

WLS Department Reports June 2017

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

On June 12th, Manager of Cataloging Services Douglas Wray and Coordinator, Multi-language Collections & Services Nancy Coradin held a workshop at Westchester Library System (WLS) Headquarters called, "Cataloging @ WLS 2017." It was attended by ten people, librarians and clerks from various member libraries. Mr. Wray and Ms. Coradin described the role played by WLS Cataloging Services in ensuring that the libraries' holdings are reflected in the shared catalog, with attention given to accurate description and classification.

Here is a selection of the topics covered:

- The need for the member libraries to identify themselves in all transactions;
- the importance of linking items promptly once the corresponding bibliographic records appear in the catalog;
- the fact that the official status of an item (e.g. "lost", "missing" "unknown", etc.) will affect its visibility in the catalog;
- the importance of reporting holdings information when requesting a bibliographic record for a new periodical;
- the "local author" subject headings which the WLS catalogers will add upon request;
- and the benefits of having MARC records provided by the vendors from whom physical materials are purchased.

Ms. Coradin detailed some advanced searching methods, and the workshop concluded with advice given by Mr. Wray and Ms. Coradin to help the libraries make the cataloging process more efficient.

Association of College & Research Libraries (ACRL) International Perspectives Discussion Group

On May 15th, Ms. Coradin and Diana Lennon, Librarian II at the Greenburgh Public Library, were presenters in a webinar titled, *The ALA [American Library Association] Cuba Library Exchange Program*. The librarians shared their thoughts and experiences of their two trips to Cuba facilitated by ALA.

There were 21 attendees nationally who participated in the webinar, and Ms. Coradin has been contacted by a few who expressed their gratitude in offering a glimpse of what the country is and who its people are. After attending the webinar, a school librarian from St. Louis, Missouri, decided to do a solo trip to Cuba to visit their school and public libraries. Cuba has 399 public libraries and 6,000 school libraries.



Outreach

Ms. Coradin met with Daniel Oh and Yanique Robinson, representatives from New York Life, to discuss free financial literacy workshops that can be offered in the member libraries in English and Spanish.

Ms. Coradin combined her efforts with Francine Vernon, Coordinator of Parent/Youth Outreach at WLS to offer a bilingual story time at Yonkers Riverfront Library in partnership with the Yonkers Children's Place—a Head Start facility. The idea is to introduce and welcome the families enrolled in the Head Start program to the local library's wealth of resources in both English and Spanish. More than 90% of the families are Latinos. Eighteen parents and twenty-eight children participated in the bilingual story time on May 19th, where reading and social interaction were explored through literature, song and puppetry.

Ms. Coradin co-facilitated the first bilingual story time with Librarian Kathleen DiSilvio at Yonkers Public Library Grinton I. Will Branch Library on May 25th. Among the dozen children who attended, two were Indian who understood very little English. Their mother translated the stories into Urdu, and the bilingual story time morphed into a trilingual program. Ms. DiSilvio plans to continue the program in August with a Spanish speaking patron.

Professional Development

Ms. Coradin attended the 13th Annual REFORMA Conference (a national organization that promotes library and information services to Latinos and the Spanish speaking) held in the Mid-Manhattan Library in New York City. The conference presented authors and speakers with diverse ethnic backgrounds to discuss how to spark innovation through cultural competence and collaboration without borders.

One presenter Author Frank Chen retold his story of growing up in communist China, aspiring to be a writer. He could not pursue his dream in China; but once he immigrated to the United States, he was offered a full scholarship from SUNY at Stony Brook. In spite of working as a database administrator in the municipal government in New York City for more than 20 years, he is now a popular author among Chinese Americans and his books circulate in the Queens Library System.

Puerto Rican artist Edgardo Miranda-Rodriguez proudly declared how representing familiar characters in art and literature empower people to see themselves as social and cultural activists. His graphic novel depicting a Puerto Rican patriotic character, *La Borinqueña*—not only captures reluctant readers, but encourages girls to see themselves in powerful roles.

The Brooklyn Public Library gave a presentation about their unique program entitled, *Telestory*, that offers free video visitation and story time for families separated by incarceration. To help circumvent the stress and uncomfortable environment children may experience when visiting loved ones in prison, this video visitation is provided over a live video feed at the library, where children can read books, share stories and visit for an hour with their incarcerated parents. *Telestory* is currently offered via 12 Brooklyn Public Library branches for all Department of Correction facilities in New York City.

