
WLS Department Reports April 2015

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

With the assistance of WLS Information Technology Department's Melanie Carnes, Manager of Cataloging Services Douglas Wray continues to work with SirsiDynix on a project designed to make the WLS catalog easier for patrons to search and find desired materials. Mr. Wray and Spanish Language Cataloger Nancy Coradin are also planning their May 19 "Cataloging @ WLS 2015" workshop, which will be held at WLS headquarters.

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

Blue Heron Woman: Poems / by Gail Shaw Burlakoff

A collection of autobiographical poems by an Ossining resident; Cataloged for the Mount Kisco Public Library.

The Hudson Valley Gateway Chamber of Commerce 1915-2015 100th Centennial Celebration Anniversary Gala, January 24, 2015, the Mansion at Colonial Terrace

A souvenir program containing a wealth of historical information; Cataloged for the Croton Free Library.

Pretty Things for Nice People: Tales of Patrons & Artisans: the Challenges and Triumphs of 20th Century Artisans in New York / by Joseph Fiebiger

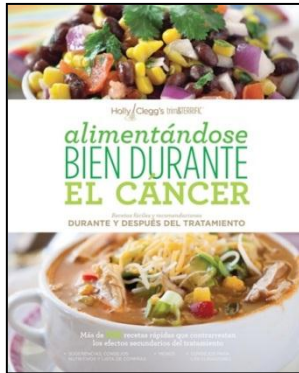
A Larchmont resident's history of his family's illustrious metalworking company, P.A. Fiebiger, Inc. and their relationships with famous clients; Cataloged for the Larchmont Public Library.

WLS 5th Annual Multi-Language Book Fair: On April 7th the WLS Multi-Language Book Fair was held at the Ossining Public Library. WLS Spanish Cataloger Nancy Coradin co-facilitated the event with Carry Cubillos, Cultural Programming Specialist, at the Ossining Public Library.

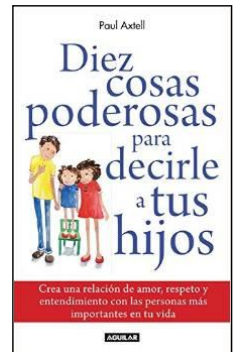
- There were close to 75 attendees including librarians, dual language teachers, ESOL instructors, and the public.
- The purpose in facilitating the Fair is to have book distributors, local organizations, librarians, teachers, and the public meet to promote connections. Facilitating these alliances improves language collections and programs in the libraries providing a direct connection with suppliers of books and services. This relationship helps libraries to better reflect the growing diversity within their communities and ultimately enrich lives.
- Table fees from book vendors and community sponsors as well as the raffle brought in \$1,315.

Bilingual Story Times: Ms. Coradin facilitated a bilingual story time at the West Harrison Branch Library with Claudia Denaro on March 23rd. After staff changes, the director Galina Chernykh wished to bring back the bilingual story time at West Harrison in the hopes of securing a Spanish speaking staff member to continue offering the requested program. Twenty-two children attended from the local day care as well as

5 families with another 8 children. Exposing the children to both literature and songs in two languages broadens their understanding of literacy and culture. The children made a springtime craft of multi-colored flowers, which highlighted the colors of spring. Given the choice of putting their art work on the library wall or taking it home—all children took it home to share with their families.



Outreach Services: Ms. Coradin visited The Bilingual Publications Company in New York City on March 18th to select adult Spanish books for the Central Library Collection. Two noteworthy titles selected were *Diez cosas poderosas para decirles a tus hijos* (Ten powerful things to say to your kids by Paul Axtell) and *Alimentándose bien durante el cáncer* (Eating well through cancer by Holly Clegg).



Partnering with the Westchester Jewish Community Services (WJCS): Ms. Coradin conducted bilingual story time programs

with the Parent-Child Home Program in two libraries—the Mount Vernon Public Library (April 16th; 52 attendees) and the Mamaroneck Public Library (April 17th; 35 attendees). The two programs were to celebrate the Week of the Young Child. The Week of the Young Child (April 12-18) is an opportunity to focus public attention on the needs of young children and their families and recognize the early childhood programs and services that meet those needs. At both programs, books were given to each child to underline the importance of empowering parents to read to their children and of their role as their children's first teachers. The following is an excerpt from a thank you note received from Marcia Feliz, Program Specialist of the Parent Child Home Program of WJCS:

