
WLS Department Reports May 2015

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

On May 18th, Manager of Cataloging Services Douglas Wray attended the *MarcEdit Workshop with Terry Reese*, which took place at the William K. Sanford Town Library in Loudonville, NY, and was sponsored by the Southeastern New York Library Resources Council. MarcEdit is a very powerful and highly regarded software program created by Mr. Reese. It allows catalogers and IT professionals to manage, edit and analyze large groups of bibliographic records.

Mr. Wray and Spanish Language Cataloger Nancy Coradin presented the *Cataloging @ WLS 2015* workshop on May 19th at the WLS Headquarters. Sixteen people were in attendance as Mr. Wray and Ms. Coradin reviewed the roles and duties of the WLS catalogers, discussed current issues, offered helpful tips, and fielded questions.

With the assistance of WLS Information Technology Department's Melanie Carnes, Mr. Wray continues to work with SirsiDynix on a project designed to make the WLS catalog easier for patrons to search and find desired materials.

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

Lend a Friend

This unique children's item designed by Scarsdale Public Library consists of a series of nine loose-leaf binders, each of which contains an illustration of a famous fictional character (e.g. Curious George, Max from *Where the Wild Things Are*, etc.) and blank journal pages. Each child who borrows a binder is encouraged to go on imaginary adventures with the featured character and then write about them. Pages are added as needed, whenever the binder is returned. Cataloged for the Scarsdale Public Library.

A Year in the Mianus River Gorge / photographs by William Abranowicz; foreword by Rod Christie

A book of beautiful nature photography, focusing on a wilderness area partially located in Westchester County; Cataloged for the Bedford Village Free Library.

Love is the Greatest Gift of All / by Lawrence W. DelFavero

A South Salem resident's novel dealing with the issue of interfaith marriage and its effect on families; Cataloged for the Lewsiboro Library.

Outreach Partnership: On April 15th, Ms. Coradin met with librarian Michelle Magnotta to prepare for a bilingual story time at the Mamaroneck Public Library. The program is a partnership with the Westchester Jewish Community Services (WJCS) Parent Home Program to celebrate the week of the child.

WJCS has noticed a decline of families participating in community programs in Mamaroneck. The collaborative effort of WLS, Mamaroneck Public Library and WJCS is attempting to renew the public's interest in community events. At the bilingual story time on April 17th, a brief description of what the Parent

Home Program offers and the wealth of resources found at the Mamaroneck Public Library was given prior to the program and a library tour was offered at the end of the program for the 35 attendees.

Westchester Librarians Serving Latinos: A meeting was held on April 20th at WLS Headquarters with seven attendees representing five libraries (Yonkers Public Library Riverfront Library, The Field Library (Peekskill), Scarsdale Public Library, Ossining Public Library, Mamaroneck Public Library and WLS).

The group is currently working on a survey to gather information on what barriers are keeping our Latino community from succeeding. With the information gathered, the libraries will try to meet the need to break those barriers. The idea is that our libraries are only as successful as our community. At the next meeting, each librarian will tailor the survey for their library.

The guest speaker was Luz Barrera, Consultant in Financial Literacy. Ms. Barrera offers personal finance workshops—in English and in Spanish—to help students, parents, Hispanic immigrant families, and small business owners to develop skills in managing money, building economic security, and achieving financial goals.

Bilingual Story Time: Ms. Coradin and Claudia Denaro facilitated a bilingual story time at the West Harrison Library on May 11th. The theme was spring showers with 26 attendees. Many of the children in attendance were from the neighborhood day care. The program was well received, particularly by the new staff at the day care, which witnessed firsthand how a library program serves to meet our shared interest in exposing children to literature, play, song, and language.

PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

ADULT SERVICES OUTREACH

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors

- Sixteen new volunteers participated in the WSOS Spring Training, which took place at WLS on April 27th, April 28th & April 30th. This 12-hour series, which was preceded by a three-hour online course, was led by the Program Coordinators, and included presenters from Medicare Rights Center and the County Department of Senior Programs and Services.
- Representatives from the Pace Women's Justice Center and The Harry and Jeanette Weinberg Center for Elder Abuse Prevention at the Hebrew Home in Riverdale presented at WLS on the topic of Elder Justice. Prevalence and services were discussed including the availability of shelter services, legal advice, and counseling. This May 5th session was attended by both librarians and WSOS volunteers.
- WSOS hosted a table at the County's annual Salute to Seniors held at the Westchester County Center on May 6th. Teams of WSOS volunteers fielded questions about the WSOS program and WLS services. Concurrently, WLS staff (M. Richardson, A. Pryor, E. Falcone) conducted brief interviews with program attendees regarding community aspirations and needs. Key take-away: a wish for a more connected community, improved transportation, and resources to counter isolation.
- The annual WSOS volunteer recognition luncheon was held at Crabtree's Kettle House on May 13th. In addition to a celebration of the efforts of this 78-member volunteer team, the event marked the contributions of partner organizations including the Medicare Rights Center, Westchester County Department of Senior Programs and Services, Westchester Independent Living Center, and Volunteer New York and hosting libraries in Greenburgh, Mount Kisco, New Rochelle, Ossining, Peekskill, Port Chester, Tarrytown, Yonkers, and Yorktown. Also announced was a new content partnership with Consumers Union and its *Choosing Wisely* campaign. Through this partnership, Medicare Minute programs will be expanded to include consumer advice on topics ranging from questions to ask your doctor prior to a hospital admission to things to consider about the wise use of antibiotics.

- The monthly WSOS Update Meeting was held at the Greenburgh Public Library on May 18th. In addition to the presentation by the Medicare Rights Center, a review of rules for enrollment for those new to Medicare, Tamaris Princi and Gichel Walters of The Westchester Independent Living Center (WILC) presented on WILC's new initiative to promote services among those living in senior supportive housing.

TASC Connect!

Target audience – low-literate adults

- The TASC Connect! student newsletter resumed publication with the [May 2015 issue](#); this was done under the direction of Program Coordinator Barbara Verdi.
- A Tutor Resource Update is scheduled for [June 4 at WLS](#). This review of adult learning resources will be led by Robin Osborne and will address FirstFind, Learning Express, and the TASC Tutor wiki. The session is open to all adult and youth services librarians among our member libraries.

AARP Foundation Project

Target audience – low-income older adults (50-64)

- Marissa Richardson completed a 10-week review of the Discovery Program launched at the New Rochelle Public Library under the AARP Foundation grant. Among the 85 people served in this period, 25 received in-depth counseling services spanning assistance with applications (Medicaid, SNAP), jobs search support, and letter writing. A key take-away in this period is the reluctance of program clients to bring their requests to the reference desk, both because of a lack of awareness of available services and embarrassment of discussing needs in a non-private space.

OTHER ADULT OUTREACH

- Wikipedian Lane Raspberry presented at [WLS on May 11th](#) on how Wikipedia currently operates and strategies for engaging local communities in creating and improving this public resource. Mr. Raspberry is available to support "editathons" at local libraries. This session was attended by a mix of adult and youth services librarians.

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

- All three general librarians from Westchester County's Correctional Facility (CF) libraries joined Elena Falcone at the Southern Region Correctional Facility Meeting hosted by the Mid-Hudson Library System held on April 28th. In addition to a session on reference service and book repair, over two dozen CF librarians had an opportunity to exchange information and strategies on service development as well as to discuss group needs for service from the library system.
- WLS staff (Ms. Falcone, Ms. Richardson, and Brenda Praga) represented TASC Connect! and library resources and services that can support re-entry to inmates at the Bedford Hills Correctional Facility Resource Fair held on May 8th.

YOUTH SERVICES OUTREACH

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

Early College Exposure: In late April, 60 students from high schools in Greenburgh, Mount Vernon, New Rochelle and White Plains were encouraged to think about going to college and using the resources of their local libraries to explore higher education options. The students attended the Great Potential Program's annual *High School College for a Day* event held April 15th at SUNY Purchase College. The Youth Connection Coordinator assisted Great Potential, an organization partner, in both planning and implementing the event. The day provided a tour of the campus, lunch in the college dining room, and a forum relevant to college readiness. This year's event featured interactive small group discussions led by undergraduate Purchase College students. The college students shared their personal stories and spoke on

college life. Feedback from the high school students indicated that they found the day valuable and particularly liked the question-and-answer sessions with the college students.

