
WLS Department Reports September 2017

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

The summer saw the continuation of a growing trend: the member libraries have been circulating non-traditional items, and WLS Cataloging Services has been providing original cataloging to accommodate them.

Some of the items are commercially available. For example, WLS cataloged: six American Girl dolls for Yonkers Public Library; an acoustic guitar, a ukulele and a ukulele “bundle” (with ukulele, carrying bag, strap, extra strings, electronic tuner, picks and pick holder) for Katonah Village Library; and twenty-three educational toys for Mount Pleasant Public Library.

Other items are kits which were assembled by a particular library. Some examples include: a scrapbooking kit (with a book, a DVD and a paper trimmer) for Somers Library; a beading kit (with a book, a DVD, a beading board and a pair of pliers) also for Somers Library; and two juvenile summer vacation kits to be stored in provided backpacks, both for Lewisboro Library—a “great outdoors backpack” (with four books, a bug-catching kit, binoculars, a sheet of paper and a pencil); and a “road trip boredom buster backpack” (with two books, one atlas, two games and one pencil).

The libraries are increasingly finding new and imaginative ways to serve their patrons, and WLS Cataloging is here to assist by giving these non-traditional materials a presence in the catalog.

On September 11th, Manager of Cataloging Services Douglas Wray visited Croton Free Library to meet with several staff members and discuss policies and services and answer questions. Some of the topics were: the WLS catalogers’ replacement or enhancing of brief bibliographic records supplied by vendors; our merging of duplicate records; and the various methods for submitting cataloging requests and reporting errors. The Croton staff was also interested in finding a good source for comparing Library of Congress call numbers to Dewey Decimal System call numbers (to give them additional insights into shelving). Mr. Wray directed them to a couple of good online sources.

At Croton, Mr. Wray raised an issue pertaining to the workflow: WLS Cataloging Services has been receiving many requests for the cataloging of titles for which bibliographic records appear on the surface to be easily available from vendors, yet are not provided. The Croton staff explained that this group of materials is comprised of: gifts from patrons and authors; titles ordered from small vendors who do not offer bib records; and titles ordered from Amazon, who also does not offer bib records. Earlier in the summer, Mr. Wray discussed the same situation with two librarians at Yonkers Public Library and was met with the same explanation. Having more records provided by vendors would streamline the cataloging process, even though relatively more editing by the WLS catalogers is required after vendor records are batch loaded (in order to customize them, remove duplicates and replace or enhance brief records). However, in cases where vendor bib records are not available, such as those encountered by Croton and Yonkers, WLS Cataloging Services is nonetheless committed to filling all requests.

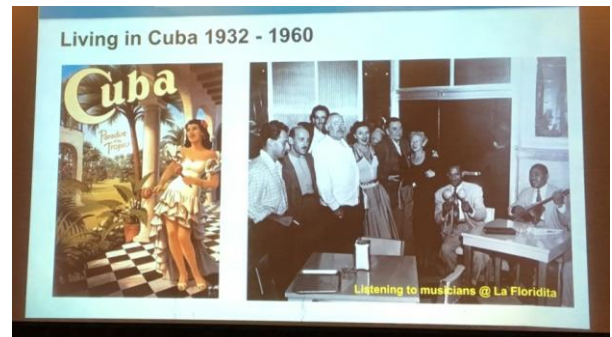
Outreach

On June 28th, Coordinator, Multi-language Collections & Services Nancy Coradin met with Stefanie Mandela, Head of Youth Services at the Katonah Village Library, to offer guidance in building a more lively Spanish language collection. Ms. Coradin will work with Ms. Mandela to offer bilingual programs in the fall.

In the months of June and July, Ms. Coradin worked with Kathleen DiSilvio, Librarian II in Yonkers Public Library-Grinton I. Will Branch Library to create a bilingual story time that includes reading and singing songs in two languages, as well as puppet shows that further explore the literary themes. On July 17th, the program was observed by a Latino patron from the community, who is currently co-facilitating the monthly program with Ms. DiSilvio. Their first program in August attracted 26 attendees.

