLAC budget added a significant amount allocated toward non-fiction, so in 2020 member libraries should focus on purchasing fiction. S. Jarzombek would like to see statistics for non-fiction, fiction and audiobooks, as this will help everyone with direct, intentional spending.

eContent Advisory Committee – J. Wines reported that the committee did not meet but she does have charts, as of October 25. All but two have spent 2/3 of their budget, which is excellent news! To follow up, we cannot turn off the automatic renewals feature. J. Burke asked about push notifications to inform patrons - J. Wines will look into this at their next meeting. S. Jarzombek suggests diving into your circulation numbers to see what's really decreasing in circulation, and reallocate the funds toward eContent. H. Stahl followed up on the 21 days vs. 14 days checkout feature – M. Tacke noted that it's set at 14 days by default but the patrons have the option to change that to 21. J. Wines also noted that power users are not maxing out the total number of holds for eContent.

Ad Hoc Bylaws Committee – no meeting

III. OLD BUSINESS

IV. NEW BUSINESS

M. Tacke shared that the AAC has identified the following benefits to the adoption of standardized loan rules across the system: reduced patron confusion, improved customer service, improved resource sharing and communication between member libraries and guidance for directors, particularly new directors, in evaluating their library's loan policies. M. Tacke understands that the DA isn't going to vote on this topic and that these recommended loan parameters may not work for every member library at this time, however it should be used as a guideline in order to work toward being similar. She would like to highlight the recommendation of a grace day – it is recommended that member libraries allow one grace day for all circulating items, alleviating mistaken fine charges when check-ins are not backdated, or other circulation mistakes. M. Tacke also highlighted the billed items category – currently, checked-out items transition to “billed” 31 days after the item's due date. Now that CAST and APL are both fine free, they'd actually like to see this done sooner because they've found that people return items when they can't use their cards. This topic can be discussed at a future meeting as more libraries consider becoming fine free.

J. Wines reiterated that these recommendations are a goal – to make directors aware of what we are striving to accomplish and to encourage directors to implement what they can. J. Chirgwin noted that if you don't know what your library's current rules are, talk to J. Thornton – he'd also be the person to reach out to if you have any changes you'd like to make. T. Burke asked how many libraries are favorably considering these recommended standardized loan rules – majority if not all directors in the room raised their hands. S. Jarzombek voiced his opinion that this is the one thing we should all vote on and share – we all share the collections and ILS – we should all be on the same page. M. Tacke repeated that at this time the AAC is inviting member libraries to participate instead of voting – the committee will meet next week and discuss a timeline for following up with the group.

T. Wiles asked if some systems enforce standardized loan rules – some do, yes. T. Burke stated that that would require a decision made by the DA and we would need to hold every library by that standard, which then prompts the question of what to do if a member library chooses not to adhere to the rules. T. Wiles then asked about the directors who don't attend meetings or can't make it to vote. How do we count their votes? Is everyone open to delegate voting? J. Burke noted that the bylaws committee has worked on a document but didn't want to share it with the group until the new UHLAN agreement was completed. M. Tacke agreed to put this item on next month's agenda.

J. Dugas Hughes asked if an item is local request only, can a patron pick it up at any library. Yes – local request items are coded by patron type, not by pickup location. J. Dugas Hughes asked if we could change that because that request is requiring the use of EGRN staffing however her EGRN patrons cannot use the items. M. Tacke will follow up with J. Thornton. H. Stahl asked the group what their hotspot lending rules were. S. Jarzombek suggested reaching out to Melanie Metzger because if people burn through the usage, it'll get expensive. C. Stollar Peters noted that usage depends on your service provider – BETH uses Sprint's mobile beacon service and they are set at 14 days. S. Jarzombek asked if this was something that UHLS could coordinate – pricing and lending. C. Stollar Peters shared that there's a lot of staff work needed in order to turn each hotspot off when they are late. M. Tacke noted that this topic would become an agenda item for next month's meeting.

V. OPEN FORUM

COHS: H. Stahl has been getting a lot of foreign requests for genealogy, do you charge? Yes, TROY and APL charge if they aren't residents. She was also approved to hire two more people to work on Saturdays. She needs to train them and was thinking about hosting soft hours (Saturdays are new) –any opinions? Soft hours could work however it may be cheaper to ask the employees to train throughout the week for short periods of time rather than pay H. Stahl more for working overtime.

PTRB: A book came back all marked up – has this ever happened to you and how do you address it? Yes however the library will not know who did what unless the circulation staff was meticulous when checking in items; consider the book a loss. The Town historian wants PTRB to index the records – who does that because the staff says it's not their job. T. Burke noted that it depends on their relationship with the Town – if it's not in writing anywhere, it's not the library's responsibility. Specialized training will be needed if the library decides to take on that project. C. Stollar Peters noted that anyone can contact the NYS archives advisors. There are grant opportunities and CDLC offers training (you're all members).

APL: SUNY Albany has a great meteorology department – is the library system interested in using a dashboard they've created to help superintendents of schools decide whether or not to close in bad weather? T. Wiles mentioned that school needs are different than those of libraries, as schools typically start around 5AM.

GUIL: GUIL has four staff members going through the current notary training – 2 others went through training at SCCC. Errors and omissions insurance was mentioned at the current training – how is everyone covering this? T. Burke will ask NYCON about this coverage to confirm that it's covered under D&O.

PTRB: Town Board elections are happening on Tuesday and Petersburg has two people running who don't believe in libraries and their community value. It'll be interesting to see if the

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taxpayers believe they should be taxed for the service. T. Wiles suggested that maybe someone in the room could write a letter to the editor, or have the Friend's group do it. T. Burke suggested getting a couple of library power users to stand up at an upcoming town meeting – let the whole community hear the candidates' answers.

RENS: J. Chirgwin shared that the library hosts an Election Day bake sale. They don't hand anything out but establishes a community presence.

The next meeting will be Friday, December 6th at 9AM.

MOTION: M. Tacke motioned to adjourn. J. Dugas Hughes seconded. Unanimous.

Meeting adjourned at 11:02AM.