Learning Ambassador Training Update: The Learning Ambassadors completed their fourth pre-service training session on May 9th, which was held at the Yonkers Public Library Riverfront Library. The session was led by Carolyn Travers, School Library Media Specialist. Ms. Travers presented on how to plan and create story crafts to complement the New York Libraries' Summer Reading theme, *Every Hero Has a Story*. The Ambassadors were given mini-manuals of craft ideas that children of all ages can enjoy. The final pre-service training session is scheduled for May 30th and will focus on Ambassador roles and responsibilities. A workshop on financial literacy will also be included in the day.

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

- On May 12th new and old members of the Youth Services Advisory Group met to celebrate the accomplishments of the first two years. See the [2013/2015 programs calendar](#). Outgoing members include Betsy Bishop (Somers), Tee Cotter (Port Chester), Cathleen Sulli (North Salem), Andrew Farber (Greenburgh), and Anne Quick (Dobbs Ferry). Incoming members include Stephanie Mandella (Katonah), Donna Pesce (Chappaqua), Rebecca Teglas (Larchmont), and Suzy Zavarella (Ossining). While no YS programs are planned for the period June through August, a survey and outreach is intended to inform them of the next wave of professional interest sessions.
- The YS Advisory Group facilitated a YS session on Programs for Families on May 12th. In addition to member libraries sharing their experiences with effective programs and strategies for engagement, several guest presenters including TD Bank and the Westchester Child Care Council reviewed what they could bring to local libraries. A full listing of programs discussed is available [on the YS wiki](#).
- The Battle of the Books (BOB) is scheduled for October 17th at the Ossining High School. Eighteen (18) libraries are fielding a total of 28 teams at this event. For details, visit the BOB page [on the YS wiki](#). Note that at least 100 volunteers will be needed to assure the successful orchestration of this event. Anyone interested in volunteering should contact a member of the BOB board (all information is on the YS wiki through the link above).

OTHER ACTIVITIES RELEVANT TO OUTREACH

- Ms. Falcone attended the Suffolk Library System's Assistive Technologies Resource Fair on May 15th. As a follow-up, several presentations will be scheduled for WLS on the importance of resources for the disabled.
- A push for awareness and use of the X-Plain Patient Education programs is being conducted. This resource, available via the WLS homepage, provides over 1,400 plain language educational videos on health topics. These expert reviews of symptoms, diagnosis, treatment are available in English and Spanish. Table tents, bookmarks and flyers are being distributed to all libraries; WSOS volunteers will be promoting this resource in upcoming community presentations.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

After months of delays due to issues related to installing the server environment, testing the installation with staff here at WLS and at a pilot library, the Virtual Desktop Project Pilot is now underway. Over the course of the next three to four weeks, IT staff will be working with staff at WLS and the Croton Free Library to further test the environment and progress of this pilot, which aims to replace a total of 100 workstations. The vendor who completed the installation did not charge WLS any additional labor to work through the delays with the project as part of its commitment to doing the job correctly. The project is now in the hands of WLS staff and the expectation is that this phase will be completed by the end of this summer. Wilson Arana leads this project for WLS.

Rob Caluori was the guest on Haina Just-Michael's "New Rochelle Library Hour" radio program on WVOX 1460AM held on May 19th. During the one-hour program, current library events were discussed as well as the online resources available through WLS's website and catalog including University of Fashion, Total Boox, Flipster, Freegal Music, Freading, Lynda.com and OverDrive. Ms. Just-Michael is also the President of the New Rochelle Public Library.

