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## WLS Department Reports November 2015

### *CATALOGING SERVICES*

*Contact: Douglas Wray, Manager [231-3243]*

Along with the WLS Information Technology Department's Rob Caluori and Melanie Carnes, Manager of Cataloging Services Douglas Wray is in the process of reviewing the data pilot phase of Zepheira's work with WLS. Zepheira has now translated the WLS catalog into data which can be more easily accessed on the web, and Mr. Caluori, Ms. Carnes and Mr. Wray are assessing it in advance of a November 19<sup>th</sup> online question and answer session with them.

Mr. Wray is also performing extensive editing of WLS catalog records in preparation for the implementation of an operation to be carried out by SirsiDynix. This operation will implement a new search feature, which is expected to improve users' ease in finding titles in the WLS catalog.

On November 5<sup>th</sup>, Mr. Wray attended the WLS Annual Meeting at the Westchester Marriott in Tarrytown.

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

#### *Warner Library Memoir Anthology, 2014-2015*

A collection written by members of the Warner Library Memoir Writing Group and assembled by The Warner Library; it contains a wealth of Westchester County history. Cataloged for The Warner Library (Tarrytown).

#### *By the Sound of the Crow /by Susan Allison-Dean*

This novel by an Armonk resident tells the story of a nurse who is coping with family pressures, as well as dealing with the haunting memory of a car accident in which a young girl was orphaned. Cataloged for North Castle Public Library.

#### *South Salem Presbyterian Church Self-Guided Graveyard Tour*

This document will be of use to people interested in South Salem (and Westchester County) history and genealogy. Cataloged for Lewisboro Library.

### *Outreach Activities*

#### **Bilingual Story Time**

Ms. Coradin co-facilitated a bilingual story time at the Mount Vernon Public Library with Librarian Susi Dugaw on October 27<sup>th</sup>. The autumnal theme which included books, songs and a puppet show encouraged the children to observe the changes of the season while learning to count in both English & Spanish (21 attendees).

#### **Lectorum**

Ms. Coradin facilitated a Spanish language book buying trip on October 28<sup>th</sup> to Lectorum, a Spanish language publishing house in Lyndhurst, NJ. Lectorum offers Spanish language material with a focus on early literacy, including many bilingual books. In addition, they carry a popular and current selection of adult titles of original Spanish language works. Librarians from Mount Kisco Public Library, White Plains Public Library and Sing-Sing Correctional Facility attended.

## **Digitalia Hispanica**

On November 2<sup>nd</sup>, Ms. Coradin visited Digitalia Hispanica—a Spanish language electronic provider of books, magazines, and multi-language videos. Although Digitalia’s focus is electronic material, Ms. Coradin selected print titles for the Central Library Collection. Many of the titles selected were on and about Latin America and by Hispanic authors.

## ***INFORMATION TECHNOLOGY (IT)***

**Contact: Rob Caluori, Director [231-8642]**

With the lease on the current WLS office space ending in June 2016, the IT Department has been proactively exploring options to host the IT infrastructure that supports WLS and the member libraries. Presently, the infrastructure is hosted in the WLS data center on the fifth floor of the same building of the WLS offices. This data center space is somewhat unique in that the landlord provides critical services not found at many locations and would be costly to replicate elsewhere. These critical services include immediate and long-term power protection from Uninterruptable Power Supply (UPS) systems and a generator. Options will provide equal or greater services than what is currently in place.

Rob Caluori met with Rosemarie Gatzek, Director of Irvington Public Library, and Bernie Feuer from Video Marketing Systems to propose a digital signage solution for the library. If approved, this will be the seventh library with a digital signage solution supported by WLS.

WLS will be hosting a meeting at our offices with key personnel from SirsiDynix in December. Under the current contract, in-person meetings with SirsiDynix staff are scheduled quarterly. These meetings have been very helpful in moving forward on WLS’s agenda to increase access, improve discoverability and protect privacy. Specific items pursued to achieve these goals include: providing a more secured login to the ILS; providing online bill payment for patrons; exposing the catalog to search engines; improving accessibility for patrons that use reading devices; and further integration of eBook services into the catalog.

