
WLS Department Reports January 2016

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

In 2015, WLS Cataloging Services created over 1,000 original bibliographic records in both book and media formats. These need to be created in-house because they are not found in the OCLC database nor provided by the vendors from whom the libraries order materials. In some cases, the materials are local or self-published; in other cases, they are so new that they have not yet been cataloged by outside agencies. If the WLS catalogers do not catalog these items, they will be invisible to users. The WLS catalogers' experience and expertise make this service possible.

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

Asbury United Methodist Church (Crestwood): Anniversary Commemorative Book / editor, Dorothy Smith; writers, Maybelle Callender [et al.]

This is a work covering 255 years of the church's history (1771-1996). Cataloged for Yonkers Public Library.

Doctor Bernhard R. Loewy: The Good Doctor / by Elizabeth E. Pataki; art by Jonathan M. Hubbard

This is the biography of an illustrious Peekskill resident, written by another Peekskill resident. Cataloged for The Field Library.

The Power of Memoir: Harrison Public Library Writing Workshop, Fall 2015

This collection of brief essays written by Harrison residents who participated in the library's workshop contains colorful descriptions of life in the town. Cataloged for Harrison Public Library.

Manager of Cataloging Services Douglas Wray has continued editing the catalog to prepare for implementation of SirsiDynix's new feature which will enhance the users' searching capability. The editing stage is very close to completion.

Since July, part-time cataloger Melissa Glazer has been merging bibliographic records, in cases where they are duplicates. This is another task which improves the efficacy of the catalog, in this instance by distributing holds more fairly and by streamlining search results. It is also a job which requires expert human inspection of the records, case-by-case. Before she began, three lists were generated by the WLS IT Department according to matches by the Library of Congress card number; the Universal Product Code; and the publisher's number. Ms. Glazer has finished reviewing the first list, and she is making great progress.

Cataloger Qingshe Ren and part-time cataloger Kate Finley have been busy. Mr. Ren loads the majority of vendor-provided bibliographic records and edits them so that they conform to local standards; these typically number in the hundreds, per day. He is also the resident DVD and Blu-ray specialist. Ms. Finley fields the member libraries' cataloging requests via the department's email account and helps to answer their questions. Her accuracy and courtesy garner many thanks from the library staff.

In 2015, WLS began an ongoing relationship with the company Zepheira, who specializes in utilizing the emerging data scheme BIBFRAME to make libraries' holdings visible on the World Wide Web, e.g. through Google searches.

Outreach Activities

Spanish Language Cataloger Nancy Coradin specializes in Spanish language materials (as her title implies). Her duties extend well beyond cataloging, however, as she is very involved in community outreach and consulting with the member libraries. She helps to coordinate bilingual story times, offers advice about Spanish language collection development and weeding (what to buy... what to get rid of), and is committed to finding new and creative ways to spread the word about Westchester's public libraries to the Spanish speaking population.

WLS Multi-Language Book Fair

Ms. Coradin is facilitating the 6th annual Multi-Language Book Fair that will be hosted at the Greenburgh Public Library on April 8, 2016. The Multi-Language Book Fair is a platform where librarians, educators, and service providers can peruse and purchase Spanish, Arabic, Chinese, French, Italian, Hindi, Japanese, Portuguese and Russian materials for their collections. Although, many of the attendees are not well versed in the languages they collect, the book distributors know their material and offer expert guidance in the languages they showcase.

Planning is underway, and Ms. Coradin is working closely with Diana Lennon, Librarian I at the Greenburgh Public Library and co-facilitator of the Book Fair. There will be close to a dozen book vendors and distributors available with language materials for adult, young adult and children in multiple formats, including electronic books. In addition, community organizations will be in attendance to offer an opportunity for librarians to meet the service providers in their Westchester neighborhoods. For an authentic touch, the Fair will offer a sampling of multi-cultural foods from the countries represented. Food provides a wonderful way to introduce and share culture.