This note is to thank you for your collaboration doing the story time at Mamaroneck Library. I think the event went really well and your story time is always a great success. You were as always so energetic, positive and engaging to all staff and families. You are a great asset to WLS, and I am looking forward to continuing our relationships and collaborations on different projects.

eCONTENT & RESOURCE SHARING SERVICES

Contact: Hui Sheng, Manager [231-3258]

The Interlibrary Loan (ILL) activity shown on the following page for the 1st Quarter of 2015 reflects a 13% increase in requests from WLS users, and a 13% increase in the fill-rate when compared to the same period in 2014. Requests received from non-WLS borrowers, including the 3 correctional facilities, increased 12%, the grand total number of requests received, including WLS borrowing and lending, was up 13%. Requests filled by member libraries for non-WLS borrowers increased 23% during this quarter; requests were 75% higher from the three correctional facilities, with a 119% increase in fill-rate.

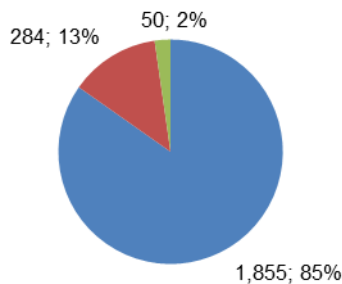
The substantial increase of ILL borrowing and lending indicates that in the age of e-books and digital publishing, print materials are far from being replaced and on the way out. The restrictive lending models of e-books by libraries, dictated by major publishers, may have contributed to the staying power of print materials, which have traditionally enjoyed the first-sale doctrine that enables resource sharing with little boundaries.

The WLS lending increase can further be attributed to the following two facts:

1. A new service option through OCLC that automatically extends the processing time for each request from non-WLS institutions to 8 days for processing.
2. The recent hire of a professional librarian at the Sing Sing Correctional Facility library, where the ILL operation had been non-existent for years, and a system set up that allows library staff at all 3 correctional facilities to access the WLS catalog and place holds directly.

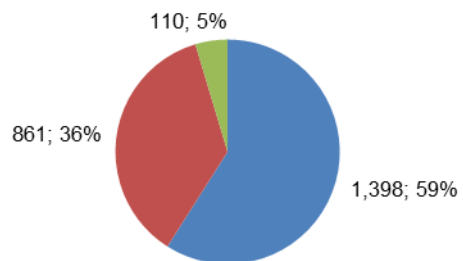
The below ILL statistics reflect activity within the specified time period, and processing totals may not always correspond to requests on hand as transactions are pending at the start and close of each quarter.

WLS as Borrower



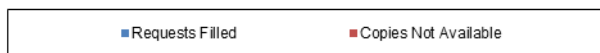
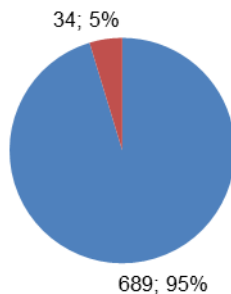
Total requests received from WLS members: **2,185**

WLS as Lender



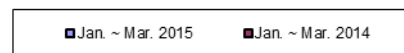
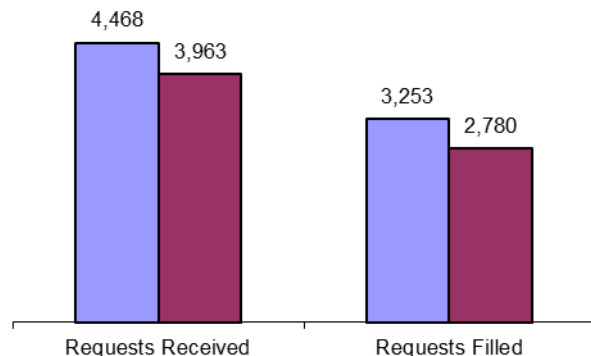
Total requests received from non-WLS libraries: **2,283**; including the three Correctional Facilities

Correctional Facilities



Total requests received from the Correctional Facilities: **741**

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

- In the 1st Quarter, Senior Benefit Information Centers served 224 clients. This was supported by 63 educational presentations (Medicare Minutes and other outreach) with an aggregate attendance of 2,606.