DEVELOPMENT

Contact: Pat Brigham, Director [231-3241]

Community Conversations: Criminal Justice, Yesterday and Today, a project funded through a Westchester Community Foundation (WCF) grant, is in its final stages of planning. Pat Brigham and Elena Falcone, working with Robin Melen, program officer at WCF, have been successful in securing participants for almost all of the scheduled conversation dates. Panelists confirmed so far include: Roger Panetta (Historian and Sing Sing Correctional Facility expert, Fordham University); Sister Tesa (Director, Hour Children); Martin Horn (Distinguished Lecturer in Corrections at the John Jay College, City University of New York and Executive Director of the New York State Sentencing Commission); Sean Pica (Hudson Link); Liz Gaynes (Executive Director, Osborne Association); Janet Donat (Family Services of Westchester/EMERGE Program); Katherine Vockins (Founder and Director, Rehabilitation Through the Arts); and Cheryl Roberts (Director of

the Greenburgh Center for Social and Criminal Justice). Each panel will be moderated by Brent Glass, director emeritus of the Smithsonian Museum of American History, and will include an issue expert, a Westchester service provider, and service client or ex-offender. The project underscores the role of public libraries as centers for community dialog and discourse on important issues, offers an opportunity to inform the public with resources and information on criminal justice issues, and furthers the visibility of the WLS Re-entry program. Everyone is encouraged to attend any or all of the *Community Conversations*. Dates and locations are as follows:

<i>Community Conversations: Criminal Justice, Yesterday and Today</i>	
October 5 th , 7 pm	Ossining Public Library
October 10 th , 6 pm	New Rochelle Public Library
October 12 th , 6:30 pm	Yonkers Public Library-Riverfront Library
October 17 th , 7 pm	Yonkers Public Library-Grinton I. Will Library
October 26 th , 7 pm	John C. Hart Memorial Library (Shrub Oak/ Yorktown)
October 28 th , time TBD	Mount Kisco Public Library

Entergy, Con Edison, Hope for Youth Foundation and TD Bank Foundation grants are pending and will be determined very shortly; expectation is very positive. These grants, if funded, would support mini-grants, HSE Connect! and the Battle of the Books. Ms. Brigham and Terry Kirchner had a very positive meeting regarding a potential sponsorship with a major Westchester health facility; Ms. Brigham continues to cultivate that and other potential sponsorships to support WLS initiatives.

Ms. Brigham has planned and will present a three-part series of workshops on fundraising targeted specifically to library friends groups and foundations. The workshops will take place on July 12th, August 16th and September 13th. Registration and further information is available on the [WLS Evanced calendar](#).

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-3207]

Rob Caluori and Korn Chantravakin attended Tech Supports for Cognition & Learning Conference at Mercy College on May 19th. The conference is given by the ARC of Westchester, an organization whose mission is to empower children, teens and adults with intellectual and developmental disabilities, including individuals on the autism spectrum, to achieve their potential by strengthening families and encouraging personal choices, abilities and interests. Mr. Caluori, who also presented at the event, sat on the planning committee of this conference which gave WLS sponsor-level recognition on all printed and digital conference materials.

The goal of 100Mbps Internet speed at the libraries, which is reinforced by guidelines and reports at both the NYS and Federal levels, is becoming a reality in Westchester. The Greenburgh Public Library, Ossining Public Library and the Yonkers Public Library–Riverfront Branch will be upgraded to 100Mbps this month. Included as part of the 2017 budget, this bandwidth upgrade, which was initiated last year, is expected to continue through 2020—eventually bringing every library to the 100Mbps speed. The Westchester County contract with LightPath is a key element to making this bandwidth affordable for libraries and helping WLS meet its goal.

In June, the IT Department engaged in a password update program to further secure the SirsiDynix Integrated Library System (ILS). This first step will allow library staff to log into the system with their network credentials in a Same Sign-On (SSO) environment. Requiring SSO, a single, complex password that authenticates across multiple systems, makes it easier for the staff while providing additional security.