Bilingual Story Time

Ms. Coradin co-facilitated bilingual story times in November with Librarian Susi Dugaw from the Mount Vernon Public Library and Claudia Denaro from the Harrison Public Library. The theme of the programs was giving thanks, and they included books, songs and a puppet show that emphasized the many things to be thankful for--parents, teachers, nature and, of course, books and reading. [26 attendees at Harrison; 25 attendees at Mount Vernon]

In December, the story times were titled, *Holiday Tales*, and included three languages: English, Spanish and a song in Ladino. Ms. Coradin co-facilitated these story times with storyteller Rachel Izes at the Bedford Hills Free Library, Susi Dugaw and Claudia Denaro. The diverse holiday theme reflected Christmas, Hanukkah, and Kwanzaa with books, songs, and a holiday puppet skit. [15 attendees at Bedford Hills; 32 attendees at Harrison; 22 attendees at Mount Vernon]

REFORMA

On December 4th, Ms. Coradin attended a REFORMA meeting in a bookstore in Spanish Harlem in New York City. REFORMA is a national association that promotes library and information services to Latinos, while serving as a networking platform to librarians and library staff. Ms. Coradin spoke about the upcoming WLS Multi-Language Book Fair to the members and distributed a save-the-date bookmark.

DEVELOPMENT

Contact: Pat Brigham, Director [231-3241]

The WLS Development Department ended the year with a number of accomplishments. In 2015, with \$45,000 in financial support from Entergy, Con Edison and H.W. Wilson Foundation, WLS initiated a Mini-Grant Program for library staff training and active learning incentive grants for member libraries. Libraries responded to a Request for Proposal (RFP) in following three categories:

- *STEM (Science, Technology, Engineering, and Math) Learning for Youth*: The STEM Mini-Grants fostered youth interest in STEM Learning and allowed youth to explore STEM concepts in an environment outside of school.

- *Fashion and Design*: The Fashion and Design Mini-Grants engaged professional instructors (including adjunct Fashion Institute of Technology (FIT) instructors) and integrated a new library resource, the University of Fashion database. Brother Sewing machines acquired through a donation to WLS were actively used in many of the programs.
- *An Open Round*: Offered at the end of the year, these programs encouraged libraries to build on the success of previous programs or to explore new ways to engage the community. Libraries receiving grants that ranged from \$750 to \$1,200 included: Bedford Free Library, Bedford Village Library, Chappaqua Library, Croton Free Library, Dobbs Ferry Public Library, Eastchester Public Library, Field Library (Peekskill), Hastings-on-Hudson Library, Hendrick Hudson Free Library (Montrose), Harrison Public Library, Katonah Village Library, Larchmont Public Library, North Castle Public Library, Town of Pelham Public Library, Port Chester-Rye Brook Public Library, Pound Ridge Library, Rye Free Reading Room, Ruth Keeler Memorial Library (North Salem), Warner Library (Tarrytown), White Plains Public Library, Yonkers Riverfront Library, and Yonkers Public Library Grinton I. Will Branch Library.

All funded programs utilized library resources and collections and had active learning outcomes thereby strengthening the library's position as an educational resource. Many libraries established new collaborations with local nonprofits, educational partners, and talented professionals in their community. Programs targeted a variety of audiences; youth, teens, young adults, and seniors, with enthusiastic response. As a result of these active learning programs, libraries strengthened relationships with their patrons and connected with new patrons. Some libraries identified a need for more expansive collaborative workspaces or makerspaces as patrons were introduced to new activities with new technology, including gaming software, tablets and sewing machines. WLS continues to seek private funding to support the continuation of mini-grants in 2016.

In addition, WLS applied for and received grants to support TASC Connect!, a program of the Public Innovation and Engagement Department. Funding from TD Charitable Foundation, The Max and Victoria Dreyfus Foundation, and The Thomas and Agnes Carvel Foundation increased the capacity of this program to support adults seeking their high school diploma. In 2016, the Development Department will continue its efforts to secure renewed and additional funding for WLS direct client services, including family and digital literacy.