- Program coordinator Mary Ann Larkin developed a new presentation for WSOS – *Health Insurance Considerations on the Way to Retirement*. This one-hour presentation provides a brief explanation of Medicare as the context for evaluating retirement benefits, COBRA, and NY State of Health plans. Critically, it addresses enrollment timing that avoids penalties. In the initial outreach, this workshop will be previewed at several rotary organizations and will be offered to library staff (invite us to a staff meeting!).
- On March 30th, long-time volunteer Miriam Goldstein was recognized by Yonkers' Mayor Spano at a RSVP Volunteer recognition event. Terry Kirchner was on hand to thank the recipient for her years of service as a WSOS volunteer serving the Yonkers community.

TASC Connect!

Target audience – low-literate adults

- In the 1st Quarter, a total of 394 client sessions were held at our six library locations.
- Started in 2014, we continue to test the impact of different methods to support adult persistence, such as providing print workbooks, follow-up (by email and phone), assessment of new online learning tools, and coordination with community programs.
- Robin Osborn has led an exploration with reading specialist Linda Morgan Giles about fuller integration of reading assessments and reading strategies; this will be the start of a forthcoming tutor training.

AARP Foundation Project

Target audience – low-income older adults

- Program Coordinator Marissa Richardson appeared on WVOX-WOIP radio station to promote the program and WLS services to seniors.
- A sampling of recent client issues illustrates the need for informed referral and assistance on social service topics: application assistance for Medicaid; questions about the logistics of a Medicaid spend-down; strategies to avoid a rent increase and eviction; information on affordable senior housing; local jobs and employment resources; explanation of long term health insurance and Medigaps plans.
- Descriptive and promotional materials have been developed for Music and Memory at the Library, which is launching in New Rochelle this month. Strong interest in this program has been expressed by the Visiting Nurse Association of Hudson Valley, which works with clients (and library patrons) in homes throughout the County.

OTHER ADULT OUTREACH

- 15 libraries hosted volunteers (many from the WSOS program) to promote National Healthcare Decisions Day on April 16th. Those libraries who participated included: Briarcliff, Chappaqua, Eastchester, Greenburgh, Larchmont, Mamaroneck, Mount Kisco, New Rochelle, Ossining, Port Chester-Rye Brook, Warner (Tarrytown), Tuckahoe, White Plains, and Yonkers Riverfront and Grinton I. Will Branch.

CORRECTIONAL FACILITIES OUTREACH / Target audience – inmates and those on parole

- As a result of outreach by Julie Ann Polasko, Librarian I at the Sing Sing Correctional Facility Library, a number of book donations were received from Three Lives & Company bookstore (NYC). Also, a number of book and cassette donations were recently received from member libraries. Materials that are not selected for use by Westchester County facilities will be offered to other state facilities at the May Mid-Hudson Correctional Facilities meeting to be held on April 28th.

YOUTH SERVICES OUTREACH

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

Learning Ambassador Program: Start-up activities have been initiated for the 2015 program, a continued WLS investment in early workforce exposure for high school students. Under the oversight of Francine Vernon, Outreach Department's Youth Connection (YC) Coordinator, the activities noted below have been completed or are in progress:

Recruitment and screening of teen applicants for Learning Ambassador positions

Twenty 9th grade students were selected for positions in the 2015 program. The YC Coordinator held individual enrollment meetings with the teens and their parents at which program and training requirements were reviewed and questions were answered. In addition, sites for the summer work experience assignments were also confirmed.

This year, nine WLS member libraries and one Head Start Center will be participating in the program. The after school service learning and summer work experience sites for the Ambassadors will include the public libraries in the communities of Eastchester, Larchmont, Mount Kisco, Mount Vernon, New Rochelle, Peekskill (Field), Tarrytown (Warner), Tuckahoe, and Yonkers and also the Early Childhood Center in the Greenburgh 7 School District.

Development of Plans for Professional Meetings with the Librarian Mentors & Pre-Service Training Sessions for the Learning Ambassadors

To date, two of the three scheduled meetings for the Librarian Mentors have been held. The meetings addressed the content of the 2015 program and the development of mentoring skills. Workshops were also included to engage the Librarians in professional conversations on programming ideas to consider. The workshops were led by consultants Pam Berger, the Director of Information at the Southern Westchester BOCES School Library System, and Justin, the ScienceTeller. In her presentation, Ms. Berger discussed the role community libraries can play in furthering young people's "school learning" by including activities that support the development of inquiry-based research skills in their children's programming. Justin's demonstration and remarks encouraged libraries to include interactive every day science activities in programming to enhance the development of children's science literacy. The final formal meeting for the Librarians was also held this month.

