
WLS Department Reports September 2015

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

In July Melissa Glazer joined the WLS cataloging team. Her part-time, temporary (six-month) assignment is to evaluate the duplicate bibliographic records in the WLS catalog one-by-one, merging them when appropriate. This requires attention to detail and fine judgment, and Ms. Glazer has been doing a great job. She received her Master of Library Science degree from CUNY Queens in 2011, and she also works at Mount Vernon Public Library in the children's department.

Manager of Cataloging Services Douglas Wray, Spanish Language Cataloger Nancy Coradin and Cataloger Qingshe Ren have been attending a series of online workshops and meetings hosted by the data management company Zepheira, with the goal of becoming familiar with BIBFRAME. According to Wikipedia, "BIBFRAME (Bibliographic Framework) is a data model for bibliographic description. BIBFRAME was designed to replace the MARC standards, and to use linked data principles to make bibliographic data more useful both within and outside the library community."

In September, Mr. Wray visited New Rochelle Public Library to meet with the Director Tom Geoffino and his staff. The purpose of the meeting was to suggest alternative methods by which bibliographic records representing New Rochelle materials could be entered into the WLS catalog in order to streamline the process.

Recent examples of original cataloging done by Mr. Wray include:

Military Tales of the Children of Service Men and Women: a Collection of Stories Based on the Experiences of Real Children /by Hannah Pastore; drawings by North Salem Girl Scout Troops 2951 & 1152

The young author is a resident of North Salem; she created the book as a project for her Girl Scout Gold Award. It collects anecdotes that paint a picture of what it is like to be a child with a parent in the United States armed forces. Cataloged for the Ruth Keeler Memorial Library.

And it Went So Fast: a Memoir /by Richard Laster

The author, a Chappaqua resident, recalls his youth as an Austrian Jewish immigrant to the United States, and his long career as an executive at General Foods. Cataloged for Chappaqua Library.

The Money Balloon /by Rebecca Eisenberg, Mindy Winebrenner; illustrated by Yuki Osada

A children's book that tells the story of a little girl's quest for her lost balloon. Accompanied and encouraged by her father, she uses her imagination to solve the mystery. Rebecca Eisenberg is an Armonk resident. Cataloged for the North Castle Public Library.

Outreach Activities

Bilingual Story Time

Bedford Hills Centennial Celebration - June 28: Mary Esbjornson, Director of the Bedford Hills Library, requested Nancy Coradin to participate in a bilingual story time with storyteller, Rachel Izes, which included

a puppet show as part of the library's 100th anniversary celebration. Four hundred people attended the celebration. The children listened to stories and sang songs in two languages. One of the mothers asked Ms. Coradin whether she was from the local elementary school and was pleased to learn how committed WLS staff is in supporting member library programs. The two-session program was so well received; Ms. Esbjornson has asked if Ms. Coradin if she can conduct a quarterly, bilingual program for the library.

Harrison Public Library Grand Opening - September 12: Galina Chernykh, Director of Harrison Public Library, asked Ms. Coradin to conduct a special bilingual story time for the library's grand opening. Ms. Coradin co-facilitated the program with Claudia Denaro, which included books that celebrate reading and the library. More than 800 people attended and 94 library cards were issued that day!

Story time @ Hartley Park in Mount Vernon ~ June 23, July 14, 21 & 29: Ms. Coradin co-facilitated several bilingual story times at Hartley Park in Mount Vernon in partnership with Westchester Jewish Community Services (WJCS). The summer program is free to the public and takes place twice a week as part of the Early Childhood Parent Child Programs. The idea behind the collaborated effort is to promote literature, song, play, awareness, and education between parents and their children with the help of community agencies—the library, the police department, the fire department and local medical institutions.

Regular bilingual story time sessions continued: On July 13th, Ms. Coradin co-facilitated story time with Claudia Denaro at the West Harrison Public Library. A class from the neighborhood daycare attended as well as local parents and grandparents with their wards (28 attendees). The summer theme promoted outdoor activities, fun reads and art. On September 15th, a bilingual story time was co-facilitated with Susi Dugaw at the Mount Vernon Public Library. The majority of the parents and children in attendance (14 attendees) were African Americans. They relayed to Ms. Coradin how happy they were with exposing their children to Spanish.