The year ended with a \$25,000 grant from Westchester Community Foundation to support a system-wide marketing campaign to promote library awareness and encourage library card sign-up in 2016. The campaign will focus on individual patron stories. Each library is asked to participate in the project—*Speak Up @ Your Library*—by asking patrons to come forward and share compelling stories of how their local library impacted their lives. The stories will be gathered in narrative form and presented at WLS's annual breakfast program in April. Of those submitted, six will be selected to be professionally produced for a television public service campaign to encourage county-wide library card sign-up later in September. A two-part Marketing Boot Camp, offered January 12th and February 4th is designed to assist library staff in implementing a patron story campaign and related marketing strategies to enhance library awareness in their community.

WLS Development Department continues to work with individual libraries to enhance their own fundraising efforts, including serving as a fiscal agent pass through for major gifts. Department Director Pat Brigham, in addition to offering one-on-one assistance, has planned fundraising workshops at WLS headquarters. On December 15th, Ms. Brigham presented a three-hour workshop on general grant writing for the youth services group; and on January 12th, a two-hour workshop specifically addressing the most recent STEM Mini-Grant RFP. At the request of PLDA, a grant writing workshop will be offered in Spring 2016.

And finally, plans are underway for the 2016 Annual Celebrating Westchester Libraries Breakfast on Wednesday, April 13th, at Abigail Kirsch at Tappan Hill Mansion in Tarrytown, NY. The event will focus on the *Speak Up @ Your Library* campaign. Not afraid to speak up in his political career, Barney Frank, former Massachusetts Congressman and fierce defender of civil liberties, will be the guest speaker.

Individual tickets are \$80 for the public and \$60 for library staff. Tickets, journal ads, and sponsorships are available online via the [WLS website](#).

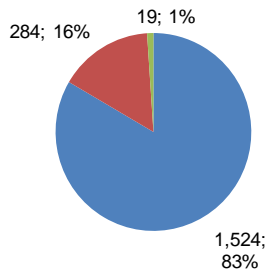
eCONTENT & RESOURCE SHARING SERVICES

Contact: Hui Sheng, Manager [231-3258]

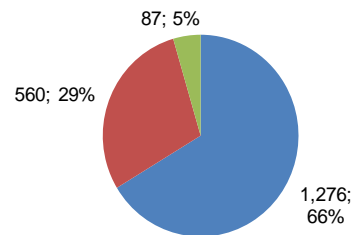
Interlibrary Loan (ILL) activity in the fourth quarter of 2015 shows a 3% decrease in requests from WLS users, and a 63% increase in requests received from non-WLS borrowers, including the three correctional facilities; increasing the grand total number of requests received, with WLS as both borrower and lender, by 22% when compared to the fourth quarter of 2014. Requests filled by member libraries for non-WLS borrowers, including the three correctional facilities, have a 71% increase, and the grand total fill-rate of WLS borrowing and lending is 23% higher than the same period in 2014. Requests from the three correctional facilities show a 114% increase, with a 151% increase in fill-rate.

In 2015, WLS ILL received 8,087 requests for book loans and photocopy of articles from WLS member libraries, up nearly 9% from the previous year, and another 9,521 requests from outside WLS, including the three correctional facilities, up almost 42%. The yearly total fill-rate is up 25% from 2014.

WLS as Borrower



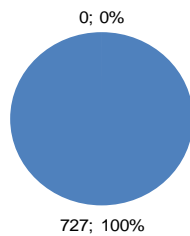
WLS as Lender



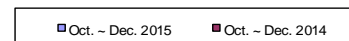
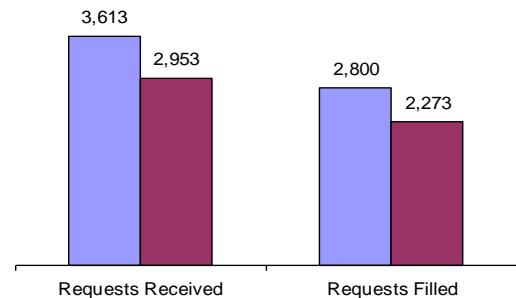
Total requests received from WLS members: **1,786**

Total requests received from non-WLS libraries: **1,827**: including the 3 correctional facilities

