
WLS Department Reports April 2016

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

On March 29th, Manager of Cataloging Services Douglas Wray met at New Rochelle Public Library with Director Tom Geoffino and staff member Larry Sheldon to discuss their large collection of local history and other special materials. Most of these titles will likely require original cataloging by the WLS catalogers. This will make them visible, and accessible, to patrons who would like to research the history of New Rochelle—or who would be interested in seeing (for example) a bound collection of early twentieth century theatrical magazines collected by the famed actor and New Rochelle resident Eddie Foy.

Outreach Activities

WLS Multi-Language Book Fair

Nancy Coradin, Coordinator, Multi-Language Collections and Services, facilitated the 6th Annual Book Fair with Diana Lennon, Librarian II, on April 8th, hosted by the Greenburgh Public Library.

The purpose of the book fair is to offer a venue to give librarians and dual language teachers a diverse choice of language material at all levels and in multiple formats as well as an opportunity to make lasting and fruitful relationships with book vendors and local organizations.

More than 50 librarians, directors of language programs, early literacy providers and dual language teachers attended the Book Fair with 10 language book vendors and five community organizations. Pictured to the left are Laura Bejarano, Library and Trade Sales Manager of Lectorum Publications, and Mariella Diaz-Male, Library Assistant, Spanish Speaking, of the Harrison Public Library West Harrison Branch, perusing the latest materials.



“For me the opportunity to read in Spanish provides the opportunity to expand my horizons. The library has exposed me to literature that I never would have known about!”

--Greenburgh Public Library Patron

Bilingual Story Time

Bilingual story times continued at the Mount Vernon Public Library and Harrison Public Library, co-facilitated by Nancy Coradin, Librarian Susi Dugaw and Claudia Denaro respectively. The theme was the signs of Spring and highlighted the changeable weather and how to enjoy the new blossoming trees and the raindrops too. One of the books read was *Splish, Splash, Spring* by Jan Carr that celebrates nature’s signs of spring with colorful, collage illustrations; and the Spanish folksong, *Que llueva, Que llueva* (Let it rain, Let it rain) was sung. [March 15th at Mount Vernon, 34 children; March 17th at Harrison, 14 children]

Ms. Coradin attended an early literacy workshop facilitated by Francine Vernon, Coordinator, Library Youth Connections at WLS, entitled, *Early Literacy Jet Pack*, with educator and librarian Saroj Ghoting. The big take away from the workshop was the importance of informing parents and guardians while conducting a story time on how reading to preschool children will facilitate their ability to read when they start school by demonstrating the importance of a book and helping to build their vocabulary.

DEVELOPMENT

Contact: Pat Brigham, Director [231-3241]

During the first quarter of 2016, the following grants were received:

Sirsi Dynix – \$4,000 – to support the patron story project;

TD Bank – \$5,000 – for TASC Connect!

WLS was invited to submit a proposal to the Westchester Community Foundation to support additional professional development and programming to help member libraries sustain the Creative Aging in the Libraries program. If awarded, final approval is expected in June 2016. WLS was also invited to submit a proposal to Con Edison for continued STEM (Science, Technology, Engineering & Math) literacy programs for 2016-2017.

Eleven libraries were awarded Mini-Grants for STEM programming in the library: Briarcliff Manor Public Library, Bedford Free Library, The Field Library (Peekskill), John C. Hart Memorial Library (Shrub Oak/Yorktown), Larchmont Public Library, Lewisboro Library, Mamaroneck Public Library, Ossining Public Library, Somers Library, Tuckahoe Public Library, and Harrison Public Library-West Harrison Branch. All projects have an active learning component; and funding supports presentations by professional educators in the fields of architecture, 3D technology, robotics, and horticulture. Library programs will begin in May and continue through the Fall. These Mini-Grants are supported by Con Edison and enhances libraries' initiatives to offer engaging learning activities.

