

## WESTCHESTER LIBRARY SYSTEM

### Trustee Meeting

May 31, 2022 – Approval Pending

The Regular Meeting of the Westchester Library System was called to order by Karen Zevin, President, at 6:03 p.m. and held via Zoom. The quorum requirement was met with the following people in attendance:

Board Members present: Andrea Bober, Cathy Draper, Nishat Hydari, Wes Iwanski, Karen Kelley, Jennifer Kothari, Maureen LeBlanc, Jonathan Marshall, Julie Mills-Worthey, Susan Morduch, Francis Okelo, Edris Scherer, Karen Zevin

Board Members absent: Denise Matthews-Serra, Joseph Puglia

Also present from WLS were: Terry Kirchner, Wilson Arana, Patricia Brigham, Elise Burke, Marcus Byers, Rob Caluori, Joe Maurantonio, Lindsay Stratton

Public Library Directors Association (PLDA) Representative: Jennifer Brown, Director, The Field Library (Peekskill) & PLDA President

### MINUTES

The following revisions of the minutes of the regular meeting of April 26, 2022, were recommended:

On Page 3, under WLS Library Network Upgrade Action Item, in the second paragraph, the following sentences should read:

Mr. Arana noted that the current Capital Budget request for a network upgrade would address one of the key recommendations made in the audit done in 2021 that suggested replacement of the current private local area network design that carries a single point of failure. A pilot site has been running a new network design **which emphasizes redundancy of systems** to address this issue since November 2020, and the IT staff is looking to replicate this new setup across all member libraries who use WLS IT for their Managed Network Services.

On Page 5, under the Governance Committee report, the following sentences should read:

~~The law has not yet been~~ **Some proposed bills have not yet been passed by both houses** and signed by the Governor, so the policy will be reviewed after that takes place.

The Board approved the minutes with the above-mentioned corrections on a motion by Ms. Scherer and seconded by Ms. Draper. The motion was approved unanimously.

### FINANCIAL REPORTS

The financial report through April 2022 was presented by Mr. Caluori, who noted that an Action Item will be submitted at next month's meeting regarding renewal of the borrowing facility. The financial report that included a few new sections was reviewed in detail as well as the new quarterly report on the WLS investment account. The Board accepted the financial report on a motion by Ms. Zevin and seconded by Ms. LeBlanc. The motion was approved unanimously.

## ACTION ITEM

**WLS Strategy Committee Final Report:** Per usual procedures, this document was brought before the WLS Board as an Information Item last month. Mr. Okelo, Chair of the Strategy Committee, recapped the work of the Strategy Committee's work, which included revising the Mission, Vision and Overview of Services as well as the formulation of three strategic goals recommended for WLS:

- Promotion of Equity and Access;
- Expand Community Engagement among member libraries and patrons; and
- Updating and Improving the overall WLS Infrastructure.

Mr. Okelo thanked the Committee and Dr. Kirchner for their work. The Committee recommends that the statement be widely circulated to various audiences and act as a springboard for future activity including establishment of routine procedures for gathering feedback by the Executive Team.

The Board approved the WLS Strategy Committee's Final Report as submitted (see attached) on a motion by Mr. Marshall and seconded by Mr. Iwanski. The motion was approved unanimously.

## PRESIDENT'S REPORT

Ms. Zevin was thanked for the article she shared, and the all were reminded of the upcoming Trustee Institute on June 1<sup>st</sup> being held at New Rochelle Public Library or virtually.

## COMMITTEE REPORTS

**Executive Team:** Ms. Zevin reported that the Executive Team met and discussed having presentations to help the Board gain a better understanding of day-to-day operations at WLS, with special updates from items previously mentioned at meetings that haven't been recently discussed. Tonight Mr. Arana and WLS IT staff will be reporting on the Data Dashboard project.

**Governance Committee:** Ms. Draper, Chair, noted that the Committee will meet next week to discuss a number of policies regarding video conferencing of meetings and recent changes in the law; the WLS Employee Handbook; and changes to the financially related WLS policies brought forth by the Finance Committee. Legislators are still in session, so the Committee is not yet ready to include other policy revisions until they comply with any further changes to the law.

**Finance Committee:** Ms. LeBlanc noted that the Committee met to review the WLS current month's financials and discussed potential changes in WLS investment policy to have longer maturity periods. Any suggested changes will be brought to the Board. As noted, the Committee revised the financially related WLS policies. There were no significant changes, only ones that make the policies more general by eliminating specific job titles. The revisions were shared with the Governance Committee.

**Nominating & Board Education:** Ms. Kelley, Chair, reported that Ms. Matthews-Serra (District 11) has submitted her resignation from the Board to be effective at the end of June 2022. Those trustees whose terms are expiring on 12/31/2022 are: Cathy Draper (District IX: Bronxville, Eastchester, Pelham, Tuckahoe) who cannot renew; Karen Kelley (District 12: Peekskill) who has agreed to renew; and Jonathan Marshall (District 2: Briarcliff Manor, Ossining, Tarrytown), who has also

agreed to renew. The next Trustee Institute on *Rethinking the Library's Role as Anchor of the Community* is on June 1<sup>st</sup> at New Rochelle Public Library and virtually, and 77 people have already registered. There will be a series of Advocacy Breakfasts over the summer at various locations. Work continues on the updating of the online WLS Trustee Manual.