Our Librarian in Havana opens Greenburgh Public Library's Summer Program

Ms. Coradin and Ms. Diana Lennon, Librarian II from the Greenburgh Public Library, kicked off Greenburgh's annual summer program, *Café a las siete* (Café at 7), on July 11th. This weekly summer program focuses on different aspects of Latino culture and ties each theme with the library's collection and services. Afterward, the presenters and the audience engaged in a lively exchange about the economic and political issues between Cuba and the U.S.



International Grant

Ms. Coradin and Ms. Lennon became aware of an opportunity to apply for a grant through the U.S. Department of State in Havana, Cuba, in conjunction with WLS and the assistance of Pat Brigham, Director of Development. The grant, titled, *Closing the Gap: A Literary Exchange Between Cuba and the United States*, intends to create a literary cultural exchange through a video program of contemporary Cuban writers from each country.

The project will help to identify similarities and/or differences inherent among the writers, encourage communication, and build a bridge of cultural understanding between the two countries. It will focus on why the authors write and how their life experiences and cultural traditions inspire their craft. The video will underscore the power of the written word to understand our shared humanity. Authors will be interviewed in their respective countries at the José Martí National Library in Havana and at the WLS Headquarters. The completed program will be presented in Cuban libraries and at WLS member libraries, offered in both Spanish and English. The grant application was submitted on August 15th is currently under review.

DEVELOPMENT

Contact: Pat Brigham, Director [231-3241]

Grants recently received:

- Entergy: \$25,000 to support professional development, mini-grants and marketing
- HOPE for Youth Foundation: \$3,000 grant to sponsor the Battle of the Books in October
- H.W. Wilson Foundation: \$15,000 to support mini-grants and professional development
- TD Charitable Foundation: \$5,000 to support HSE Connect! (in addition to \$5,000 for the Celebrating Libraries Breakfast received earlier in the year)

Pat Brigham, Director of Development, also filed the final report for the Westchester Community Foundation—Creative Aging in the Libraries Grant (\$25,000) that supported staff training and artist residencies at member libraries. Grants ranging from \$1,000 to \$1,800 helped 15 libraries leverage

program funds to engage adults in active arts learning. The Greenburgh Public Library reported that all 12 participants in its 6-week acting residency with actor/teaching artist Denise Bessette of Hudson Stage were new to the library. The project also highlighted the library's collection of plays and books on theatre. The Ruth Keeler Memorial Library/North Salem noted that there was a significant interest in the library's collection of watercolor and painting books after a residency on watercolor. In addition, the participants continued to meet at the library after the 6-week residency. Overall, the project met its goal to engage older adults in active learning and leveraged library resources and attracted new patrons. A final wrap-up with participating library staff and Lifetime Arts, our professional development partner in this project, will take place on November 3rd to share successes and to discuss opportunities/strategies to leverage the experience to meet library goals and program sustainability.

Community Conversations: *Criminal Justice, Yesterday and Today* (Westchester Community Foundation Grant - \$40,000) will begin its first of six library conversations on October 5th at Ossining Public Library. Cooperative marketing efforts coordinated by Ms. Brigham produced a brochure and a poster announcing all 6 *Community Conversations*, and a customizable flyer template was created for the participating libraries. (Brochure hand-out). Nancy Gold, The Gold Standard, Historic Hudson River Towns and Sing Sing Prison Museum, project partners, are assisting in the marketing efforts and outreach to media. Outreach includes a wide network of social media. All panelists have embraced the core values of the program and library involvement and will promote through their own networks. Elena Falcone, Director of Innovation and Public Engagement, created and curated conversations.westchesterlibraries.org to enhance the project with resources, content and information related to the series' topics of rehabilitation, re-entry and reform. The overarching goal of this project is to foster community engagement. It further positions the library as a place for information and where professionals are dedicated to the informed functioning of our democracy, which results in a commitment to delivery of accessible, responsive services. We hope to continue *Community Conversations* in libraries in the future on other relevant topics. *Community Conversations* presents an opportunity for all members of a community to come together for an informed exploration of topics that are challenging and highly relevant.