Ms. Coradin assisted librarian Kim Stucko in weeding the Spanish language collection at the The Field Library in Peekskill. They selected close to 300 titles to be replaced by current, popular material that reflect Peekskill's growing Latino population (36.9% according to the 2010 Census).

Correctional Facilities

At the invitation of Julie Ann Polasko, Ms. Coradin was asked to weed and assess the Spanish language collection at Sing-Sing Prison Library, which was in a deteriorating state. Ms. Coradin selected more than 200 books that were either outdated or in deplorable condition. The collection is in great need of current encyclopedias and non-fiction works in science, math and college prep material. Popular fiction titles need to be selected as well.

Ms. Coradin was asked to speak at the Spanish High School Equivalency class at the prison, headed by Lisa Maurizio. Ms. Coradin asked the students what they were interested in seeing at the library. The majority of the requests were for non-fiction subjects on the natural sciences as well as engineering, electricity and automobile repairs. There were multiple requests for GED/TASC guidebooks and current law books.

Other interesting requests included books on real-estate, personal finance guides, world history, philosophy and original Spanish language poetry. There was, of course, interest expressed in works of fiction and graphic novels.

The most significant message heard is that the library collection is not current and in horrible condition. They were overjoyed that attention was being paid to them and their library, and many of them are happy with their new librarian, Julie Ann Polasko. The possibility of increasing the use of this stagnant collection and uplifting the lives of those who use it is an example of the impact of WLS's outreach program.

Ms. Coradin has planned a trip to Lectorum Publications in New Jersey on October 28th with Ms. Polasko to build their Spanish and bilingual collections. This shopping excursion has been extended to member libraries as well.

eCONTENT & RESOURCE SHARING SERVICES

Contact: Hui Sheng, Manager [231-3258]

After nearly 30 years of service at WLS, Marva Patterson, an ILL Clerk, retired at the end of August 2015. A farewell party was held at the WLS Headquarters with current and former WLS staff members. Ms. Patterson's dedication and hard-work, as well as her no-nonsense sense of humor, will be missed in the office.

Meanwhile a recruitment process was under way and after examining resumes and conducting interviews, a replacement for the position was found. Our new ILL Clerk, Molly Tobin, has 2+ years of previous library experiences: as Collection Development Assistant for Harvard Law Library, as Circulation Aide for the Greenwich Library in Connecticut, and as Library Assistant for WLS during the summer of 2008 helping set up the bookmobile program and performing other related duties. Ms. Tobin started as a full-time employee on September 8th.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

Over the summer, Rob Caluori has been working with the members of the PLDA Technology Committee to formulate a Technology Plan. The plan was presented to PLDA at their September meeting and will be brought for a vote at their October meeting. The plan outlines themes on technology strategy, patron service initiatives, staff training and other long-term goals. This overall plan will serve as a guide for WLS and the members to move forward in the same direction while respecting individual library goals and programs.

Joe Maurantonio also completed the upgrade of the wireless network at the member libraries and WLS Headquarters. The entire project was completed in just 10 weeks. While not all invoices have been paid, and some libraries will be expanding past their original network, the project is expected to come in around \$75,000 under budget. This was due to two main factors: The first, Mr. Maurantonio and Mr. Caluori ran an aggressive RFP process that resulted in better pricing than that available through any municipal contract. The second, Mr. Maurantonio and Mr. Caluori, working with the selected hardware vendor, conducted a review of each library's floor plan, strategically placing access points where they would be most effective. Chris Hernandez also assisted in the project.

Mr. Caluori is working with the Director and Technology Committee of the Mount Vernon Public Library to create a special hybrid network. The library has a wealth of non-WLS resources to which it has access, including a high-bandwidth Internet connection, but wishes to stay on the WLS network and PC management services. The two organizations will work together to ensure that services remain intact as this project moves forward.