Correctional Facilities



Quarterly Comparison to Previous Year



Total requests received from the correctional facilities: **722**

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

Two libraries underwent major renovations in 2015. Lewisboro Library and Harrison Public Library expanded their spaces, redesigned floor plans, and gave their buildings a facelift. In those projects, the IT Department was there at every step. In addition to providing consulting on infrastructure and electrical needs and bringing in phone and Internet services, the same services were used to deploy the temporary locations needed during construction. In 2016, Larchmont Public Library will be operating out of temporary space in the Village Center located in the annex behind the library building while they undergo a major renovation. IT Department staff created a temporary working environment including wired and wireless networks, staff and public workstations, and will continue to provide consulting with contractors to implement both the temporary space and establish the renovated space.

Rob Caluori and Joe Maurantonio worked with the IT consultant team at Mount Vernon Public Library throughout 2015, and at several times in January 2016, on the implementation of a hybrid network. This network will allow patrons and staff to continue to use WLS maintained PCs and to access new resources acquired by the Library. The project is in its final stages and has provided benefits for both WLS and Mount Vernon through mutual agreement and cooperation.

With the hire of Allison Midgley as Technology Trainer in July 2015, WLS began a library staff training program offered in two twelve-month segments. The first twelve month segment is dedicated to providing baseline training for the various SirsiDynix products in use throughout the System. In her first six months, Ms. Midgley developed and provided 81 training sessions for almost 350 library staff; and this work will continue through the end of this coming June. The second twelve-month segment to begin in July will focus on general technology training, including electronic and non-electronic makerspace technologies. The goal will be to provide library staff with training in the form of program development and demonstration, giving each attendee a toolkit that they use to implement programs in their own libraries.

Privacy will be a focus for the IT Department in 2016. Last month WLS's Public Innovation & Engagement hosted a presentation by Alison Macrina from the Library Freedom Project. The presentation focused on measures to protect privacy online. The discussion included tools for users; the roles libraries can play to provide access to these tools; and the importance of library staff in creating awareness. Our focus will take shape through direct measures such as software choices or network configurations as well as providing more education and awareness, such as further development of the information provided to patrons on the implications of using services that collect private data.

One tool being explored is [TOR Browser](#), a product that provides anonymity online by routing a user's Internet access through a series of encrypted anonymous proxies. As complicated as that may sound, the user would only need to choose to use TOR Browser. A quick video that explains how it works can be found on [the TOR Project's blog](#). In 2016 IT will be installing TOR Browser on every PC and will look into hosting a TOR relay.

WLS uses several third-party services (i.e. OverDrive, Total Boox, EBSCO, ProQuest, Recorded Books) to provide access to eBooks and subscription content, such as databases. While the WLS website outlines the type of data each of these services collects through the course of patron usage, this content will be reviewed, updated and expanded in 2016 in light of the above-mentioned presentation.

PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

ADULT SERVICES OUTREACH

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors

Volunteer Sessions: Two WSOS Update meetings were held (12/21, 1/11) at the Greenburgh Public Library. The meeting content covers what the volunteers will present in the following month at 38 community venues. Medicare topics included new Medicare fees and services in 2016 and special enrollment periods. Materials from the *Consumer Reports Choosing Wisely* campaign were presented by Elena Falcone. These materials will be provided as a companion to the January Medicare Minute. The content addressed the use of EKGs and advice for heart health.

TASC Connect!

Target audience – low-literate adults

Over the course of 2016, TASC Connect! will be testing, refining and rolling out three key changes to our program.

1. *Promotion and Education:* We will be starting a county-wide program of outreach specifically to help educate prospective students about the exam and their options for preparation.
2. *Clear Starting Points and an Instructional Plan:* New students for TASC Connect! will be given the Test of Adult Basic Education (TABE) assessment (shorter survey version) for the purpose of determining specific reading and math starting points. This information will be used to provide tutors and students with level-appropriate materials in reading and math drawn from sources such as McGraw Hill Adult Basic Education materials.
3. *From Walk-in to Scheduled:* We will be gradually moving most volunteer efforts from support of “walk-in” hours to planned “one-to-one” tutor/student engagements that will be flexibly scheduled but still be held at public libraries. Tutors will be provided with all the materials they need to work with the individual student.

