
WLS Department Reports October 2014

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

On October 2nd, Manager of Cataloging Services Douglas Wray attended the Cataloging Committee Meeting of the Public Library Directors Association (PLDA) at the White Plains Public Library. Some of the topics discussed were: the decision to stay with SirsiDynix's integrated library system; a ranking of various book and audio visual material vendors; and the ongoing project of merging duplicate bibliographic records in the WLS catalog.

Continuing his visits to other comparable public library systems to gather information for benchmarking purposes, Mr. Wray visited the Nassau Library System in Uniondale, New York, on October 17th.

Three examples of original cataloging done by Mr. Wray recently:

No Need to Worry /by Jennifer Winters

A children's picture book in which a boy with special needs receives encouragement and help from his teacher; written and illustrated by a Westchester resident; Cataloged for Larchmont Public Library.

The Hollow /by AnnMarie Martin

A work of paranormal fiction, set in Sleepy Hollow; written by a Peekskill resident; Cataloged for The Field Library in Peekskill.

Harvey's Robot /by Richard Binkele

A whimsical science fiction novel; written by a Westchester resident; Cataloged for The Warner Library in Tarrytown.

Bilingual Story Times

Nancy Coradin, Spanish Language Cataloger, conducted a bilingual story time on September 15th with Rebecca Newman at the Mount Vernon Public Library celebrating Hispanic Heritage month (52 attendees) and on October 20th, a bilingual story time with an autumn theme (16 attendees).

Events/Networking

The Trade Commission of Spain invited Nancy Coradin to attend LIBER 2014—an international Spanish language book fair in Barcelona held October 1-3. She was one of 28 librarians to be invited from the United States. Ms. Coradin's participation at LIBER offered her the possibility of meeting publishers and distributors to peruse what is new in Spanish literature for children and adult collections, including media and digital material. In addition, the fair served as a platform to represent WLS by networking with librarians, authors, publishers, and distributors in an effort to better serve the Latino communities in Westchester.

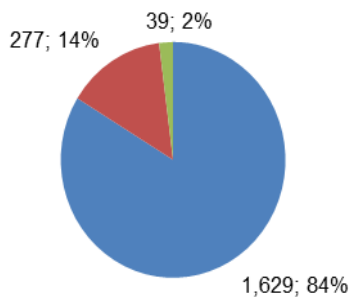
On September 17th, Ms. Coradin visited the Ruth Keeler Memorial Library in North Salem to meet with Carolyn Resnick and Cathleen Sulli to discuss selecting Spanish language books for their adult and children's collections at LIBER 2014 in Barcelona.

eCONTENT & RESOURCE SHARING SERVICES

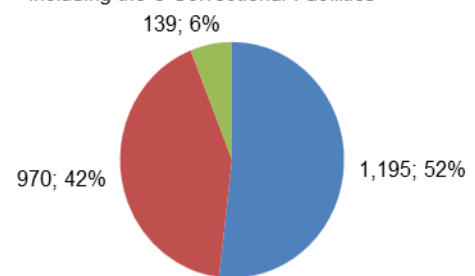
Contact: Hui Sheng, Manager [231-3258]

ILL activity for the third quarter of 2014 shows a 7% decrease in requests from WLS users, and an 8% decrease in the fill-rate when compared to the same period in 2013. However, as requests received from non-WLS borrowers, including the 3 correctional facilities, increased 79% , the grand total number of requests received, including WLS borrowing and lending, was up 24%. Requests filled by member libraries for non-WLS borrowers increased 40% during this quarter; requests were 32% higher from the three correctional facilities, with a 19% increase in fill-rate. The actual quarterly figures are represented in the charts below.

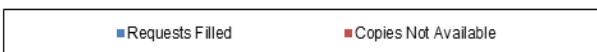
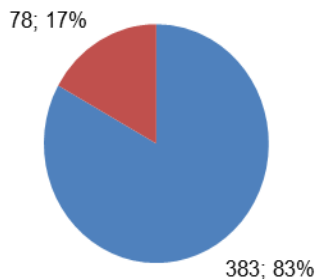
WLS as Borrower
Total requests received from WLS members: **1,945**