County Executive Rob Astorino proclaimed April 11-15 as Library Week in Westchester at a press conference on April 11th. Those in attendance included: Cathy Draper, WLS Board President; Luke Vander Linden, WLS Trustee; Terry Kirchner, WLS Executive Director; Pat Brigham, WLS Director of Development; Laura Eckley, Director, Larchmont Public Library; Ed Falcone, Director, Yonkers Public Library; Chris Shoemaker, Director, Rye Free Reading Room; and Karen LaRocca-Fels, Director, Ossining Public Library; WLS Trustees Award winner Suzy Zavarella, Teen Librarian, Ossining Public Library; and WLS Outreach Partnership Award winner Westchester Independent Living Center, Inc., represented by Executive Director Joe Bravo.

The Annual Celebrating Westchester Libraries Breakfast was held on April 13th and featured guest speaker, former Congressman Barney Frank. Over 170 library directors, staff and trustees attended. WLS was pleased to have NYS Assemblyman Tom Abinanti, Chair, NYS Assembly Committee on Libraries & Education Technology [92nd District]; NYS Assemblyman Steven Otis [91st District]; NYS Assemblywoman Sandy Galef [95th District]; NYS Assemblyman David Buchwald [93rd District], and NYS Senator Terrence Murphy [40th District] represented by Marianne Oros join us for the event. Suzy Zavarella received the WLS Trustees Award, for her role working with teens and children and implementing the System-wide Battle of the Books; and Tamaris Princi accepted the WLS Outreach Partnership Award on behalf of the Westchester Independent Living Centers, Inc., for their work with WLS on the *Westchester Connections Guide*, an informational resource to help formerly incarcerated individuals navigate the difficult transition to life on the outside.

This year's Library Week theme, *Speak Up @ Your Library*, featured a series of patron stories meant to give voice to the transformative nature of libraries. Told from the patron's point of view, either in first person or as told to library staff, these stories demonstrate the power of libraries. Twenty-five stories were featured, with many of the patrons in attendance. WLS will continue to support member libraries' efforts to gather

more stories, and additional compelling stories will be included in the WLS end of the year report. The Patron Story Project is made possible with funding from the Westchester Community Foundation.

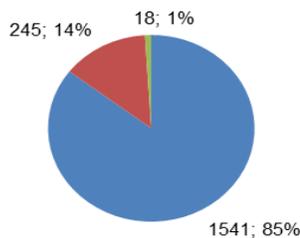
Library Week activities also included *Days of Giving*—an online giving program designed to create an effective, easy-to-use platform to encourage individual donations. The two-week Campaign dovetails with the increased public awareness of libraries during Library Week to increase private donations.

eCONTENT & RESOURCE SHARING SERVICES

Contact: Hui Sheng, Manager [231-3258]

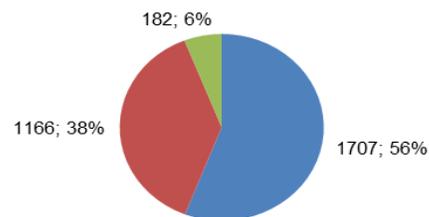
Interlibrary Loan (ILL) activity in the first quarter of 2016 shows an 18% decrease in requests from WLS users, but a 27% increase in requests received from non-WLS borrowers, including the three correctional facilities; increasing the grand total number of requests received, with WLS as both borrower and lender, by 5% when compared to the first quarter of 2015. Requests filled by member libraries for non-WLS borrowers, including the three correctional facilities, have a 22% increase; and the grand total fill-rate of WLS borrowing and lending remains almost the same as the same period in 2015. Requests from the three correctional facilities show a 3% increase, with a 100% fill-rate, now that the prison library staff can place holds on WLS member-owned copies themselves instead of sending their requests to WLS ILL to place holds.

