
WLS Department Reports September 2014

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

Manager of Cataloging Services Douglas Wray attended the Public Library Directors Association (PLDA) luncheon at Katonah Village Library on June 19th. On June 24th, Mr. Wray attended the demonstration presented at WLS headquarters by Evergreen, and spoke with the presenters about various issues pertaining to cataloging.

Mr. Wray is continuing his visits to other comparable public library systems to gather information for benchmarking purposes. On August 7th, he visited the Bergen County Cooperative Library System in Hackensack, New Jersey; on September 8th, he visited the Pioneer Library System in Canandaigua, New York; and on September 15th, he visited the Suffolk Cooperative Library System in Bellport, New York.

Mr. Wray and Spanish Cataloger Nancy Coradin held a Cataloging Services workshop on June 3rd; on October 30th, they will hold an additional session for those who could not attend. It will repeat most of the material, with some changes made to reflect subsequent developments.

Three examples of original cataloging recently done by Mr. Wray:

Bedford Cooks! / A cookbook published by the Community Education Foundation in Bedford consisting of recipes contributed by Bedford residents; Cataloged for Bedford Hills Free Library.

*New Rochelle: 325 Years: Celebrating Our Vibrant Community: a Commemorative Journal / co-curated by Barbara Davis and Theresa Kump Leghorn; designed by Jesse Sanchez
A generously illustrated look at New Rochelle's history; Cataloged for Larchmont Public Library.*

*Remembering Mount Vernon, NY, the Place We Called Home: Essays by A.B. Davis High School 1960 Graduates / edited by Bruce Fabricant
A collection of personal and informative musings about the City of Mount Vernon; Cataloged for Mount Vernon Public Library.*

Bilingual Story Times

Nancy Coradin, Spanish Language Cataloger, conducted a bilingual story time and a themed craft on June 23rd with Children's Librarian Rebecca Newman at the Mount Vernon Public Library that attracted over 40 attendees. On July 8th, Ms. Coradin and Ms. Newman conducted a bilingual story time at Hartley Park in Mount Vernon. The summer long event is in partnership with The Westchester Jewish Community Services, part of their Parent Child Home Program. The 7-week summer program in the Park promotes the importance of literacy, science, art, and play among families, and over 100 people attended. On August 11th, Ms. Coradin and Ms. Newman conducted a back-to-school story time and offered a themed craft at the Mount Vernon Public Library with 32 people in attendance. On September 15th, Ms. Coradin

conducted a special bilingual story time to celebrate Hispanic Heritage Month with Ms. Newman at the Mount Vernon Library with 43 attendees.

Nancy Coradin was invited to LIBER, an international Spanish language book fair, by the Spanish Trade Commission. She was one of 28 librarians to be invited from the United States. The fair will be held in Barcelona and will take place the first week of October.

Outreach

In an effort to make the collection more current, Nancy Coradin weeded the Spanish language children's collection at the Mount Vernon Public Library on August 27th and September 4th. Denis Lyles, head of the Children's Department, will move the Spanish language collection to a more visible location and create signage to bring attention to it.

Ms. Coradin visited West Harrison Branch Library on September 9th to meet with Director Galina Chernykh and the new Children's Librarian Bonnie to discuss reinstating the bilingual story times in West Harrison for the winter season. In addition, Ms. Chernykh has authorized Ms. Coradin to select Spanish language material for West Harrison at the LIBER book fair. Ms. Coradin visited the Ruth Keeler Memorial Library on September 17th to meet with Carolyn Reznick and Cathleen Sulli to discuss selection of Spanish language books for North Salem at the LIBER book fair.

Events/Networking

On August 12th, Ms. Coradin selected Spanish language material at the Bilingual Publications Company in New York City for the Mount Vernon Public Library's adult and juvenile collections.