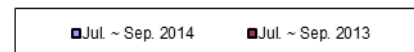
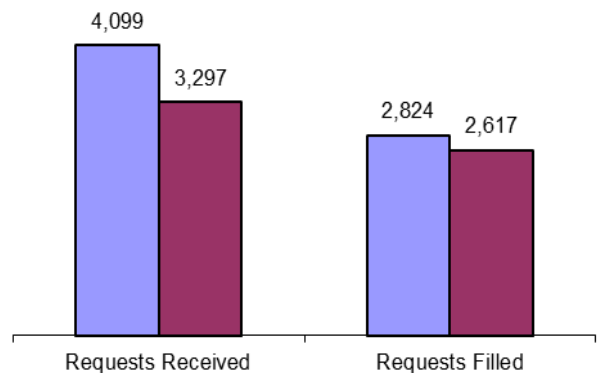
WLS as Lender
Total requests received from non-WLS libraries: **2,154**, including the 3 Correctional Facilities



Correctional Facilities
Total requests received from the Correctional Facilities: **443**



Quarterly Comparison to Previous Year



PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

ADULT SERVICES OUTREACH

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors

Activity measures 1Q-3Q 2014:

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| 1. Session hours hosted at 10 library sites: 1,200 | 5. Medicare Minute venues: 37 |
| 2. Volunteers: 82 | 6. Medicare Minute presentations: 189 |
| 3. Volunteer service hours: 3,883 | 7. Medicare Minute attendance: 8,941 |
| 4. Counseling sessions: 688 (in-person),
93 (Helpline) | 8. Community presentations: 5 |
| | 9. Community presentation attendance: 243 |

- A new Medicare presentation series was launched in late September and will run through to December – *Demystifying Medicare*. This series is a supplement to our typical one-hour program – *Medicare Basics* (usually offered during the day). *Demystifying Medicare* is targeting new venues at new times (Saturdays and evenings) in an effort to reach caregivers and those new to Medicare. So far, twelve of these programs are scheduled from late October through November at venues across the County.
- Client satisfaction surveys are being fielded at both Medicare Minute sites and as a follow-up to Senior Benefit Information Centers (SBIC) counseling sessions. This is part of our annual program evaluation. Results will be available in the first quarter of 2015.
- Hosted the monthly WSOS Update meeting (attended by 60 volunteers). Medicare Rights presented information on vaccines. Debbie Smith from CMS (Center for Medicare Services) provided a review of 2014 program updates and fielded questions from the group.
- Work has continued for Senior Law Day, including the launch of seniorlawday.info, a content hub supporting this annual event and its many related programs. The hub was designed by Julie Ann Polasko, Outreach Services Assistant.
- Representatives from [TIPS – Telehealth Intervention Program for Seniors](#) – presented to directors at the October PLDA meeting. A proposal entitled *Know Your Numbers: Learn how to track and influence the numbers that keep you well*, a 12-week program designed to educate those 60+ to measure and influence key measures of health, was reviewed for how libraries might provide these services to their community. Follow-up to happen with interested libraries later in the fall.
- Promotion: Bus ads will continue to be hosted through December. Two radio interviews were done on WVOX (Greenburgh, New Rochelle). Print media promotion has included *Boomers and Beyond*, *Eastchester Rising*, *Rye Rising*, *The Rye Record*, and *The Journal News*. Attended and spoke at the Department of Senior Programs and Services (DSPS) Annual Public Hearing on senior issues (9/19).

TASC Connect!

Target audience – low-literate adults

Activity measures Q1-Q3 2014:

1. Session hours hosted at 6 library sites (11 weekly sessions): 580
 2. Volunteers: 53
 3. Clients oriented and/or tutored (number is not unduplicated): 1,518
 4. Website traffic (FirstFind.org): 7,700 users; 11,000 sessions
 5. e-Newsletter recipients: 479 (open rate of 29%) NOTE: The newsletter is now monthly.
- A TASC tutor training was held Saturday, 9/27. The day-long event was attended by over 30 tutors, including about a dozen new to the program. Patricia Helmuth of Sullivan County BOCES provided

instruction on teaching math to adults. Other topics included use of assessment tools and print workbooks as part of our strategy to guide and encourage our students.

- Responding to the strong student response to the use of print workbooks from Kaplan and New Readers Press, we are working to document the impact on persistence and seek new funding for the purchase of these important student materials. (Many students do not have home computers/internet access.)
- Several site “packets” have been prepared to support students working on writing and math topics as well as a Frequently Asked Questions document ([FAQ](#)) about the exam.