The Virtual Desktop Infrastructure pilot project continues and is making progress once again after several, time consuming delays. Several configuration issues as a result of poor work by the consultant. After ending the engagement with that consultant, Senior Systems Administrator Wilson Arana has been working directly with VMWare and Nutanix, the software and hardware manufacturers, on getting the new system on track. In addition to becoming an expert on this system than the expert originally hired, Mr. Arana has introduced more value-added services than were planned to ensure success when this is introduced to the member libraries later this fall.

As part of the 2016 budget request, funding is being requested for colocation services. Colocation is a service that allows companies to house their datacenter inside a larger, shared datacenter. However, all WLS equipment would be locked and only WLS staff would have access. With a move to this type of datacenter, WLS will have access to a higher level of service that we would not be able to provide on our own. For example, power services are protected by dedicated generators with failover generators should

one fail. Network connections to have multiple redundancies and have high priority for issue resolution due to the concentration of customers in a single location.

At the Public Library System Directors Organization (PULISDO) Conference in July, it was discovered that WLS is behind and below standard on the amount of Internet bandwidth provided at member libraries. Currently, WLS provides libraries with bandwidth relative to the number of PCs in place at the library in three tiers at 5Mbps, 10Mbps and 20Mbps. Based on what is occurring at library systems around the State, WLS should be at 100Mbps at every library as a long-term goal. In response, WLS is exploring several scenarios to improve bandwidth. The short-term goal is to increase bandwidth to 15Mbps where we now have 5Mbps and 50Mbps where we now have 10Mbps and 20Mbps. It is worth noting that this is a short-term goal. Within its current funding structure, WLS cannot afford a move to 100 Mbps without either sacrificing quality of service or pursuing eRate or some other alternative funding. Of the 17 of 23 library systems with IT representation at the PULISDO conference, WLS was the only system that does not use eRate as a funding source to offset the cost of Internet access.

PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

ADULT SERVICES OUTREACH

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors

- Seven new volunteers and two staff from the Westchester County Department of Senior Programs and Services (DSPS) attended the Fall New Volunteer Training. The training was led by the WSOS Program Coordinators and included presentations by staff from the Medicare Rights Center and DSPS.
- Work was done by volunteer Julie Woodward to schedule and promote a fall series of Medicare workshops, “Demystifying Medicare.” The series, currently totaling 14 presentations around the county, began on September 17th. Promotion included local radio and press (e.g., [Westchester Guardian](#), Page 6; Senator Carlucci radio show on 9/17).
- The [seniorlawday.info site](#) was updated to support the annual Senior Law Day event, scheduled for October 20th at the Westchester County Center. The site promotes registration for the day, includes content from the many workshops offered during the event, contact information for those providing free financial and legal services consultations, news, and a calendar of scheduled presentations by the professionals participating in the Westchester Public Private Partnership for Aging Services. The website is maintained by Allison Pryor, Outreach Services Assistant.
- In September, all libraries received a table-top poster and a packet of flyers to promote the services of the Senior Benefit Information Centers (SBIC) during Open Enrollment and the 10/20 Senior Law Day event.
- The monthly WSOS Update meetings have been held at the Greenburgh Public Library. Medicare topics covered: Hospital Transitions, Durable Medical Equipment, and Medicare Marketing Rules. Additional presentations addressed topics such as: Counseling Do’s and Don’t’s; Night Care at Sarah Neuman Nursing Home; and a group review of the Health Insurance Information, Counseling and Assistance (HIICAP) exam taken by NY State Health Insurance counselors.
- WSOS staff provided a review of library services for seniors at the North Central Livable Communities Regional Council Meeting (6/4). The meeting, which took place at My Second Home, provided a forum for discussion of agency needs and opportunities for collaboration and outreach.

- As a member of the Westchester County Medicare Collaborative, WLS hosted (6/1) a workshop addressing FIDA (Fully-Integrated Dual Advantage), an expansion of managed care for those who are dually eligible for Medicare/Medicaid. A representative from the Center for Medicare and Medicaid Services led the workshop, which was attended by both WSOS, library, and county staff.

TASC Connect!