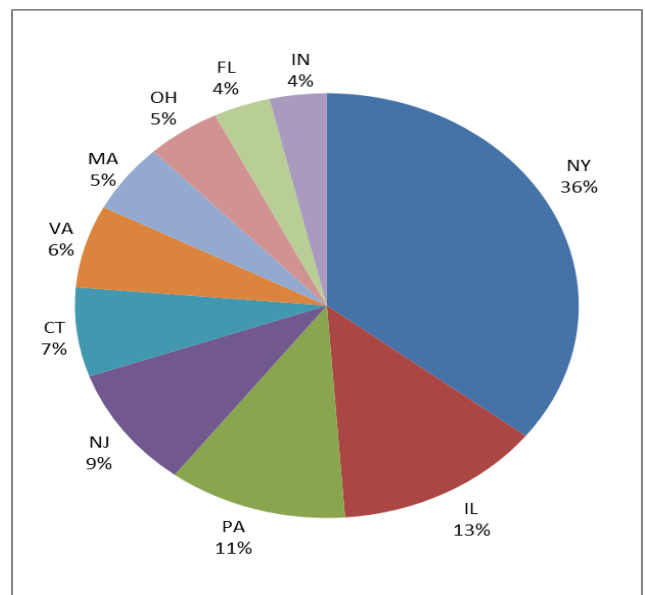
eCONTENT & RESOURCE SHARING SERVICES

Contact: Hui Sheng, Manager [231-3258]

During the summer months of July and August 2014, WLS ILL received 1,256 requests from member library patrons for materials not owned in the system. At the same time 1,243 requests came in from our local, regional and national resource sharing partners for materials owned by WLS member libraries, and another 244 requests came in from the three correctional facilities for materials owned by WLS member libraries.

It is interesting to note that for the OCLC fiscal year from July 2013 through June 2014, WLS ILL received a total of 6,271 loans and photocopies of journal articles from all 49 states in the continental USA, including the state of Alaska, along with the District of Columbia. Another interesting thing is that instead of New Jersey and Connecticut, the other two states in the tri-state region, Illinois and Pennsylvania were where WLS ILL borrowed the most, after New York State; even though our practice is to borrow from the closest first. The graphic to the right shows the top 10 states that supplied loans and photocopy of articles to WLS from July 2013-June 2014:

E-book reading continues to catch on with WLS member library patrons. July-August 2014 saw a 26% increase compared to the same months last year in e-book and e-audiobook checkouts on OverDrive alone, 47,383 vs. 37,459. At the same time, the publishing industry is also adjusting their strategies to increase their exposures in public libraries. The months of July and August 2014 witnessed some welcome additions of major publishers who opened their e-book catalogs to public libraries, but not without some caveats. For instance, in early July 2014, Simon & Schuster expanded their e-book lending program through OverDrive to all U.S. public libraries. A requirement to add Simon & Schuster e-book titles for library lending is that each title must have a "Buy-it-Now" (BIN) option on the page



alongside "Borrow" or "Place a Hold." There are also different licensing terms: Penguin Groups titles are licensed for 12 months; Simon & Schuster, also 12 months; Scholastic, 24 months; and the latest addition Macmillan, 52 checkouts or 24 months, whichever comes first; all came after HarperCollins's initial lending model of 26 checkouts debuted in March 2011.

During the months of July and August, a total of 711 e-book and e-audiobook items were added to OverDrive via the WLS Consortium account, of which 303 items (43 %) were for repeat titles with high holds.

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 regular schedule of SBIC sessions was offered throughout the summer. Medicare Minute activity continued, albeit with a number of summer schedule program cancellations at participating sites. (A report of activity through the third quarter will be made in next month's report).
- Three monthly education update meetings were held, attended by more than 50 volunteers in each session. Medicare Rights Center provided training in this period on home health care, Medicare fraud, and the 2014 open enrollment options. Topics covered in this period included highlights of the Successful Aging Conference (presented by several volunteers); updates to the EPIC program (presented by NYS's Laura Mulvihill); and a review of Medicare.gov's Plan Finder.
- A new volunteer training was held the week of September 9-11, which included 15 volunteers and presentations by WSOS Program Coordinators, the Medicare Rights Center, the Department of Senior Programs and Services, the NYS EPIC program, and Volunteer New York. The event was held at WLS Headquarters and at the Greenburgh Public Library.
- Continued participation in the Senior Law Day Committee to plan for the 10/29 event at the Westchester County Center included creation of a web site for program materials and preparation for a WLS/WSOS table. Event attendance is expected at over 600.
- A Department of Senior Programs and Services grant to support Medicare Minute activities was secured. (Note that the county's RFP did not go out until late June for this calendar-year 2014 grant.)
- Met with the Westchester County DSPS team implementing a telehealth program throughout Westchester County (known in the county as TIPS – Telehealth Intervention Program for Seniors). A proposal for how libraries might be involved will be made at the PLDA Meeting in October.
- Promotion for SBICs and Fall Open Enrollment began with the release in September of the BeeLine in-bus and shelter PSAs. Coverage in fall issues of Boomers and Beyond has been secured and other local press coverage is being pursued.