While we plan to sustain our walk-in sites over the year, we anticipate phasing-out some sites in favor of one-to-one tutoring that will take place at libraries throughout the county (New Rochelle, Port Chester, Greenburgh). We anticipate that the White Plains and Yonkers library sites will continue as focal points for service. These changes are being made to address program challenges identified over the last few years; to expand the reach of this needed service; and to offer a program that can better demonstrate its effectiveness and value to the community.

CORRECTIONAL FACILITIES & RE-ENTRY SERVICES

Westchester Connections: Table tents and bookmarks promoting the availability of the Westchester Connections guide will be distributed to member libraries in January. A workshop reviewing guide contents and its relevance to re-entry audiences, as well as any looking for information on critical social services, will be offered in February.

Re-entry Services: In December, Elena Falcone met with staff of two programs serving re-entry populations: the Prison Fellowship and Family Services of Westchester’s (FSW) Mount Vernon SNUG program (a violence prevention program, SNUG = guns spelled backwards). At these meetings, opportunities for promotion of

the Westchester Connections guide and general library services were discussed. As an outcome of these meetings, the Prison Fellowship program will use the Job Search Tool Kit as the framework for a program at the Taconic Correctional Facility for women who are within two-years of re-entry. Staff from the SNUG program expressed interest in co-developing a "rap sheet cleanup" event that would leverage content from the Westchester Connections guide. Development of both of these efforts has begun.

Elena Falcone presented the Westchester Connections guide to participants at the Westchester Independent Living Center's Partners for Success program. This program serves those with physical and mental disabilities (including substance abuse), many of whom are navigating re-entry.

Correctional Facilities: Julie Ann Polasko worked to update our correctional facilities loan guidelines. This is significant since many libraries have generously offered materials for these facilities but restrictions exist that limit what the facilities can accept. These guidelines will be distributed in January.

Quarterly payments for items lost in interlibrary loan to correctional facilities have been processed. This covers the period October through December 2015. Libraries will receive a check along with information on titles and item numbers for which reimbursement is being received. Elena Falcone and Julie Ann Polasko are working with the correctional facilities to support the communication of clear policies within the facilities related to ILL.

YOUTH SERVICES OUTREACH

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

College Readiness: The libraries in Ossining, Tarrytown (Warner) and Yonkers recruited 18 teenagers to participate in a three-month pilot to test the delivery of personalized, live, web-based SAT/ACT preparation classes. The courses, delivered by [Tomorrow's Genius](#), will be done via Webex on laptops provided at the libraries during scheduled hours across the three locations. Teens from multiple library locations will be joining the weekly classes (limited to six students each) and will receive support from library staff during the 13-week program. The low cost per instructional hour, opportunity for personalized instruction, as well as engagement with teen services programs, are the drivers for the pilot. A successful outcome (i.e., library and student satisfaction) could lead to democratizing access to high quality, low cost college exam preparation. This would fit in well with concurrent efforts to enrich WLS offerings related to college and career readiness.

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

Monthly youth services meetings are hosted by WLS to provide learning and collaboration opportunities for librarians serving children and teens. The content of these meetings is generally developed by the Youth Services Advisory Group, a rotating team of YS professionals drawn from the member libraries. The December and January meetings were led by WLS's Pat Brigham and focused on grant-writing skills and opportunities for youth services programs.

OTHER OUTREACH

Digital Literacy: WLS hosted Alison Macrina of the Library Freedom Project and a colleague from the New York Civil Liberties Union for a workshop on digital privacy. Ms. Macrina subsequently was engaged to do a similar program at the Yonkers Public Library-Riverfront Library specifically directed at teens. These well-attended (and highly engaging) sessions included information on major surveillance programs and authorizations; the uneven effects of surveillance (how it targets marginalized people and what the real effects are on their lives); and technology tools for public PCs to enhance privacy and security. It included guidance on how to teach privacy computer classes to the public or incorporate privacy tools into existing computer classes or information literacy classes. The project maintains a [Privacy Toolkit for Librarians](#) as a resource for further education and instruction.