## ***PUBLIC INNOVATION AND ENGAGEMENT***

**Contact: Elena Falcone, Director [231-3240]**

### **ADULT SERVICES OUTREACH**

#### **Westchester Seniors Out Speaking (WSOS)**

Target audience – seniors, low-income seniors

- The monthly WSOS Update meeting was held November 16<sup>th</sup> at the Greenburgh Public Library. The Medicare Rights Center (MRC) covered the consumer impact of Accountable Care Organizations (a type of healthcare provider consortia under the Affordable Care Act). Cornelia Schimert, Director of Community Relations for Visiting Nurse Association of Hudson Valley, reviewed the services of hospice (a more detailed follow-up to last month’s MRC presentation on Medicare coverage of hospice). At the meeting, NYS certificates of completion were distributed to the 40+ WSOS volunteers that took the annual NY State HIICAP exam (Health Insurance Information and Assistance Program), which tests the knowledge of those who provide Medicare counseling.
- Medicare Open Enrollment began on October 15<sup>th</sup> and continues through December 7<sup>th</sup>. In addition to our regularly scheduled SBIC hours—all of which have a bump in volume this period—volunteers supported three Saturday sessions in November. These took place at the libraries in North Salem, Ossining, and Shrub Oak.
- The last of the fall *Demystifying Medicare* workshops was delivered on November 12<sup>th</sup> at The Field Library (Peekskill). Virtually single-handedly, volunteer Julie Woodward scheduled, promoted and

delivered 15 workshops drawing a total attendance of over 460. These workshops serve to answer questions for those new to Medicare and those currently enrolled; they also serve as a feeder to SBICs.

- WSOS volunteer Lynda Nickelsen has been notified that she is a 2015 inductee into the Westchester County Senior Citizen Hall of Fame in recognition of her considerable contributions as a WSOS volunteer. Lynda does SBIC counseling and *Medicare Minute* presentations in northern Westchester; she also serves as a mentor to new volunteers. We are clearly lucky to have her. The Hall of Fame recognition luncheon takes place in early December.

### 3<sup>rd</sup> Quarter Activity

Educational Presentations Given: 78

Educational Presentations Attendance: 3,245

Session Hours Hosted at 10 Library Sites: 300

Counseling Interactions (including Helpline support): 273

### TASC Connect!

Target audience – low-literate adults

Concurrent with oversight of the walk-in centers, program coordinators continue to assess resources and partnerships that can support expanded service for adult basic education.

### 3<sup>rd</sup> Quarter Activity

Session Hours hosted at 5 Library Sites: 277

Client Sessions: 368

Individual Clients: 198

## CORRECTIONAL FACILITIES & RE-ENTRY SERVICES

*Re-Entry Services:* Effective November 1<sup>st</sup>, the Westchester Connections guide is live. The guide, targeted to those who were formerly incarcerated or are currently navigating probation or parole, offers information and advice on critical services as well as web-based and live Question & Answer (Q&A). The Q&A is supported by Elena Falcone and Correctional Services Assistant, Julie Ann Polasko.

Outreach, which will take place in the coming months, is aimed at agencies targeting this audience, libraries, and to end-users. The guide is one of three services being promoted for the re-entry population:

1. Westchester Connections – A web-based, Westchester-specific resource directory for those in re-entry or navigating probation/parole (see [connections.westchesterlibraries.org](http://connections.westchesterlibraries.org));
2. WLS Welcome Card – A six-month temporary card activated by agencies on a client's behalf;
3. Job Search Tool Kit – A popular plain-language guide to the steps and strategies for securing a job.

As appropriate, the TASC Connect! program and our self-help learning portal (FirstFind.org) are being promoted to this audience.

*Correctional Facilities:* In this period, Julie Ann Polasko has been working to distribute donations from member libraries to the correctional facilities. These include a large collection of audio-cassettes received from the New Rochelle Public Library. Additionally, we continue to assist the facilities in making purchases of Spanish language resources (thanks to Nancy Coradin) and to place book orders (these are done at WLS due to the restricted Internet access at the facilities).