TASC Connect!

Target audience – low-literate adults

Key activities in this period include:

- The regular schedule of open tutoring hours was offered throughout the summer.
- The [August TASC Connect! newsletter](#) was released. Note that back issues are available on FirstFind.org.

- The program coordinator team has been preparing for the 9/27 Tutor Training, which will include a focus on math instruction, use of our assessment tools, and planning for use of print workbooks as a means to support persistence among those in our student pool lacking computer access.
- BeeLine bus PSAs (in-bus cards) have been launched for this service and will run through the end of the year.

YOUTH SERVICES OUTREACH

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

Learning Ambassadors 2.0

Target audience – low-income/high-potential youth

Key activities in this period include:

The 2014 Learning Ambassadors program officially ended on September 20th with an event marked by recognition, celebration and learning. Among the event's 80 attendees were Ambassadors from the 2012, 2013, and 2014 programs and their family members and friends. The venue was the Yonkers Riverfront Library. Program highlights included:

- Congratulatory, inspiring remarks were provided by Allison Kelley of the Westchester Putnam Workforce Investment Board; Dr. Iris Pagan of the Westchester County Youth Bureau; and Karina Borrian, a Manhattanville College student and 2012 Learning Ambassador.
- Bill Powers of Powers PR Video facilitated a dialog with the 2014 participants to highlight learning and surprising insights.
- Certificates of recognition from WLS and the Westchester County Executive were distributed by Anthony Andreana of TD Bank.
- A panel discussion was offered - "Tips for the Road Ahead" - that featured advice on the importance of orienting now toward college and other post-high school opportunities, expectations of colleges and employers, and resources available (especially in libraries) to inform the young person's vision of the future. The panel was facilitated by Dr. Julius Ford, retired Vice President and Dean at Westchester Community College. Participants included: Gregoriann Rollins, Director, Great Potential Program (Purchase College SUNY); Donald Whitely, Associate Professor/Admissions (Westchester Community College); Denise Cain, Assistant Director, Undergraduate Program & Noncredit Initiatives, School of Business (Manhattanville College); Mirka Medina, Assistant Director, Community School Initiative (Westchester Community Opportunity Program); Zahara Baird, Teen & Technology Librarian (Yonkers Public Library-Riverfront Library).
- A closing lunch was attended by all.

Annual program evaluation was done in this period, including a post-training evaluation (with Ambassadors and Mentors) and a post-session evaluation that included interviews with all assigned Mentors. Results of the evaluation will be used to inform planning for 2015 as well as the overall program assessment.

Several follow-up employment and engagement opportunities for the Learning Ambassadors are in development.

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

Key activities in this period included:

- Preparation for The Battle of the Books – scheduled for October 18th at the Scarsdale Middle School – has been a feature of this summer's reading programs for many libraries. Middle school and tween teams will be participating with an anticipated attendance of 500. Pat Braja has been working with program leader, Liz Anastasi (The Field Library, Peekskill) to enhance promotion and fundraising as well as early planning for 2015.