The Teen Learning Ambassadors have had 3 of their 5 scheduled full-day trainings. The sessions held were designed to help prepare the teens for their summer work assignments and included:

- An orientation to the role and duties of Learning Ambassadors, supplemented by presentations by former Ambassadors who shared their experiences, demonstrated examples of ways they had engaged children in literacy based programs and provided examples of activities to foster math literacy.
- Introduction to activities of community libraries, the goals of the summer reading programs, and library online resources and tools.
- Workshops illustrating ways to engage children in meaningful programs, provided by Sally Bentley, the Librarian Mentor at The Field Library (Peekskill), who demonstrated and discussed story time programs, and also Justin, the ScienceTeller, who demonstrated how to engage children in science activities.

The content of the Ambassador trainings are reinforced for the teens by scheduled volunteer service learning experiences at their future work sites. The final training for the Learning Ambassadors will be at the end of May.

Community Outreach to Promote Awareness of Library Services: Ms. Vernon provided presentations at the January and March Westchester Head Start Council Meetings. The Council represents 25 Head Start/Day Care Centers in the Westchester communities of Greenburgh/Hartsdale, Mamaroneck, Mount Kisco, Mount Vernon, New Rochelle, Ossining, Peekskill, Port Chester, Tuckahoe, White Plains, Yonkers, and Yorktown. A

combined total of about 60 parents were present at the 2 meetings. Materials were distributed including a contact list for member library sites. The presentations addressed:

- How to get a library card, the general types of programs and services provided by WLS and/or its member libraries for adults and children. Highlighted were library resources and programs to connect adults with useful information, to further their own education or to better advocate for themselves, their children and their families. WLS's WEBS and First Find programs and also Learning Express online were introduced.
- The value of seeking to earn a NYS high school equivalency diploma and resources and ways to pursue getting the credential, including through participation in our TASC Connect! program.
- The importance of parental involvement and ways to advocate for the education of their children. The special education process was discussed and copies of our guide, *101 Answers, Getting Help at School for Your Child with a Disability*, were distributed to interested parents.

The Council leadership advised that the information provided and the interactive discussions that followed were helpful. Appreciation was expressed for the presentations.

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

- April 21st: John Huth of Brooklyn Public Library's Child's Place presented to YS staff on ways to offer accessible programming that can increase the engagement and fun possible for all audiences. The Child's Place specializes in programs for children and teens with special needs. This session was facilitated by YS Advisory Group member Betsy Bishop (Somers Library).
- Yonkers Riverfront piloted a Nonviolence Workshop Series (February 18th, April 1st, and May 13th). The program is based on the principles of Kingian Nonviolence and a format used nationally to educate and engage communities. Presenter and social worker Andrew Pilsner worked with teen librarian Zahra Baird to craft a format that would work best for a library setting. Session 1 was a mix of lecture and engagement to explain the history and power of nonviolence. Session 2 offered a brief recap sufficient to engage in a practical exercise on what it takes to apply the Kingian "Six Steps" to addressing community needs. Conceived as a two-session series, a third was added and will be an ice-cream social and dialog about how the nonviolence principles have been applied in daily life. Over 20 teens have participated and several potential follow-up activities are being considered. Given current national events, this can be seen as a timely opportunity for Westchester teens to learn how nonviolence principles can be part of their lives, enabling them to make better choices when faced with tough situations.

OTHER ACTIVITIES RELEVANT TO OUTREACH

- Elena Falcone attended Urban Libraries United (ULU) Conference on March 27th. This one-day conference held at Brooklyn Public Libraries addressed library service in urban communities, for example, incorporating traditional social work services into library service, adult literacy programming, and strategies for engaging teens through gaming. Additionally, several contacts were made for future programming at WLS. The ULU Conference, now in its third year, is growing in attendance and relevance.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

Rob Caluori and Terry Kirchner have had several interactions with SirsiDynix over the past twelve months regarding patron privacy and the logs retained on the SirsiDynix Symphony server. Based on the recommendation from Benjamin Card, SirsiDynix Information Security Officer, WLS engaged a consultant from SirsiDynix to complete a full review of the log files that included:

- Reviewing the settings that are used to generate the log files;
- Reviewing the reports regularly run, both scheduled and manually run; and
- Analyzing the log file settings and reports to ensure that only what is necessary is retained.