Note that project staff are willing to return to Westchester to conduct workshops on more specific topics related to privacy and security. They offer advanced trainings on privacy technologies, classes tailored to the needs of specific user groups or use cases. They are available to teach digital privacy and security classes to library patrons. Several libraries have expressed interest in having Alison return. If interested, please contact her directly at <mailto:alison@libraryfreedomproject.org>.

Telehealth Intervention Program for Seniors (TIPS): Following up on a PLDA presentation last year on the county-sponsored TIPS program, Yonkers Riverfront Library is offering TIPS services concurrent with adult and senior programming throughout January. The aim is to assess interest for a longer-term project. TIPS is a county-sponsored (grant funded) telehealth intervention program that offers participants the opportunity to learn about and assess key measurements on a weekly basis, i.e., weight, blood oxygen, and blood pressure. Measures are taken using three simple Bluetooth enabled devices that allow for wireless capture of health data. During the program, additional social services (and library services) are presented. In the fall, Riverfront staff worked with WLS and the TIPS program staff to understand the program and determine how it could fit the schedule at Yonkers. Outcomes will be reported in February.

Senior Programming: The bi-monthly meeting of the Programming for Seniors interest group was held in December. In addition to a discussion of programs and challenges, Elena Falcone presented a review of resources for patrons with visual impairments--Talking Book and Braille Library (TBBL), Bard, Bookshare. Resources from TBBL were offered as a demo and registration was explained. Also reviewed were steps that could be taken to provide more large print flyers and newsletters. The guidance on designing large print flyers is posted to the [Senior Benefits Information Center wiki page](#) on library services for seniors.

Library Outreach: In support of new programming at the Bedford Hills Free Library, Elena Falcone offered a review of learning resources available via westchesterlibraries.org. This was done as part of a series of Tech Tuesdays led by the Bedford Hills' Patron Services Coordinator.

PROFESSIONAL DEVELOPMENT

In December, Elena Falcone attended the Not-For-Profit Management Center's workshop on Long Term Planning for Non Profit Organizations Using a Sustainability Model. It was notable that the diverse group participating shared a frank discussion about competition among nonprofits for resources. Key takeaways relate to the importance of (and challenges in sustaining) a strategic, long-term view.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

Last year WEBS provided 10 nine-session career seminars, 27 career-related workshops, four training programs for counselors and librarians, and weekly individual counseling sessions throughout the year at two libraries. The focus of many of the programs was on helping adults manage their careers using technology and social media. There are important benefits to using digital tools for gathering information, building an online presence, networking, job searching and developing technology skills for the future.

In the career seminars clients were introduced to Lynda.com to brush up on their software and business skills and Learning Express to access practice tests for academic and licensing exams. Several new workshops were developed to show job seekers how to use LinkedIn to showcase their skills and build and maintain powerful online connections with people who can provide valuable information about careers and job opportunities. Clients learned how networking through social media offers the potential to reach out to hundreds or even thousands of connections.

Through the Career Links sections on the WEBS homepage, clients were introduced to updated and carefully reviewed sites in the areas of industry and company research, education and training, labor market information and job search. Clients discovered helpful sites like Indeed.com to find jobs in the not-for-profit sector and Meetup.com to find other people with shared interests. They also accessed the searchable

Education Database on the homepage to explore educational programs that could update their skills or offer a route to a career change.

In 2016 WEBS will continue to develop and provide programs that emphasize digital literacy and technology in a world that is changing how we associate, how we learn and how we remain competitive in our careers. An equally important goal this year will be to further cultivate our engagement with the member libraries in addressing the career needs of their communities which have become more urgent as economic uncertainty continues. More than six years after the recession ended, many workers still struggle to find stable employment. Recent press coverage has highlighted the plight of older women who are often at greater risk for poverty because of age discrimination in the job search, fewer years in the workforce and less savings.

Member library directors and reference librarians are now contacting WEBS to schedule 2016 programs on topics they feel would be of benefit to their patrons. Over the years there has been a redefinition of goals and purpose on the part of many libraries who now recognize that career-related programs and resources can provide great economic benefit to their patrons.