- Summer Reading programs were offered at 38 locations. The survey to tally activity across the county was sent in early September; results will be reported in October.
- The Youth Services Advisory Group (YSAG) spoke at the September PLDA Meeting. The focus of their message was to encourage continued support by directors of YS staff attendance at YS-focused professional development events. Given the changes and trends in service demands, i.e., as outlined in the recent Young Adult Library Services Association (YALSA)/Institute of Museum & Library Services (IMLS) 2014 report - [The Future of Library Services for and with Teens: A Call to Action](#) and the [WebJunction 2014 Competencies Index for the Library Field](#) – YSAG has stepped forward to assure that the monthly programs are relevant to the needs of YS professionals. The team reviewed past programs and upcoming work, including a call for volunteers at the 10/18 Battle of the Books. (Anyone want to be a judge?!))
- Francine Vernon has attended the Northern and Southern BOCES school librarian council meetings, continuing to advocate for awareness of library services and opportunities for more effective collaboration.

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

- NYS DOCCS now has our final proposal (working model) for a low-cost, secure, simple-to-install catalog solution for Westchester County prison libraries. The proposed solution costs less than half as much to maintain for each site and can be updated easily.
- Work continues on the Westchester County Connections Guide, a collaborative effort with the Westchester Independent Living Center (WILC) and other service providers. Connections is a web-resource for ex-offenders navigating re-entry into society. Connections will feature “tips” from WILC’s Victor Clark, Director of Minority Outreach and Partners for Success. Launch is expected by the beginning of 2015.

RELATED EFFORTS

- On September 5th, the Outreach Advisory Group met to review WLS programs and discuss opportunities for enhancement and promotion. Participants included: Sheryl Day, County Department of Probation; Isabel Hershkowitz, Legal Services of the Hudson Valley; Tamaris Princi, Westchester Independent Living Center; Cornelia Schimert, Visiting Nurse Association of Hudson Valley; Steve Schurkman, Keane & Beane (representing the Westchester County Public/Private Partnership); and Chris Shoemaker, Rye Free Reading Room.
- Submitted the final grant reports for the NYS Adult Literacy and Family Literacy grants (grant period: July 1, 2013 through June 30, 2014).
- Served as a panelist at the Creative Aging East Coast Affiliate Network Institute, noting the program’s value as a learning community in service to seniors.
- WSOS and TASC Connect! volunteers attended the 2014 WLS Legislative Breakfast and spoke in support of our programs.

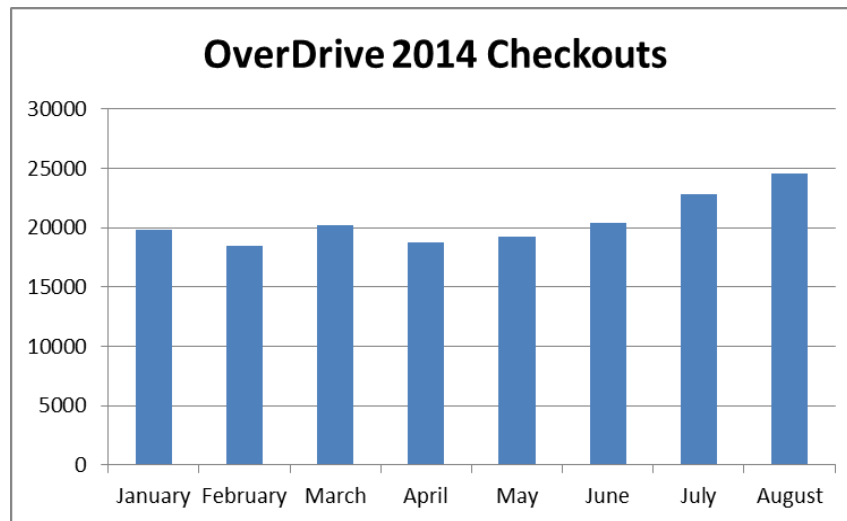
INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

The current wireless network in place at the member libraries is due to be replaced next year. In addition, the newest standard in wireless networks, 802.11ac, is due to be finalized toward the end of 2014/early 2015. The IT Department has been engaged in testing wireless network systems using the draft version of the new standard. These tests are intended to discover what caveats there are to the new standard prior to a large scale roll out and to vet the various brands of leading network equipment. This new equipment will also provide the ability to host multiple networks on the same wireless system. The current system only

provides one network, which is used to host an open network for patron use. The new system would be used to host a secure network for library staff in addition to the patron network. Greenburgh Public Library and Mount Kisco Public Library have been gracious in allowing us to use their libraries as test sites.