WLS as Borrower



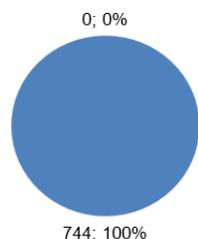
Total requests received from WLS members: **1,788**

WLS as Lender



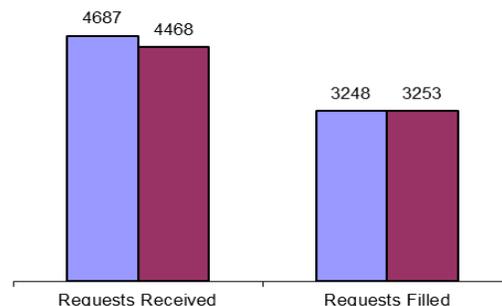
Total requests received from non-WLS libraries: **2,899**; including the three Correctional Facilities

Correctional Facilities



Total requests received from the Correctional Facilities: **744**

Quarterly Comparison to Previous Year



INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

Rob Caluori, Melanie Carnes and Wilson Arana attended the Public Library Association (PLA) Conference in Denver, Colorado, the week of April 4th. At that conference, in addition to having the opportunity to attend informative sessions and hear engaging speakers, the IT team had the opportunity to meet with a number of key vendors to discuss ongoing projects, issues and make plans for the remainder of the year.

Mr. Arana and Mr. Caluori had the opportunity to speak with some of Envisionware's top technical staff members, who were able to provide needed information on how to more effectively integrate Envisionware into the Virtual Desktop Infrastructure (VDI), a task that, to date, has presented many challenges. From this face-to-face meeting, WLS is now equipped to continue the roll out of VDI to the member libraries.

Mr. Caluori also met with Michael Bearse from Capria Mobile to discuss the county-wide app initiative, an important next step in accessing library resources 24/7 in the mobile environment. Basic and enhanced features for the app were more defined; and once pricing information is confirmed, Memorandums of Understanding will be distributed to the member libraries to enter into the implementation phase.

This conference also provided the opportunity to hold one of the four scheduled meetings held annually with senior staff from SirsiDynix to discuss their overall strategic directions for software, programs and partnerships. The outcomes of the meeting were all positive, and several projects are moving forward that will impact WLS projects to improve the performance of Blue Cloud Analytics, integration with Zepheira for linked data and integration with Active Directory for staff authentication.

The PLDA Finance Committee asked Mr. Caluori and Terry Kirchner to provide information for different options for updating the existing IT Finance Model. The current model was designed and approved in 2009 and has been in place since January 2010. Several variations of the existing model were explored by the Committee as well as two completely original models that were expense-based; and the Committee is proposing a refined expense-based model. A series of workshops are being held throughout the County to inform the libraries about the proposed model and allow for questions and answers in a smaller setting prior to the general PLDA membership meeting in May, when the model will be discussed before being sent to the WLS Board for final approval.

Joe Maurantonio is also working on completing an order for the new core network equipment scheduled to be purchased this year. This equipment, once installed, will allow WLS to increase the Internet bandwidth to the member libraries. This order also contained the first round of new network equipment to be placed on site at the member libraries. This is the first year of a two year project to replace that equipment.

PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

ADULT SERVICES OUTREACH**Westchester Seniors Out Speaking (WSOS)**

Target audience – seniors, low-income seniors

- **Senior Law Day Partnership:** As part of our collaboration with the Westchester Public Private Partnership for Aging Services, Medicare presentations from the WSOS program (*Open Enrollment Options* and *Health Care Considerations on the Way to Retirement*) are now promoted as part of the Senior Law Day effort. These presentations and our counseling services will be part of the Spring and Fall Senior Law Day programs.
- **Volunteer Education:** February and March WSOS Updates were delivered. Medicare topics covered preventive and screening services, Medicare notices and appeals. Guest speakers included Diane Poonai (Westchester County Department of Senior Programs and Services) and Margya Uglink (National

Health Decision Day project). New volunteer training was offered in April (4 days, 14 hours) and attended by 10 new volunteers.