Fundraising Support to Member Libraries: Answering a need expressed by both library staff and member Library Friends Groups, Director of Development presented a series of three workshops for Friends and Foundations trustees over the summer months. Each workshop (7-9 pm at WLS) was well attended with most participants attending all three in the series. Topics focused on best practices for establishing and maintaining Friends and Foundations including defining their role and mission; an introduction to basic fundraising principles covered why people give, setting up a fundraising plan and stewardship and an overview of special events. All sessions allowed ample time for a lively exchange. Participants expressed an interest in continuing and establishing a network within the System for Library Friends and Foundations as well as interest in more detailed workshops on Annual Campaign Strategies including #GivingTuesday, Stewardship, and Databases. Comments from the post-survey included the following:

- "This workshop series and the resources provided were great/invaluable. Appreciate the access and ability to become better informed through WLS."
- "This was a good instructional 3 sessions and individual exchange."
- "Time well spent."

In the next few weeks planning will begin to coordinate a System-wide participation in #GivingTuesday, a nationwide end-of-year online giving campaign.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-3207]

As the summer comes to a close, you may feel the urge to shed a tear. However, nothing would bring a deluge of waterworks like being hit with the WannaCry ransomware virus. WannaCry was designed to, quite literally, make you WannaCry. Like other ransomware viruses, once on your computer, it encrypts your files and holds the decryption key for ransom. The creators of this virus were particularly greedy in that the

ransom also increases the longer you wait and there is a deadline at which time all your files are lost forever. The virus spreads through a vulnerability in Windows that is easily closed with standard Windows Updates. As part of WLS's standard maintenance practices, the PCs supported by WLS were patched/updated in advance of the worldwide outbreak of this virus in late June. As a precaution, IT staff verified samples of PCs to ensure the patch was consistently applied. The IT staff also checked every server in use to ensure protection from the virus. Fortunately, the virus had no impact on the operation of WLS or the member libraries.

WLS has been in partnership with Age of Learning, the company behind the ABCMouse.com Early Learning Academy for over a year. ABCMouse is a subscription product that Age of Learning gives libraries access to at no cost as part of the philanthropic arm of their business. Since our partnership, IT staff have been working with Age of Learning to adapt ABCMouse to better interface with libraries and our systems. As a result of our efforts with them, library patrons now have access to the product for four weeks at a time instead of two weeks. As school begins, young patrons may find this product helpful to get geared up for kindergarten or to counteract the summer slide as they return to first grade. The product is also beneficial to children as young as three to prepare and support Pre-K and 3-K schooling.

Rob Caluori was a guest on Library ByteGeist, a podcast created by the Metropolitan New York Library Council (METRO). The discussion included topics such as privacy, filtering and the role of libraries in providing access to the Internet as a public service. All of the episodes of the podcast can be found at: <https://soundcloud.com/librarybytegeist>

Mike Jones, WLS's Web Server Administrator and Lead Web Designer, is working with member libraries that choose to host their website on WLS servers in order to add SSL encryption to their sites. This process is one of many steps WLS is taking to continue our efforts in protecting patron privacy. The WLS catalog has already been protected, and the WLS website is scheduled to be secured following the member library web sites. In coming months, web browsers like Firefox and Chrome will be presenting warnings and possibly blocking sites that are not secured. This process is important for libraries to keep pace with the evolution of the Internet and ensure their websites will be available to all residents.

Mr. Caluori presented to the Library Trustees Association of New York State (LTA) at their Trustees In The Know event on August 12th at the Great Neck/Plainview Public Library. Mr. Caluori presented on the topics of privacy, intellectual freedom and Internet security. The presentation was attended by trustees from across the region including WLS Trustee Edris Scherer, who also represents Westchester on the LTA Board.

WLS worked with PLDA to complete a clean-up of the staff library card database in conjunction with PLDA's decision to have staff cards issued under the library of employment and not use a staff member's home library card. This clean-up not only purged over 400 invalid cards but will help reorganize the information to help distinguish between a staff library card and a staff member's personal library card.

During our last audit, a few process improvements were suggested. One regarded the software used for inventory control and tracking of IT equipment. While the auditors were satisfied with our internal controls, they asked that we look into software that would provide better historical tracking—an audit log of activity in the system. After evaluating several products, few were available that satisfied both WLS use requirements and the auditors' request. Those that did were either unreliable, required extensive customization or were cost prohibitive. Following an extensive evaluation of requirements, Mr. Caluori took a creative approach and began to design and code a new, custom system from the ground up. The new system is nearing its first stage of completion and initial testing. The goal is to have the purchasing and inventory control modules completed and in production by the end of the year. Future modules to connect the inventory module to work order ticket management and help desk self-service for library staff are planned for 2018.