Rob Caluori, Wilson Arana and Chris Hernandez will be attending the .NEXT Conference June 27-29. The conference is hosted by Nutanix, the manufacturer of the hardware used by WLS to support the virtual desktop environment. Attendance at this conference was supported by Nutanix, who values WLS as an early adopter and one of their first 5,000 customers. Nutanix supports education, aviation, insurance, manufacturing and every level of government including the military. This conference will allow WLS staff to have a unique opportunity to get in-depth, real-world scenario training and education on tested, best practices from peers all over the world and in the U.S.

PUBLIC INNOVATION AND ENGAGEMENT

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

ADULT SERVICES OUTREACH

WLS supported the 2017 LOFT Pride event. The ad pictured to the right was included in the print program and on their website.

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors


- **Volunteer Education:** The monthly education meeting of our volunteer team took place at the WLS Headquarters. The Medicare topics focused on how Medicare and Medicaid work together and the coordination with the Healthcare Marketplace. The May meeting included a presentation from Jenna Gladfelter of LiveOnNewYork. Materials shared addressed changes to the printed Medicare card and trends and reporting of fraud. In June our meeting included a presentation by Susan Carroll of the PACE Women’s Justice Center.
- **Recruitment:** Program Coordinators Beth Casso, Mary Ann Larkin, Phyllis Rosen, and Marna Schirmer led a four-day training for new WSOS volunteers. In advance of the session, prospective volunteers are required to complete online coursework. During the session, Medicare is covered in depth, along with practice opportunities for counseling and presentation skills.
- **Outreach:**
 - WSOS/WLS participated in the 2nd annual Yorktown Senior Law Day held at Jefferson Village. WSOS provided counseling services. John C. Hart Memorial Library (Shrub Oak/Yorktown) staff Ellen Tannenbaum and Sharon Rothman helped to promote local and system services, aided by Outreach Assistant Allison Pryor.
 - Elena Falcone provided an in-depth review of services to participants in a workforce development program overseen by the Westchester County Department of Senior Programs and Services. Several participants were subsequently placed for six-months (May through October) at local libraries. In their role as Senior Service Navigators, participants are required to be on site at libraries during peak hours to respond to questions about County social service programs, housing issues, fraud, and key health care documents. Hosting libraries include Yonkers-Crestwood Branch, Larchmont, New Rochelle and Scarsdale. Sites are still sought; interested libraries should contact Dianne Poonai at ddp3@westchestergov.com.
 - WSOS staff hosted a table at the May Ossining Public Library “mini” Senior Law Day.

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LIBRARY SYSTEM
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HSE Connect! (also known as TASC Connect!) / Target audience – low-literate adults

- **Grant Reporting:** In preparation for submitting the year one report to NYS for the Adult Literacy grant directed to HSE Connect!, two key goals were reviewed—building awareness of HSE options and increasing the trained volunteer pool.

Awareness: From June 2016 through May 2017, 55 Information Sessions were delivered by HSE Connect! Program Coordinators at the five host libraries. In total, 178 adults were engaged. Facts collected about attendees include:

- The majority of attendees were ages 25-40 (38%); followed by those 40+ (32%); those 19-25 (26%); and those 16-18 (5%).
- 75% of attendees had completed some education between 9th-12th grades; 19% had last attended an elementary or middle-school grade.
- 87% had never taken the GED/TASC exam before; 4% had taken a GED.
- 21% had no Internet access at home.

Volunteers: In June 2016, there were 42 HSE Connect! tutors. As of June 2017, there are 89 trained tutors. During this period, we offered six sessions to engage and train new and existing volunteers. These events engaged more than 60 participants.

- **Recruitment:** In May, Program Coordinator Pam Hoffman led an HSE Connect! Program Overview to introduce prospective volunteers to the challenges faced by adults seeking an HSE diploma and the ways in which the library system offers support.
- **Training:** In June, tutors were invited to attend the second in an annual series of Tutor Toolkit events. This session focused on strategies and resources for addressing reading skills for adults that are pre-TASC (4th to 9th grade reading levels) and actively studying TASC-level materials (9th grade +). The session was led by Program Coordinator Phyllis Fowlkes. Elena Falcone provided a review of the library system's online resources that could be used to support student engagement, e.g., News for You, X-Plain Patient Education Health Tutorials, and FirstFind.org.
- **Promotion:** Program graphics have been updated in advance of a planned promotional campaign in late Summer and Fall. The campaign will include bus-ads, print advertising, and a possible mail-drop in selected communities.