Target audience – low-literate adults

- During the summer, TASC Connect! program coordinators met with several local agencies to identify resources that are available to support adult students of our program that may have learning disabilities. This effort led to a deeper exploration of the need – and limited resources available in the county – for adult basic education. As a result of this work, plans for the coming year include: 1) offering a series of county-wide orientations on options for exam preparation; 2) enhancing web-based learning resources, referral partnerships, and tutor training to support adults with low literacy; and 3) piloting one-to-one, short-term, tutor-student assignments to address specific learning goals at library locations county-wide at times that can more flexibly support adult learners.
- Effective this fall, the TASC Connect! program is counted as part of the WLS “Impact Station” activities with the VolunteerNY-led RSVP program. (WSOS is the other WLS program that participates.) RSVP helps to identify potential volunteers for our programs. For those who enroll, RSVP provides volunteers with invitations to recognition events, supplemental accident insurance, and, if needed, transportation reimbursement to volunteer sites.
- The August issue of the TASC Connect! newsletter is [linked here](#).

AARP Foundation Project

Target audience – low-income older adults

- [Pull Up a Chair](#) –Program Coordinator Marissa Richardson maintained service hours at New Rochelle Public Library throughout the summer (Mondays, Tuesdays & Thursdays from 5-7:45 p.m.). Additionally, she participated in outreach to The Loft Pride Center–both by having a table at a health fair and providing an in-depth review of services at a senior-directed event.
- Since the program start in March, 100 clients have been served, 43 of them with in-depth referral. The program will cease operation in New Rochelle at the end of September. Hours begun at the Yonkers Public Library–Riverfront Library in August (Mondays evenings) will continue until mid-December.
- Both Ms. Richardson and Elena Falcone participated in an American Library Association (ALA) pre-conference program co-sponsored by AARP Foundation to explore programming opportunities and best practices in services to older adults.

Music and Memory at the Library

Target audience – caregivers to older adults (50+)

[Music and Memory at the Library](#), which was originally offered as an outgrowth of the AARP Foundation grant project in March, is being promoted through orientations at libraries as well as agencies such as Visiting Nurse Association and the Livable Communities. The goal of the program is to build awareness of a relatively simple action that caregivers can take to engage with and enrich the experience of a friend or family member living at home with dementia or Alzheimer’s. In addition to encouraging caregivers to use resources they may already have at home, as well as the free music downloads offered through Freegal, we have a half dozen Apple Shuffles for loan from the library system. Where possible, we hope to encourage libraries to offer this service locally. The program is supported by the efforts of Ms. Richardson and Ms. Pryor.

OTHER ADULT OUTREACH

- In this period work began on the update of the *Job Search Tool Kit*. Originally produced in 2009-2010, the tool kit is being updated by its author Rebecca Mazin (edited by Robin Osborne) to include changes in the job search landscape and lessons learned in the Broadband Technology Opportunity Program (BTOP) and other library-based job search assistance programs. Key features of this update will be an expansion of career paths and skills needed in employment categories active now, sections for job seekers at different career stages, worksheets to help organize the process, and “Action Sheets” – references for library staff to support them in offering in-depth reference. The end product, expected in November, will be promoted through FirstFind, Westchester Connections, the WLS website and the TASC Connect! program.
- On August 5th, WLS hosted a viewing of the ALA webinar, “Building Great Programs for Seniors.” The discussion following the webinar provided an opportunity for an exchange of ideas among more than a dozen professionals serving senior populations. The outcome of the discussion was an agreement to meet every other month to explore topics of mutual interest. (It was also an opportunity to promote use of existing mailing lists - senior@wlsmail.org and adult@wlsmail.org.) The next group meeting is scheduled for October 19th.
- New promotional materials were designed and distributed for several WLS resources, including Learning Express, First Find, X-Plain Patient Education, and WLS Learning Resources (for adults and seniors).