**Budget Committee:** Ms. Scherer, Chair, is putting together a list of potential meeting dates for September/October 2022.

**Audit Committee:** Mr. Iwanski, Chair, reported that the Committee has completed their work for the year.

## PRESENTATIONS

WLS Information Technology (IT) Director, Mr. Arana, gave an update of the status of the ransomware attack that occurred in late April. A question had been raised regarding law enforcement involvement and procedures involved in this type of incident. WLS did report the attack to the U.S. Government's Cybersecurity & Infrastructure Security Agency (CISA), and they made a note of it. However, since WLS did not lose data and did not pay any ransom, there is not much they can do. WLS is currently back to full capacity with some limitations. The IT staff is in the process of verifying all library staff logins at all locations to ensure that they are for active, current or retired personnel. Site surveys are done to prepare for the Request for Quote (RFQ) for the individual library firewalls and hardware, and it is expected to select a vendor by the end of June. This network upgrade will help create the redundancy of systems needed to prevent downtime should a future attack occur. A full review of the Active Directory was done, and Windows 10 has been restored. Because malware leaves files behind that can re-activate, all public PCs were wiped clean and rebuilt, and compromised servers were taken offline. Internet traffic from outside the U.S. was not allowed, but has since been opened back up to Canada only, since the majority of attacks originate outside the U.S. IT staff will continue to keep everyone up-to-date on the situation. Future preventive approaches will include exploring the institution of mandatory cybersecurity training and multi-factor authentication.

The IT team was thanked for their efforts in handling this situation. The team was able to react more quickly but still in a reactionary way, and they are looking to put more emphasis on prevention. Dr. Kirchner noted that the new Service Level Agreement (SLA) with the member libraries has created a better environment to create long-term strategies to find solutions for building a stronger infrastructure.

Marcus Byers, IT Operations Manager, and Lindsay Stratton, Systems Librarian, gave a demonstration of the Data Dashboard project. Ms. Stratton helps the member libraries to create and generate reports that capture the data collected by Evergreen, WLS's online library System. This includes data on circulation, collections, interlibrary loans, patron registration, and much more. When harnessed, it can be used to complete member library annual reports, show trends, and provide support for budget requests. The Data Dashboard will also incorporate electronic material statistics from outside vendors such as OverDrive; but many smaller companies do not have the Application Programming Interface (API) for the data to communicate to generate automated reports. In addition, the team is looking to adding wireless usage and WLS Helpdesk data into the system. A question was asked regarding the capability of searching different formats in the current WLS catalog. Getting records from different subscription models and vendors without API's is very difficult; however, this approach is high on the list to create a better user interface. The Data Dashboard was expected to go

live in June; however, the ransomware attack has pushed that deadline back. Training sessions are being planned, and notifications will be sent when the final product is ready.

## **EXECUTIVE DIRECTOR'S REPORT**

A copy of the Executive Director's Report was mailed in advance of the meeting.

Dr. Kirchner reported that NYS Library Division of Library Development (DLD) did accept WLS's waiver for Maintenance of Effort (MOE) regarding Mount Vernon Public Library (MVPL). With The Field Library (Peekskill) being named as the Central Library, all Central Library funds were restored. Dr. Kirchner continues to work closely with the MVPL Director and Assistant Director on MVPL's 2020 NYS Annual Report and registration application.

In a follow-up to the discussions during Library Advocacy Day, Dr. Kirchner met with Beth Bermel and several member library directors to review the main issues that have been affecting libraries under civil service requirements from hiring qualified personnel. A meeting is scheduled with a County-level appointment who is currently acting head of Civil Service. Ms. Bermel, Director of the Scarsdale Public Library and Chair of the PLDA Civil Service Committee, will lead the meeting.

The Ossining Public Library will have their Annual Meeting to the Community on June 6<sup>th</sup>. All are welcome to attend.

## **PLDA LIAISON'S REPORT**

Ms. Brown reported on the May PLDA meeting. Dr. Kirchner already covered the activity of the PLDA Civil Service Committee. She added the following:

- Due to several library director retirements, the Central Library/eContent Committee lost a majority of its members and new members have been recruited and the next meeting is scheduled for June 9<sup>th</sup>.
- The PLDA Bylaws have been revamped with a reorganization of the officer structure. Originally, there was a President, First Vice President, Second Vice President (WLS Liaison); and the same person would cycle through each office, making it a three-year commitment. The new Bylaws calls for only one Vice President, who would also act as the WLS Liaison with the requirement to cycle through the offices. In order to accommodate the current cycle and anyone who expected to work through the original chain, there will be a phased in approach, with all new officers to be elected in 2024.

## **ADJOURNMENT**

Having completed its agenda, the Board adjourned its meeting at 7:42 p.m. on a motion by Dr. Morduch and seconded by Ms. Draper that passed unanimously. The June 28<sup>th</sup> WLS Board Meeting

will take place in person at the WLS Headquarters at 6 p.m., and all should be prepared to wear a mask if needed.