WLS is now the proud owner of a vinyl cutter. The device can be used to cut vinyl for everything from protective phone covers to signage and marketing materials. It is the latest addition to WLS's **LEADER [Library Experimentation, Action & Digital Education Resource] LAB**, the new official name for WLS's innovation and maker space training room. Allison Midgley, WLS's SirsiDynix Technology Trainer, has been offering a wide variety of classes throughout the summer and will incorporate training for this device into the

fall schedule. A secondary goal will be to provide access to the new vinyl cutter as a service for those member libraries that do not have one.

PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

ADULT SERVICES OUTREACH

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors



- **Volunteer Education:** Three monthly education meetings of our volunteer team took place at the WLS Headquarters. Medicare topics focused on Open Enrollment and Medicare enrollment fraud. The September meeting included a review of Plan Finder, the key Medicare.gov resource to identify and compare insurance plans and prescription drug coverage. Additional materials distributed at Medicare Minute sites were excerpted from the e-Update of the National Institute on Aging at NIH and addressed questions to ask before taking any new medication.
- **Volunteer Education – HIICAP:** All WSOS volunteers took and passed the 2017 NYS HIICAP exam (Health Insurance Information Counseling & Assistance Program). The exam, which is taken by all certified Medicare counselors in NYS, is a demonstration of the volunteers understanding of critical knowledge needed to counsel.
- **Recruitment:** Program Coordinators Beth Casso, Mary Ann Larkin, Phyllis Rosen, and Marna Schirmer led a four-day training for new

WSOS volunteers on September 11-14. Prospective volunteers were required to complete online coursework prior to the training that covered Medicare in depth and provided practice opportunities for counseling and presentation skills.

- **Outreach:** In anticipation of Open Enrollment needs, Program Coordinators Beth Casso and Marna Schirmer identified and booked five ad hoc SBIC counseling events – three offering Saturday service at libraries (Mount Kisco, North Salem, John C. Hart/Shrub Oak) and two on Mondays at a senior center (Mount Kisco Fox Center). These events provide special outreach to caregivers as well as to those who have limited ability to travel. Marna Schirmer participated in a local radio interview with Calvin Carter of Vantage Points; the focus was the importance of taking action during Open Enrollment.
- **Community Education:** Volunteer Julie Woodward has scheduled and begun a fall series of Medicare education sessions – *Demystifying Medicare*. Twenty sessions are scheduled between September 9th and November 18th. Please help promote these events by directing people to [the schedule](#) posted to the WLS website.
- **Resources:** An outcome of our partnership with the *Consumer Reports (CR) Choosing Wisely* Campaign is the opportunity to receive free materials that can be distributed at events and at libraries. In July, copies of *Best Drugs for Less* were offered to Westchester member libraries for distribution. (Copies were ordered and shipped directly to each site.) CR said they were delighted with the response. WSOS will include this publication in its outreach during the Senior Law Day event on October 17th.

HSE Connect! (also known as TASC Connect!) / Target audience – low-literate adults

- **Recruitment:** In August, Program Coordinator Pam Hoffman led an HSE Connect! Program Overview to introduce prospective volunteers to the challenges faced by adults seeking an HSE diploma and the ways in which the library system offers support.
- **Strategy:** As part of an overall program review, tutor recruitment is being slowed down to allow Coordinators more time to focus on moving current student/tutor pairs towards their goal. The next HSE Connect! Program Overview is scheduled for February 28th.

CORRECTIONAL FACILITY (CF) SUPPORT/RE-ENTRY SERVICES / Target audience – current and formerly incarcerated adults, as well as those navigating parole or probation

- **County Jail:** Elena Falcone and Correction Services Assistant Julie Ann Polasko participated in the September orientation at the Westchester County Jail.
- **Community Conversations:** Ms. Falcone completed work on conversations.westchesterlibraries.org, a resource site for the *Community Conversations* program. The site features the program schedule, panelist information, references for further education on key topics, and opportunities for support.