Related Programming

NYLA’s Digital Literacy: Train the Trainer program was offered twice more—at WLS and at the Somers Library—14 attendees (including library and other nonprofit staff) were able to attend the final installment of this New York Library Association (NYLA) series.

YOUTH SERVICES OUTREACH

Target audience – children, teens and parents county-wide, special needs children

Learning Ambassadors (LA) 2.0

Target audience – low-income/high-potential youth

After School Buddy Project: One of the goals of the LA program has been to explore ways to continue Ambassadors’ relationships with libraries after the conclusion of their summer work experience sessions. Available money from the 2014 LA Budget has provided an opportunity for the Youth Connection Coordinator to develop and to pilot a short After School Buddy Project. The pilot project will model one way libraries can continue to include trained, former Ambassadors in meaningful service.

This November and December, as many as 10 former Learning Ambassadors will work in the pilot After School Buddy Project at the libraries of Mount Kisco, Mount Vernon, Peekskill (Field), Tarrytown (Warner), Tuckahoe and Yonkers (Grinton I. Will Branch). After an orientation, the Ambassadors will be assigned to engage individual or small groups of children in positive literacy based experiences. Children will be able to sign up for activities with a buddy. Examples of buddy activities will include: reading books together; homework help; playing Mixing in Math & board games; using computers to research, read stories online & play educational games. The Youth Connection Coordinator will visit project sites regularly to provide support and also to gather data to evaluate the project.

Summer Reading and Learning Ambassador Sites: As noted below, Summer Reading statistics were collected and reported. Learning Ambassador sites accounted for 25% of the children’s departments participating, 32% of all programs, and 36% of attendance.

Community Outreach to Promote Awareness of Library Services

Francine Vernon was the guest speaker at the October monthly meeting of Community Action Program (CAP) Directors, representing the communities of Eastchester, Greenburgh, Mamaroneck, Mount Vernon, New Rochelle, Peekskill, Tarrytown, and White Plains. Her remarks included introduction to tools, programs and services provided by WLS and/or its member libraries to assist adults to connect with useful information, to further their own education or to better advocate for themselves, their children and their families.

Highlighted were WSOS, TASC Connect! and the WEBS programs, as well as opportunities to learn online (WLS’s First Find and Learning Express online learning centers). Materials were distributed, including lists of sites for the different programs.

YOUTH SERVICES (YS) SUPPORT / Target audience – youth county-wide

Key activities in this period included:

- The Battle of the Books was held at the Scarsdale Middle School on October 18th. With an attendance over 400 (including team members, parents, volunteers, and supporters), the day-long event has been acclaimed as a success by participating libraries. Liz Anastasi (YS Advisory Group member and Teen

Librarian at The Field Library/Peekskill) provided effective leadership for 2014 and has already put in place a key element to support participation in 2015—an after party and feedback survey. The winning teams: The Ossining Erudites (9th-12th grades), Bronxville Bright Broncos (4th-6th grades).

- On October 21st, a Youth Services meeting was held, led by YS Advisory Group member Tee Cotter, focusing on Best Practices and Planning Topics. Among the items discussed were upcoming events (e.g., Take Your Child to the Library Day, Bank Street College’s Bookfest), programming ideas, and current challenges.
- Summer Reading statistics were collected from participating libraries and provided both to New York State. [A summary report](#) was distributed to directors and youth services staff.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

Rob Caluori presented at the most recent WLS Trustee Institute on October 7th along with Norman Jacknis and Pat Braja. Mr. Caluori focused on the application of 3D printing technology in libraries. While fun and entertaining, 3D printing also has a more serious application in supporting STEM (Science, Technology, Engineering and Mathematics) curriculum in schools. The 3D printing embraces the technology component of STEM, and Mr. Caluori’s presentation demonstrated how libraries already have tools in place to support the other components. Through use of games such as Minecraft, and free software like TinkerCAD and Sketchup, libraries can merge engineering and mathematics in giving patrons the tools to create in the digital space and then realize their creations in the physical by 3D printing them. He also spoke about Arduino, an open-source electronics-prototyping platform that allows people of all ages to learn and experiment with both basic and complex topics in electrical engineering. All of this software, equipment and technologies are the common elements of Maker Spaces in libraries. WLS has and will continue to host training sessions for library staff in the use and development of programs around these and similar technologies.