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

- Ms. Falcone worked with several service agencies to inform the content of the *Westchester Connections Guide*, a new resource for persons formerly incarcerated, those navigating prison or parole, their families, and others similarly in need. The guide includes information and advice on how to meet basic needs as well as how to find a job and access educational services. This web-based resource will include several hours of live chat-based Q&A supported by Correctional Services Assistant Julie Ann Polasko. The *Guide*, which will be promoted to service agencies in November, is being released concurrent with a *WLS Welcome Card*, a six-month temporary card available to those being released from prison or jail and returning to the Westchester community. The intent of the card is to make this audience aware of what libraries have to offer and remove any barriers to access, particularly during a time when issues of housing and employment can be particularly unsettled. Thanks to the members of PLDA and the Circulation Committee for their input on the release of the *WLS Welcome Card*.
- In this period, Nancy Coradin worked with our county correctional facilities to support their interest in acquiring Spanish-language resources for their inmates. Funds for these purchases will be drawn from the State correctional grants.
- Book donations were provided to the new mental health unit of the Westchester County Department of Corrections.

YOUTH SERVICES OUTREACH

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

Bravehearts Village – Target audience - youth aging-out of foster care

Program Coordinators Barbara Verdi and Ms. Richardson, participated in the Bravehearts Village program (9/17 planning and 9/26 event). Bravehearts Village is an interactive experience that gives 50 young people with foster care experience, ages 17-26, a glimpse into life as an adult. This opportunity is designed to teach them how to access community resources and overcome the potential obstacles they may encounter as they transition to independence. Each youth received a scenario they had to navigate to meet specific service and information needs.

Learning Ambassadors 2.0

This was the final summer of the Learning Ambassador Program, WLS's effort is to define an intentional role that WLS, in partnership with member libraries, could play as active contributors to the positive development of Westchester young people as workers.

This period focused on the 2015 Ambassador program's summer work experience component. Twenty-one young people were given the opportunity to apply their pre-service training. Nineteen of the 21 teens worked in children's services at the 9 participating libraries in the communities of Eastchester, Larchmont, Mount Kisco, Mount Vernon, New Rochelle, Peekskill, Tarrytown, Tuckahoe and Yonkers (Grinton I. Will Branch). The other 2 teens worked at the Greenburgh Early Childhood Center as a part of a continued early childhood outreach effort. Under the guidance of worksite mentors with support from WLS staff, the teens both led and assisted in the delivery of children's programs designed not only to promote the enjoyment of stories but also to engage children in activities which supported the development of their reading, math and science literacy skills.

The 2015 Learning Ambassador program officially ended September 19th with a recognition event and luncheon at the Yonkers Public Library-Riverfront Library, celebrating the successful completion of this year's program and the accomplishments of the 2015 teen Ambassadors as contributors to children's services. The 70 attendees included teen participants from the 2013, 2014 and 2015 programs and their guests. Both the 2015 teens and their mentors were awarded certificates in recognition of their service to patrons.

The closing celebration included the remarks from speakers noted below, congratulating the 2015 teen participants and acknowledging the important role of their mentors. The guest speakers shared insights and tips for continued development of the youth, including advice on how to seek opportunities to explore careers and build their resumes.

- Donovan Beckford, Director, Westchester-Putnam Office of Workforce Investment
- Cora Greenberg, Executive Director, Westchester Children's Association
- Dr. Iris Pagan, Executive Director, Westchester County Youth Bureau
- Gregoriann Rollins, Director, Great Potential Program, Purchase College, SUNY

In addition, WLS provided attendees with packets of information for the educational journey ahead. These included a review of the free learning opportunities and information available through libraries resources; a roster of career and technical education programs at Northern and Southern Westchester BOCES for current high school students and continuing education courses for adults; and guides for college searches and sources for financial aid.

As is prior years, the feedback from the teens and their parents validated the effort – not only was this an enriching work-learn experience, but it was a positive influence in a time of great change.

Program review and evaluation will continue into the spring as we assess feedback from past participants (teens and mentors). An after-school buddy program will take place at four libraries in the period October through December. The program draws from teens trained in the Learning Ambassadors program; it is the final program activity under the Family Literacy Grant.

Other outcomes will be reported next month.

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

- In the June-August period, the YS meetings were suspended in recognition of the focus of member libraries on Summer Reading programming.
In September, the following was offered:
 - 9/15 – The YS Advisory Group's Liz Anastasi (The Field Library) facilitated "Program Idea Swap." The event was intended to capitalize on outcomes from summer reading as well as planning for the fall.