YOUTH SERVICES (YS) SUPPORT / Target audience – youth county-wide**Youth Services Advisory Group (YSAG)**

- **College Readiness Series:** In response to a discussion among advisory group members, Ms. Falcone coordinated a series of workshops—to be repeated throughout the fall at four libraries—that provides independent, expert guidance on key topics related to college preparation. The series will be promoted locally by the libraries and county-wide by WLS. The aim is to raise awareness of the type and quality of college guidance available at libraries and to offer critical information to parents and teens. Libraries that agreed to support the five-session series include Ossining Public Library, White Plains Public Library, and Yonkers Public Library (Riverfront & Grinton I. Will).
- **Supercharging Your Storytimes:** WLS's first online professional development class is starting this fall as part of the NYS effort to enhance early literacy skills among library staff. The five-week course will be led by early literacy consultant, Saroj Ghoting. Francine Vernon has been working closely with Ms. Ghoting to customize the new content for member library staff. The 30 professionals that have enrolled will be using the Moodle platform. PIE staff will act as course moderators.
- **Planning:** YSAG met in July to review past programs and assess the 2017/2018 program schedule. A key fall event is the Performers Showcase, which is being coordinated by Rebecca Teglas (Larchmont Public Library) and Joshua Carlson (White Plains Public Library). The popular showcase will take place at WLS Headquarters on October 24th. Space is limited; registration is encouraged via [Evanced](#).
- **New YSAG Members Sought:** Stephanie Mandela (Katonah Village Library) has stepped down. Any youth services staff interested in participating in YSAG is encouraged to contact Elena Falcone at elena@wlsmail.org. More on the role and work of YSAG can be found on the [Youth Services wiki](#).

**WEBS**

Contact: Elaine Sozzi, Director [231-3239]

The WEBS seminar program has undergone a bit of revamping with a revised curriculum that includes new materials and areas of concentration that will help clients deal with the unprecedented change and uncertainty in the career market. As industries increasingly embrace technology and job roles change, workers will require an entrepreneurial mindset, openness to learning and a strong work ethic.

The eight-week seminars will now have a segment geared to workers in shrinking occupations that will offer ideas for turning old skills into new careers. Very often people are confused about new options for the skills they have and how much overlap there is between seemingly different occupations. WEBS counselors will help them understand their transferable skills through the use of the O*Net database from the Department of Labor, and informational handouts on the subject will be reviewed. Additionally, counselors will refer people to applicable training programs.

Recent changes in ideas about resume development and job search strategies are two other areas that the seminar will address. A new handout with examples of four different types of resumes will be distributed and discussed. The "info-graphic" resume which is useful for people in creative fields like advertising, graphic design and marketing will be introduced. Finally, the counselors will discuss how to use LinkedIn as a job search tool. A new handout was created to help clients understand the process.

A training session for the WEBS counselors to discuss these seminar enhancements will be conducted on September 25th by WEBS director Elaine Sozzi.

Five career development seminars will be conducted at the John C. Hart Memorial Library in Shrub Oak/Yorktown, the Greenburgh Public Library, the New Rochelle Public Library, the Yonkers Public Library and the Chappaqua Library this fall. All programs are fully subscribed, and four have waitlists.

Our year-long career workshop series will continue with 12 programs scheduled for the fall. Workshops for September included *Hire Me! Keys to a Great Interview* at the Mamaroneck Public Library and *Get LinkedIn to Your Job Search* at the Port Chester-Rye Brook Public Library. Additional programs on Networking, Job Search, Interviewing, Resume Development and Careers after 50 will be offered at the libraries in Mount Vernon, Greenburgh, Harrison, Mount Kisco, Hastings, Pelham, Briarcliff and Mount Pleasant over the next few months.

The WEBS individual counseling program will continue at the Grinton I. Will Branch of the Yonkers Public Library by appointment on an every-other-week basis. Also, the Mount Vernon Public Library will resume its individual counseling program this month with a new contract that continues through June 2018.

Ms. Sozzi facilitated a staff meeting for the WEBS counselors and visited the One Stop Employment Center in White Plains. She also took part in additional training concerning the Elevate online assessment process.