- **Volunteer Recognition:** Robert Anthony, one of the founding volunteers for the WSOS program, was recognized at the Yonkers Mayor's Day of Recognition for National Service. As described by Program Coordinator Beth Casso, "Bob is a welcome face at senior centers throughout the area, most notably at the Armory where he presents the Medicare Minute every month. ... After retiring from a long career with the NY State Office of Mental Health, Bob went back to school and obtained a degree in spiritual direction. He is very active in that area as well, providing spiritual direction and visiting the sick in nursing homes. ... Bob's gentle caring manner has made him a favorite with all who come in contact with him."
- **Activity in 2015:** Attendance at our educational presentations was over 13,000. More than 1,400 counseling discussions were held; about 19% of those served identified as low income (at or below 150% of Federal poverty level).
- **Client Satisfaction in 2015:** Medicare Minute – Consistent with prior years, more than 80% of respondents across all sites were VERY satisfied with the content and presentation, and would use our services when they have a question. Senior Benefits Information Centers – Over 97% of those responding assessed the service as very useful. More than 73% indicated they learned about ways to save money and about benefits that could help them; 67% learned about ways to improve their health insurance coverage.

TASC Connect!

Target audience – low-literate adults

- **New Program Coordinator:** In February, Phyllis Fowlkes joined the team of TASC Connect! Program Coordinators. Phyllis is an experienced literacy program coordinator and educator with outreach, classroom and volunteer support experience in Adult Basic and Continuing Education programs in formal settings, foreign language schools and community based organizations. Phyllis is a certified TABE (Test of Adult Basic Education) administrator and trained TASC instructor. She joins the dedicated duo of Brenda Praga and Barbara Verdi in our work to strengthen and expand this important literacy service.
- **Orientations:** In March, monthly orientations commenced at four libraries: Mount Vernon, New Rochelle, Ossining, and White Plains. A fifth orientation site will be added starting in April–Yonkers Public Library-Grinton I. Will Branch.
- **Tutors:** Tutor training is being revised to support our new model and is now held bi-monthly as we work to recruit and ready more tutors for one-to-one services.
- **Adult Literacy Grant:** Our proposal for the 2016-2019 renewed allocation of the NYS Adult Literacy Grant series was approved. The \$9,000 annual grant will be directed toward promoting awareness of the TASC Connect! information service and the purchase of materials to support one-to-one tutoring.

CORRECTIONAL FACILITIES & RE-ENTRY SERVICES

Target audience – correctional facility library patrons, those formerly incarcerated, and those navigating parole or probation

- **Re-Entry Services:** As part of ongoing outreach to re-entry clients, presentations were made to several client groups at the Westchester Independent Living Center. Additionally, WLS will now be among the service providers informing new inmates during the County Jail's "orientation" program. In March, a program on the Connections Guide and Re-entry Services was offered at WLS for library staff; participants included Nory Padilla (County Department of Corrections), Tamaris Princi (Westchester

Independent Living Center), and Julie Ann Polasko (Ossining Correctional Facility and WLS Correctional Services Support).

- **Correctional Facilities:** A revised donations policy was developed and shared with member libraries to update the understanding of what can be accepted by a correctional facility and what is most needed.
- **Rap Sheet Workshop:** Discussions continue with potential partners (Legal Action Center, Community Service Society, PACE University) to develop a workshop and supporting effort to assist those in re-entry to understand and correct their rap sheets. This is a critical step toward securing employment.