Ready to work toward your high school equivalency diploma?
Come to an HSE Connect! Information Session to learn about three paths to a diploma and tools to help you get there.

A full schedule of HSE Connect! monthly Information Sessions is located at www.westchesterlibraries.org/HSE or call us at 914.231.3264.

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This program is supported in part by funds from New York State Education Department, Division of Library Development, the Thomas and Agnes Carvel Foundation, and the Max and Victoria Dreyfus Foundation.

CORRECTIONAL FACILITY (CF) SUPPORT/RE-ENTRY SERVICES / Target audience – current and formerly incarcerated adults, as well as those navigating parole or probation

- **Support to State CFs:** In June, Rebecca Mazin is presenting a two-session workshop on Job Search Realities at the Sing Sing Correctional Facility; this session is offered as a program of the CF's General

Library. Elena Falcone assisted and reviewed guidance from the Legal Action Center on the importance of obtaining and reviewing RAP sheet content prior to seeking employment.

- **County Jail:** As an outcome of participating in the inmate orientation at the Westchester County jail, WLS re-entry materials are now being distributed as part of inmate orientation. Orientations are scheduled periodically; we hope to be included in future sessions.

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

Youth Services Advisory Group (YSAG):

- Professional development programs led by YSAG included a two-part College Prep series aimed at informing librarians of current issues related to college financing, entrance exams and college search. This resulted in the creation of a planned series of expert-led workshops for patrons that will address applications, college search, exam selection and strategy, and financing. The series will be held this Fall at several libraries with support from WLS in promotion.
- Austin Olney (White Plains Public Library) led a session introducing librarians to Minecraft and exploring programming opportunities at libraries.

Early Literacy Skills commit Families to Libraries: More than 50 library staff—drawing from adult, circulation, and youth services—attended *Everyone Serves Families with Young Children*, a training designed to foster organization-wide support for early literacy. The well-received session was part of the Early Literacy initiative of NYS and was led by Mary Fellows, Manager, Youth & Family Services, Upper Hudson Library System.

NY School for the Deaf (NYSD): Elena Falcone and Julie Ann Polasko met with Amy Newland, newly responsible for re-establishing the library at the NY School for the Deaf. In addition to discussing strategies for weeding and library services, Ms. Newland was encouraged to visit several Westchester libraries with strong youth/Young Adult collections and implementation of makerspace programs. In the coming months, it is hoped that a Youth Services meeting may be hosted at the newly opened library and explore opportunities for supporting the transition of NYSD students to the use of public library services.

YOUTH SERVICES OUTREACH /

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

During this period, the Family Literacy Outreach & Youth Development activities of the department's Early Literacy/Youth Development Coordinator Francine Vernon included:

Family Literacy Outreach:

- A presentation at Neighbors Link in Mount Kisco, attended by 20 parents of pre-schoolers, that addressed the concept of early literacy, how parents can help support the early literacy skills development of their pre-school age children, and what our libraries have to offer for both young people and adults. Information packets were distributed.
- Two presentations at Head Start Policy Council Meetings were attended by a combined total of 25 parent representatives. Health literacy was the focus of remarks at both meetings. The topics presented and discussed were improving health through healthy eating, preparing well-balanced meals, and being a role model for your children by serving and eating a variety of healthy choices of foods. Handouts from "My Plate", an USDA nutrition education series, were provided for the parent representatives to take back to their respective Centers to share with other parents.
- Organization of four library group trips for 5 classes of 3-5-year-old children from the Head Start Centers of St. Matthew's in Ossining and the Children's Place in Yonkers with a combined total of 51 parents and 78 children participating. The visits, hosted by the Ossining Public Library and Yonkers

Public Library-Riverfront Library, provided first-hand library experiences and customized programming. The children were given a taste of several types of activities. The parents were offered orientations to the library and introductions to available children and adult online resources. Nancy Coradin, WLS Coordinator, Multi-Language Collections and Services, stepped in to help on the visit day attended by two classes and provided the children's programming for one of the classes. A combined total of 15 library cards were initiated during the library visits.