The consultant identified four recommendations that would further reduce information held in the log files. All but one of those recommendations have been put into place. The fourth requires a discussion with PLDA before action can be taken as it would require the purging of aging bills from the system, which could have an impact on fine revenue.

The consultant did note that outside of the recommendations above, WLS is more aggressive than typical libraries in regards to privatizing data. WLS privatizes data at two months where typically a library will privatize logs that are older than six months or a year. Keeping logs allows for troubleshooting issues that arise; providing statistics; and rebuilding the databases in the event of a catastrophic system failure.

Wilson Arana, Rob Caluori, Melanie Carnes and Terry Kirchner attended the COSUGI (Customers of SirsiDynix Users Group, Inc.) Conference in late March. This conference is held by the users of systems made by SirsiDynix. It is a forum where we, as users, can network and share our experiences and best practices for the optimal use of these systems. The conference also provided a framework for what SirsiDynix has accomplished as well as their short- and long-term projects, which helps WLS with its own planning.

Rob Caluori and Chris Hernandez attended the Inside 3D Printing Conference in New York City on April 17th. The conference had dozens of vendors demonstrating their products and featured the latest developments in the 3D printing industry. One of the highlights is seeing the latest innovative ideas in beta products that are not yet fully developed or available for purchase.

Joe Maurantonio, Chris Hernandez, Korn Chantravakin and Steve Plaushin were onsite at the Lewisboro Library to move technology into their newly renovated location that is due to open the weekend of April 25th. The installation included 11 PCs, digital signage and a wireless network as well as the integration of other peripheral devices.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

This spring as the career seminars are ending, clients are reporting strong progress in their job searches and career plans. The experience of participants in the seminar conducted by the WEBS director provides a typical example: three clients have found jobs; one plans to relocate to an area with promising job leads; two have had very favorable interviews; and one has registered at Westchester Community College to take a certificate program in *Teaching English as a Second Language*. All attribute part of their success to the experience in the seminar which they said provided them with updated strategies for researching companies and educational institutions, networking on LinkedIn and preparing more dynamic resumes. The emphasis on self-assessment in the program gave them a clearer understanding of their "brand" which they were able to articulate with confidence during the networking and interview process. Participating in a group of their peers who understood their challenges and frustrations, and provided feedback and encouragement, was also a key factor.

April workshops included *Write a Dynamite Resume* at the Mount Vernon Public Library; *Careers in Healthcare* at the Mamaroneck Public Library; and *Networking Works* at the Briarcliff Manor Public Library. The workshop series will continue throughout the year with a variety of offerings on career-related topics. It is very popular with the libraries, and we often receive requests from directors for additional programs. Individual counseling by appointment continues at the Yonkers and Mount Vernon Public Libraries.

In July of 2014 the Workforce Innovation and Opportunity Act (WIOA) was passed which replaced the Workforce Investment Act (WIA). WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled

workers they need to compete in the global economy. In general, the Act takes effect on July 1, 2015, the first full program year after enactment. The U.S. Department of Labor (DOL) is in the process of issuing guidance on the timeframes for implementation of changes and proposed regulations of the new law. WEBS director Elaine Sozzi, who is a member of the Westchester/Putnam Workforce Investment Board (WIB), will attend an informational session reflecting the transition to the requirements of WIOA. There will be changes in the WIB structure as well as in program requirements for the Adult, Dislocated Worker and Youth Programs with increased emphasis on career pathways, sector strategies and work-based training opportunities. WLS has already partnered with the local One Stop Employment Center in providing career services in several libraries, and it is expected that libraries will play an even greater role within the new system.

The 2015 Distinguished Public Health Service Award presented to WLS for expanding health services for older adults included recognition of the *Take Charge! Career & Life Planning After Fifty* seminar. The WEBS Director Elaine Sozzi attended the award ceremony at the Greenburgh Public Library.

This month Ms. Sozzi completed a nine-week career seminar that she was conducting at the Chappaqua Library and met individually with all seminar group members. She also met with several of the WEBS counselors; attended a workshop session on *Leading and Executing Change*; took part in a WIB meeting (postponed from March); and attended *Celebrating Westchester's Libraries: Breakfast with Frank Bruni*.