YOUTH SERVICES OUTREACH

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

Early Literacy Outreach: Last Fall, Francine Vernon, the Youth Connections (YC) Coordinator, presented at the Mount Kisco Head Start Center to non-English speaking parents who reported they were not library patrons. Her remarks included what libraries in general have to offer. Her introductory presentation at the Center was followed up this month by an evening parent visit program at the Mount Kisco Public Library. Twenty-four (24) parents and 25 children attended. The program provided the parents with first-hand library experiences: They had a guided tour of the library; they observed their children in a story time program; they were introduced to the library's website; they viewed examples of online programs to engage children and also viewed examples of interactive online programs to help adults learn English. In addition, the parents were given take home "Welcome to the Library" packets with information on library programs and resources and a bilingual story book as a gift to the children. From the feedback received from participants, the program was well received. Parents left the visit enthusiastic about taking advantage of library opportunities in the future. Mrs. Vernon is pleased to report they have begun to submit applications for library cards.

The YC Coordinator attributes the success of the evening to a team effort and gives kudos to the other entities that contributed: Head Start Center staff encouraged parents to attend; Mount Kisco Public Library staff led the evening's presentations; and Nancy Coradin, WLS's Coordinator, Multi-Language Collections and Services, co-led the bilingual story time, served as translator for the presentations and also helped to capture feedback from parents.

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

- **Early Literacy:** In March, 30 youth services staff participated in an early literacy workshop led by librarian and early literacy educator Saroj Ghoting. The day-long, skills-development workshop ended with a series of presentations by community organizations interested in partnering to support local early literacy outreach.
- **Youth Services Collaboration:** Youth services meetings in February and March were facilitated by Youth Services Advisory Group members. Topics addressed included strategies for engaging young readers (facilitated by Stephanie Mandella, Katonah) and school outreach (facilitated by Rebecca Teglas, Larchmont). The school outreach meeting was joined by Gina Bell of the Yonkers Public Schools.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

WEBS counselors are reporting moderate to strong job search progress among participants in the five career seminars that are now coming to a close. A significant number of clients are reporting multiple interviews with some getting hired. Others are planning to return to school to upgrade skills and a few have decided to open a business. Feedback indicates that the experience in the seminar helped them decipher strengths and interests and provided them with strategies for researching companies, networking, preparing dynamic resumes and interviewing with more confidence. Participating with a group of their peers who provided information and support was also a key factor in their progress.

Upcoming spring workshops include: *Strategies for a Winning Interview* at the Mount Vernon Public Library; *Latest Trends in Job Search* at the Mamaroneck Public Library; *Latest Trends in Resumes* at the Katonah Village Library; *Careers in Healthcare* at the Eastchester Public Library; *ABC's of Resumes and Job Search* at the Warner Library in Tarrytown; and *Job Search That Works!* at the Chappaqua Library. This workshop series will continue throughout the year with a variety of offerings on career-related topics. Individual counseling by appointment continues at the libraries in Yonkers and Mount Vernon.

The core mission of the WEBS program is to provide career counseling and workforce development services for adults in career transition, but it also offers programs targeted to college students and recent graduates. This population faces an entirely different career development experience than their parents, since job requirements have changed drastically and career choices are often overwhelming. Job search techniques in the digital age require an understanding of how to present oneself on social media sites as well as make a favorable impression in an interview on Skype. The *Job Search that Works!* workshop is geared to young people who need help understanding their skills, researching career options, getting information on internships and job shadowing and learning about resumes, interviewing and branding.

WEBS Director Elaine Sozzi, WLS Executive Director Terry Kirchner and WLS Director of Development Patricia Brigham met with John Ravitz and Sara James of the Business Council of Westchester (BCW) to discuss strategies for promoting WLS's programs through BCW. The discussion involved an overview of programs and services and how they may benefit BCW's members. Mr. Ravitz and Ms. James will review the information with BCW's President and Chief Executive Officer Marsha Gordon and get back to us with suggestions for future collaboration.

This month Ms. Sozzi completed a nine-week career seminar she was conducting at the Chappaqua Library and met individually with all seminar group members. She also took part in a webinar on *Harnessing the Power of the MBTI (Myers-Briggs Type Indicator) Assessment to Influence People Effectively* and attended the Celebrating Westchester Libraries Breakfast at Tappan Hill Mansion in Tarrytown.