Respectfully submitted,

*/s/ Andrea Zuckerman Bober*

Andrea Zuckerman Bober  
Secretary

# Westchester Library System (WLS)

## 2022-2024 Strategy Committee Final Report

### Committee Members:

Karen Zevin (District 1)

Jonathon Marshall (District 2)

Susan Morduch (District 6)

Denise Matthews-Serra (District 11)

Karen Kelley (District 12)

Julie Mills-Worthey (District 13)

Francis Okelo (District 14), Committee Chair

Terry Kirchner, WLS Executive Director

### Committee Charge:

To provide guidance on strategic directions and broad policy recommendations that will help WLS to support the member libraries and the Westchester community.

### Outcomes:

- Overview statement
- Mission Statement
- Vision Statement
- Strategic Plan

### Recommendations:

1. The revised mission, vision and overview statements and the updated strategic goals should be shared with a broad audience to raise awareness. Audiences to be reached include WLS staff, member library directors and trustees, and county and state legislators.
2. The WLS Executive Committee should be charged with ongoing review of strategic goal implementation. The WLS Executive Director will provide quarterly updates on the strategic goals to the full board.
3. The strategic goals should be reviewed and updated no later than early 2025 by a special committee of the Board.
4. Each WLS Board committee should review the strategic goals and explore ways that the committee could best support the strategic goals and actions.

## **WLS Overview, Mission and Vision Statements**

### **Overview:**

A focus on community engagement and outreach provides the framework for programs and services at the Westchester Library System (WLS). It is through partnerships with the member libraries, governmental agencies, service organizations, community members, Westchester County and others that WLS is able to assist them in their efforts to create and grow welcoming, inclusive services and programs for all residents of their community and the County.

WLS works to provide cost-effective approaches for administrative and technology support, cataloging assistance, delivery of materials, training of library staff and trustees, the sharing of digital resources. We do our work with a disciplined focus on equity, diversity and access, which gives our outreach programs and member library activities the broadest reach and relevance. We are committed to providing services for the interest, information and enrichment of all people in the communities we serve.

WLS is one of New York State's 23 public library systems and was established by State Education Law in 1958. WLS is a membership organization comprised of the 38 independent public and association libraries within the geographic boundaries of Westchester County. Each of the member libraries is an independent organization with its own board of trustees, director, staff, policies and chartered service area. WLS strives to help each member library support the specific needs and interests of its community, while also encouraging the development of partnerships that result in more effective and cost-efficient library services throughout the County. To that end, WLS provides ongoing training and professional development for library directors, staff, and library trustees fostering best practices in library services, community engagement, and fiscal responsibility. WLS also provides expert guidance in complying with NYS rules and regulations to member libraries. Additionally, WLS offers robust, community centered outreach programs collaborating with libraries, community agencies and nonprofits to serve the County's most vulnerable populations.

### **Mission Statement:**

The mission of Westchester Library System (WLS) is to empower lives and communities by connecting people in Westchester County with the resources, services and programs available through WLS and the member libraries.

### **Vision Statement:**

Westchester Library System (WLS) will promote the love of learning, discovery of new ideas and opportunities for all in Westchester County. It will strengthen the member libraries of Westchester County by enhancing their ability to share information and resources and by supporting a welcoming environment to everyone in the community.

## **WLS Strategic Goals 2022-2024**

As WLS moves forward on these strategic goals, it recognizes that ongoing communication and engagement is a critical and required activity that must occur within each of the goals to achieve success.

### **Promote Equity and Access**

*Statement:* Hold equity and access as core values and advance those values within WLS and through our partnerships

#### *Action Items:*

Provide equity, diversity, and inclusion (EDI) and trauma-informed professional development opportunities for WLS and member library staff and trustees.

Review existing WLS policies and procedures, as well as programs and services, to identify and remove biases to assist in the attraction and retention of staff and trustees reflective of the diverse populations in Westchester. Ensure a welcoming and supportive work environment for staff.

Advocate for and provide leadership and partnership on digital equity and literacy for all residents of Westchester County.

### **Expand Community / Member Library / Partner Engagement**

*Statement:* Be actively engaged with communities throughout Westchester, especially the unserved and underserved.

#### *Action Items:*

Help create awareness of and connections to services and resources provided by WLS, the member libraries, and partners such as local nonprofits and County government.

Use Census and other data sources to identify community needs and shifts in demographics as a way of developing and sustaining relevant programs and services.

As an organization (trustees, staff and volunteers), communicate and embody the mission and vision statements.

### **Update and Improve our Infrastructure**

*Statement:* Continuously update and improve the WLS operational and technological infrastructure.

#### *Action Items:*

Update and expand the business continuity plans for WLS to incorporate short-term and long-term operations and sustainability of all aspects of the organization.

Consistently review and update the administrative, community engagement, and technology services provided to the member libraries and the communities served.

Maintain and support an agile environment that proactively increases awareness of and responds to trends, external factors and social issues that impact public libraries.