The chart below shows the steady climb in OverDrive usage since June. It was in June that WLS released the eResource Central component of the Enterprise online catalog. eResource Central integrates e-books and downloadable audiobooks into the catalog without the need to import MARC records. It also allows for content to be checked out to the patron without having to leave the WLS catalog to go to a vendor site. Prior to the upgrade, usage had reached a plateau and any month over month growth was isolated and minimal. Since the implementation of this upgrade, usage has consistently grown every month at an average of 8.6%.



The server room recently received a much-needed spring cleaning. Over the years, a large quantity of end-of-life servers, hard drives, back-up tapes and other equipment had been accumulated. The accumulation was mainly due to not having a way to dispose of this equipment in both a secure and environmentally safe manner. WLS contracted with Unitiv; a company that offers secure processing of such equipment. Unitiv was able to destroy all hard drives and back-up tapes, and remove all old equipment. The firm breaks all of the equipment down for scrap and recycling so that none of it goes into a landfill. In total, there was just over 2,000 pounds of material.

WLS recently experienced two planned, long-term power disruptions. Each occurrence was on a Saturday and lasted about eight hours. The outages were at the request of our landlord BASF, who is replacing the emergency power systems that keep the WLS data center powered during unplanned losses of utility power. There is one more outage planned in the coming weeks to finalize the installation of the new systems. A fully working emergency power system is essential to our operation. For example, following Superstorm Sandy, the WLS datacenter was uninterrupted. This allowed the system-wide wireless network to remain in service while patrons from around Westchester sought safe harbor in libraries. As winter approaches, it will be beneficial to have this new system in place.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

This fall our year-long career workshop series will continue with 14 programs scheduled during this period, and a total of 37 for the entire year. WEBS will have conducted career seminars, individual counseling programs and workshops at 28 libraries in 2014. A new workshop called *Job Search That Works* was recently developed for recent college graduates and will be offered at the Croton Library in October. Despite the lower unemployment rate, this population of young people is experiencing difficulty in landing their first job. This program will assist them in assessing themselves; exploring their options through career

research and networking; devising a focused plan; and understanding branding, resume development and effective job search strategies. As we observe changing trends in the marketplace, our goal is to give people the necessary tools and information to keep current. Some other workshops being offered include: Networking, LinkedIn, Second-Act Careers, Salary Negotiation, Careers in Healthcare, Resume Trends, Interviewing and Developing an Entrepreneurial Outlook.

Registration for five nine-week career development seminars this fall has started. The career counseling model of the seminar involves a process of self-assessment, information gathering and career planning. The counselors will also be helping participants explore new trends and innovations that are impacting employment, job search and career management today. The following trends proposed by various career leaders will be discussed in the seminars:

- Career marketing materials will need to showcase “portable careers” reflecting an entrepreneurial focus and responsibility for taking more control over their careers.
- Resumes will become an aggregation of social media with less content and more links to work projects, video bios, infographics, multi-media presentations, etc.
- Candidates will need to be more tech-savvy in the interview process since video methods such as Skype will be utilized more, especially when interviewing out of state.
- Large companies will bring recruitment in-house, and the need for external recruiters will diminish since employers will go directly to prospective candidates.

WEBS Director Elaine Sozzi was invited to the *iRelaunch Return to Work Conference* at Columbia University. This all-day event scheduled for October 1st is specifically designed to meet the needs of experienced professionals returning to work after a career break and the employers interested in recruiting them. Keynote speakers and workshop presenters will address topics including career assessment and job search tactics, networking and marketing. In addition, people who have made a successful return to the workplace will speak about their experiences. Sponsors of the conference include Morgan Stanley, Bloomberg, Harvard Business School, Pace Law School and NYU Stern MBA Program. Some sponsors will be seeking to hire people they meet at this conference.

Recently the WEBS director attended a planning meeting of the Westchester Career Counselors’ Network; a Westchester/Putnam Workforce Investment Board meeting; a meeting at the One Stop Employment Center; an administrative committee meeting; a seminar orientation at the Chappaqua Library; and the WLS Legislator Breakfast.