Bi-weekly conference calls are being held with SirsiDynix to touch base on any open work orders and to ensure appropriate progress and escalation; to identify any immediate needs in terms of support or information; and to stay updated on product development progress. The most recent discussions have focused on the following topics:

- A software patch to address ADA (Americans with Disabilities Act) compliance in the Enterprise online catalog;
- Upgrading the core system to the newest April 2015 release;
- Changes needed to activate online bill payment for WLS;
- Testing of software to streamline upgrade process;
- Development progress of single-sign-on integration with Active Directory;
- Loading of data into the new Blue Cloud Analytics reporting tool;
- Information gathering related to privacy practices, log file retention and maintenance.

Mr. Caluori and Wilson Arana have been working with SirsiDynix to address an ADA compliance issue within the catalog that was discussed at the April Board Meeting. The issue is related to the function within the catalog that "times out" a session due to inactivity. The time out removes any search-related data to protect privacy as well as to free up system resources for an efficient and fast experience. However, the current inactivity limit of five minutes has been identified as too short for those that use assistive technology to access web-based resources. The patron that brought this issue to light has been providing great feedback that has enabled WLS to work with SirsiDynix on the design of a patch that will allow this timeout to be changed for users accessing the catalog through its *ADA Mode*. The *ADA Mode* enables or disables certain features of the catalog with the intent to make it more usable for users that are using assistive technologies such as screen readers and input devices. The patch is now installed, and the patron will be helping IT staff test the new configuration and further ensure that the catalog is accessible to all Westchester residents.

The interview process for the open SirsiDynix/Technology Trainer position has been well underway. With a second round of interviews complete, the necessary activities will begin to finalize a selection.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

WEBS and WLS will co-sponsor a professional development program with the Westchester Career Counselors' Network (WCCN) at WLS on June 2nd featuring Marsha Gordon, President & Chief Executive Officer of the Business Council of Westchester (BCW). Ms. Gordon will speak about the transitions occurring in Westchester business, industry sectors and demographics. She will discuss how BCW contributes to economic development by helping member businesses grow and by being involved in strategic initiatives that have major impact on the region. The vital role that libraries play in economic and workforce development, consumer health literacy and community engagement will also be included. This will be a valuable program for library directors and staff as well as career counselors in the region.

The spring career workshop series continued this month with eight libraries hosting programs. These included: *Latest Trends in Resumes* at the North Castle (Armonk) and Irvington Public Libraries; *Second Act Careers* at the Rye Free Reading Room and the Eastchester Public Library; *Hire Me! Keys to a Great Job*

Interview at the Mount Vernon and Port Chester-Rye Brook Public Libraries; *Job Search & Salary Negotiation* at the Somers Library; and *The Big Switch: Choosing a New Career* at the Dobbs Ferry Public Library. Three additional libraries will take part in the workshop series during the month of June.

The winter/spring WEBS seminars have ended, and WEBS director Elaine Sozzi is reviewing the confidential counseling files of clients and providing feedback to the counselors. Six-month follow-up surveys will be sent to a representative sample of seminar clients, part of a comprehensive evaluation process which tracks their career and educational progress after taking the eight-week program. It also gives us important feedback about clients' experience in the seminar and offers them an opportunity to make suggestions for improvement.

The WEBS director, who is a member of the Workforce Investment Board (WIB), was appointed to a committee to review and implement procedures for the new Workforce Innovation and Opportunity Act. The committee will be recommending types of career services to be offered to individuals; strategies for marketing services to businesses; and general promotional strategies including the creation of an informational DVD as well as improvements to the existing website.

Ms. Sozzi attended the first session of BCW's Key Bank Series exploring the economic future of Westchester County. A panel discussion led off by County Executive Rob Astorino focused on the economic development process, obstacles to development and future planning. Some of the challenges that Westchester faces include attracting younger people to fill jobs, revitalizing downtown areas and improving infrastructure. The needs of large corporations have changed, and future development will create complexes that include a mix of residential and office buildings. It is expected that there will be a larger medical community coming to Westchester.

This month Ms. Sozzi met with WEBS counselors Regina King and Elaine Ostrowski and Mount Vernon Public Library Director Carolyn Karwoski. She attended two sessions of a training series on *Leading and Executing Change*; took part in a planning meeting to implement the Workforce Innovation & Opportunity Act.