- 9/21 – Youth Mental Health First Aid. This full-day workshop (the second offered this year) offered training and certification. The program, sponsored by Putnam | Northern Westchester BOCES Project AWARE, was delivered by National Council for Behavioral Health certified instructors.
- The Battle of the Books (10/17 at the Ossining High School) now includes 16 participating libraries and 24 teams. Over the summer, WLS purchased additional buzzers, which have been actively loaned to teams for practice sessions (and for use the day of the event). The event, which is a culmination of some libraries' summer reading programming, represents a positive collaborative effort among libraries and has [garnered good press](#). WLS will be live streaming the "final battle" the day of the event.

OTHER ACTIVITIES RELEVANT TO OUTREACH

Ms. Falcone met with several members of the Outreach Advisory Group to review the status of current programs and solicit ideas for promotion and community needs. One-to-one meetings held over the summer included Gina Bell (Yonkers Public Schools); Tamaris Princi (Westchester Independent Living Center); Cornelia Schimert (Visiting Nurse Association); Steve Schirkman (Westchester Public Private Partnership for Aging Services); and Sheryl Day (Westchester County Department of Probation).

WEBS

Contact: Elaine Sozzi, Director [231-3239]

The eight-week WEBS seminar programs, "Managing Your Career in Changing Times" and "Take Charge! Career/Life Planning after 50," have been updated for the fall cycle with new information and handouts. WEBS director Elaine Sozzi and several counselors reviewed evaluation feedback from seminar participants and discussed emerging trends in assessment and job search and are in the process of implementing these changes. Areas of focus included the changing nature of resumes, use of social media and video presentation, building one's brand, strengthening one's LinkedIn profile, preparing for more exhaustive interviews, and going mobile with smartphone apps and websites. A staff meeting/training session was recently held at WLS to review newly written counselor guides.

The Career Links section of the WEBS homepage has also been updated with new listings for education and training sites, job banks, gateway sites and specialty sites. Clients find it very helpful and convenient to access career sites that have been reviewed by career counselors and are located in one place.

Registration for the five WEBS seminars this fall has started, and the orientation/assessment sessions for these programs are currently underway. We are pleased to welcome the Greenburgh Public Library, which has joined the Ossining Public Library, the New Rochelle Public Library, the Yonkers Public Library and the Chappaqua Public Library as a location for these programs. Ms. Sozzi and counselor Elaine Dreyer recently visited the library to acquaint staff with seminar procedures.

We also welcome Marie Riffel who will take the place of retired counselor Elaine Ostrowski at the Ossining Public Library. Marie is a skilled career development professional with a background in corporate and not-for-profit organizations and in private practice. She has a Master's Degree in counseling and experience in coaching, counseling, program design and facilitation. Marie has presented workshops in local libraries as a WEBS contractor over the past two years, and she has demonstrated a strong knowledge of using social media in a job search. She has recently undergone training in the seminar process with the WEBS director and is anxious to take on her new responsibilities in Ossining.

This fall our year-long career workshop series will continue with 10 programs scheduled during this period. *Create a LinkedIn Profile with Impact* is a new workshop which will focus on strengthening one's profile to demonstrate value to an employer and differentiate oneself from others. Another new program, *Develop a Networking Profile*, will help people explain themselves more effectively to others when they attend a formal networking meeting. Additional workshop will cover LinkedIn, Developing Your Entrepreneurial Self, Career

Change, Job Search, Salary Negotiation, Resume Development and Interviewing. The libraries in Chappaqua, Montrose, Mount Vernon, Tuckahoe, Shrub Oak, Pelham, Hastings, Lewisboro and Greenburgh will host these workshops.

Recently the WEBS director attended the final session of the *Executing Change* training program; a meeting with Dr. Terry Kirchner and representatives of the One Stop Employment Center; and a Westchester County Association Talent Task Force meeting. She also attended a leadership seminar on *Driving Your Business: Women at the Wheel*, sponsored by CitrinCooperman, and took part in a webinar on the Myers-Briggs Type Indicator.