## YOUTH SERVICES OUTREACH

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

*College for a Day:* As part of the Youth Connection's long standing partnership with the Great Potential's program of SUNY Purchase, Francine Vernon helps to plan and implement Great Potential's annual College

for a Day events scheduled in the fall for the middle school students and early in the new year for high school students.

College for a Day offers participating students an early exposure to a college environment and also introduces relevant information to encourage participants to begin to visualize themselves going to college and to think about career options. The event provides an opportunity for Mrs. Vernon to promote community libraries as sources for additional information on topics addressed during the students' campus visits.

This year, the middle school event was held on October 28<sup>th</sup>. Seventy (70) students from middle schools in the communities of Greenburgh, New Rochelle, Peekskill and White Plains attended. The day included a guided tour, games and activities relevant to making decisions, setting goals and choosing careers. There were also presentations by guest speakers. Undergraduate college students spoke about what college is like. College graduates (Great Potential alumni) described their careers and shared why they chose them. The careers represented included a Con Edison Engineer, Physician's Assistant, Police Officer, Nurse, Sales Representative, and a Personal Trainer.

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

- Youth Services Advisory Group members Stephanie Mandella (Katonah), Rebecca Teglas (Larchmont), and Suzy Zavarella (Ossining) led the coordination of the annual performers showcase. This program, attended by representatives from most of the system libraries, is an opportunity for youth services librarians to preview potential programming.
- The manuals for the 2016 Collaborative Library Summer Program were distributed at the showcase and via the delivery system. The 2016 Summer Reading theme is *On Your Mark, Get Set....Read*.

#### **WEBS**

**Contact: Elaine Sozzi, Director [231-3239]**

New ideas and program designs continue to be developed for 2016 as written program evaluations are reviewed and verbal feedback is heard regarding clients' needs. As the world of work evolves with new technology, changing demographics and economic instability, it is vital that job seekers are equipped with up-to-date tools and strategies to manage their careers. This year the WEBS counselors are reporting an improvement in the number of participants who have found new jobs or are getting interviews. Some of these job seekers had been experiencing difficulty getting back into the workforce after long periods of unemployment. Those who were successful updated their skills through community college or online courses that aligned with the needs of current employers, and also improved their technology skills. In addition, they networked with people, in person or on LinkedIn, who could provide an entrée. Some had to lower expectations in terms of salary and grade level but are hopeful for advancement in the future.

This has been another active year for WEBS as we have conducted programs at 26 different libraries including ten nine-week seminars which involved both group and individual counseling; two year-long individual counseling programs at the Yonkers and Mount Vernon Libraries; 27 workshops on a variety of career-related topics; and four professional development programs for area career counselors and librarians.

Workshops conducted this month included: *Job Search & Salary Negotiation*, *Job Search Strategies for Success*, *Develop Your Entrepreneurial Self*, and a newly developed program called, *Create a LinkedIn Profile with Impact* that created a lot of buzz among the 39 participants who attended. This was an interactive working session in which counselor Marie Riffel stressed the importance of having a professional, eye-catching LinkedIn profile that can distinguish an applicant and attract recruiters. After participants completed an exercise to elicit their "personal brand" and reviewed some sample profiles, they worked on

developing their own profile and received feedback from people at their table. This dynamic program elicited creative ideas and strategies and received stellar evaluations. Requests for it have already been received from other libraries.

The WEBS counselors have submitted their confidential client reports and session write-ups from this seminar cycle to the WEBS director who will review the information and refer any individuals who need follow-up to individual counseling services. Evaluation surveys will go to the seminar participants six months after completion of the program. The statistics gathered from this follow-up allow us to track client progress in terms of reemployment, career change, self-employment and return to school, thereby evaluating the long-term effect of the WEBS services.

This month WEBS director Elaine Sozzi finished conducting an eight-week career seminar for mature adults at the Chappaqua Library; attended two workshops on branding and LinkedIn at the Greenburgh Public Library and the Chappaqua Library; and attended the WLS Annual Meeting.