Wilson Arana and Mr. Caluori met the IT team at Ramapo Central School District about their use of Virtual Desktop Infrastructure (VDI) throughout their school and administrative offices. VDI is a technology that harkens back to the days of mainframe computing, but with a modern twist. The traditional desktop PC becomes a “dumb” terminal that acts as a window to a server. The server hosts the desktop operating system and all of its software. To the user, the experience is the same. The benefits are in the management and costs of the desktop workstations. Robi Komalan, Director of Technology at Ramapo Central School District, generously “loaned” WLS a few virtual desktops to test the capabilities of this technology. Tests have shown that this is a very viable for use as library staff workstations, and a pilot plan to use VDI is currently being considered.

As reported last month, WLS has now experienced the last of three scheduled power outages for BASF, WLS’s landlord, to complete the replacement of their emergency power equipment that also feeds the WLS data center. Our current protection level will allow for uninterrupted service should the building lose power from the street. The building has a hard-wired UPS (Uninterruptable Power Supply) battery backup system that maintains a steady flow of power; although this system is only short-term, it gives the diesel generator, located in the rear of the building, the ability to start and come up to speed. In this scenario alone, WLS is protected against a major power event. As an added measure, each of WLS’s two racks of equipment also has their own independent UPS. This extra measure of protection gives WLS staff an opportunity to turn off equipment should there be an unexpected failure of the protections from the building.

WLS IT has been successfully running the phone system at WLS called Asterisk for three years and is an open-source Voice over Internet Protocol (VoIP) phone system server application. The use of Asterisk has resulted in a savings of about \$5,000 annually. In a pilot project with Bedford Hills Free Library, WLS is now taking these savings to the member libraries. IT will be setting up a seven-station VoIP phone system for Bedford Hills later this year. For the first time, the library will have a full picture of their phone usage, which

will allow them to choose the most cost effective VoIP phone line service going forward, maximizing their savings potential. The phone system itself is also a savings, priced at just a fraction of those commercially installed.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

Career development seminars are being conducted at five major libraries across the County, and have now reached the mid-point of the fall cycle. Participants have gone through the assessment process and are having individual sessions with their counselors to address their career goals and develop a plan of action. One segment of the seminar which clients find very enlightening is the job information center tour. Each of the libraries hosting the seminars has an excellent career information collection, and often patrons are unaware of its existence. In the tour the reference librarian gives an overview of available print and online resources and advises clients to make an individual appointment if they need assistance with online job postings, industry and company research or uploading of a resume. The amount of information available today is often overwhelming, and the librarian can help people understand how to access sources that are current and factual.

In this rapidly shifting job market, job seekers in the WEBS seminars are having more success in being called for interviews, but the positions are often part-time or contractual. The new standard today definitely calls for a "portfolio career" approach in which job seekers must obtain new skills on an ongoing basis and adapt to changing situations. Branding will continue to grow in importance as contract and portfolio careers increase, and applicants without a clear and compelling brand will be at a distinct disadvantage. Success in the future workplace will mean holding multiple jobs and having multiple income streams. Some people will be able to adapt, but there is a large contingent who are struggling and would like to retreat to the way it used to be. The services of career counselors and coaches are expanding to help people navigate the changing landscape.

Workshops that were conducted this month include: *Second-Act Careers* at the Hastings-on-Hudson Public Library; *Write a Dynamite Resume* at the Mount Vernon Public Library; *Get LinkedIn to Your Job Search* (two programs) at the Briarcliff Manor and Dobbs Ferry Public Libraries; *Careers in Healthcare* at the Mount Kisco Public Library; *Hire Me! Keys to a Great Job Interview* at the Town of Pelham Public Library; and *Job Search that Works* at the Croton Free Library. All programs were well-received, and the best attended were *Second-Act Careers* and *Get LinkedIn*.

Plans are underway for the 2015 program schedule, and we continue to assess the needs of current participants as we update seminar and workshop materials. The WEBS Director is also in touch with library directors to determine the needs of their communities and hear feedback and suggestions for improvement.

This month WEBS Director Elaine Sozzi attended the *iRelaunch Return to Work Conference* at Columbia University which showcased professional internship programs and job search advice from major employers. There were also networking opportunities for the 500+ people who attended. In addition, the WEBS Director met with O.J. Yizer of the One Stop Employment Center and the Director of the Town of Pelham Public Library. During October and November Ms. Sozzi is conducting a career development seminar at the Chappaqua Public Library.