Youth Development (in partnership with Great Potential of SUNY Purchase College):

- Assisted in the implementation of Great Potential's early college exposure "**College for a Day**" event at SUNY Purchase, attended by 65 students from high schools in the communities of Greenburgh, Mount Vernon, New Rochelle, Peekskill, and White Plains. The day provided motivational speakers who shared the hurdles they had to overcome to go to college. The speakers planted the seed that college could be a reality for the "high-schoolers" too and encouraged them to take steps toward achieving this goal. The day also included rotating visits in small groups to different locations on campus to participate in interactive department-specific workshop panel discussions conducted by Purchase College faculty and undergraduate students. Topics addressed were the possible areas of study in the specific department, the influence of personal interests on the selection of the major and potential career aspirations, what college is like and campus extra-curricular opportunities.
- Helped to coordinate and coach students in the Department's after school **Job/Work Experience Search Program**, led by Consultant Roseanne Amolis, and attended by an average of 12-15 young teens in *Great Potential @ Peekskill High School*. This Program, which is being piloted this school semester, ends this month. The remaining sessions are for individual coaching by appointment. Reference binders are being developed to give to students to use as a resource. Over the summer, the results of the pilot will be reviewed. The curriculum will be modified, as needed, in preparation for possibly offering the Program at a different school during the next academic year.
- Presented at Great Potential's middle school retreat weekend, **Pathways into the Future**, was attended by 18 students (6th-8th grade) from school districts in New Rochelle, Peekskill, and White Plains. During the weekend, the middle-schoolers were introduced to Great Potential and its partnership with WLS and attended workshops (*Pathways to Succeeding in High School; Let's Get Motivated!; Cyber Safety & Anti-Bulling; What's My Digital Footprint?; and A College Going Culture*). The retreat also provided opportunities for on-campus experiences. Chaperoned by college students, the participants stayed in dorms and joined in different campus recreational activities (swimming, using the indoor gym/outdoor courts, taking a drumming/dance class, and a movie and game night).

WEBS

Contact: Elaine Sozzi, Director [231-3239]

The WEBS counselors are continuing to hear from recent seminar participants who are experiencing success in their job searches and career plans. One client who learned in the seminar how to develop an infographic format for her resume thinks that was the key to her reemployment as an accounting clerk. Another is entering real estate sales after a career in finance. Other clients are starting businesses in various areas including home staging, technical writing, time management training, and vacation planning for single parent families. They report that the seminar gave them the tools to focus on their goals and develop the confidence to implement their plans.

Scheduling and publicity efforts are underway for the fall seminars with registration beginning in mid-August. Participating sites include the libraries in New Rochelle, Shrub Oak, Yonkers, Greenburgh and Chappaqua. Clients who are on waiting lists will be alerted so they are guaranteed a place. WEBS will continue its individual counseling program at the Yonkers Public Library throughout the summer for clients who need assistance, and we hope to offer several workshops. Since programming is more limited during this period,

WEBS director Elaine Sozzi provides additional telephone counseling and referral for individuals who need assistance with career planning, resume development, etc.

This summer Ms. Sozzi and WEBS counselors will collaborate about ideas for incorporating changes into the seminar that will address the new challenges that job seekers now face. Globalization is having an impact on the average person. Now more than ever, people must cope with frequent job changes and unstable occupations, and they will need help from career counselors. Job displacement from technology is a major threat to blue collar jobs, especially in manufacturing, as industrial robots in local labor markets have replaced thousands of workers and have caused a negative effect on wages. Manufacturing will be driven by new materials and digitized plants, and the fewer workers who are hired will be highly trained, more productive and more valuable. Westchester Community College and other colleges in the area have started to offer courses in advanced manufacturing that provide training that leads to industry-recognized certifications. WEBS counselors are very familiar with educational and training programs in Westchester, and they will refer clients to these and other programs in computer and information technology, health technology, automotive technology and digital marketing that will equip them with new skills that will be in demand.

Ms. Sozzi is scheduled to meet with Evania Thompson, Interim Director of the Mount Vernon Public Library, to discuss ideas for new programs and workshops that would be of interest to the community. There has been an interruption in career counseling services due to transitions at the library, and the reference librarians have reported that patrons are asking about the possible return of these services.