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## **WLS Department Reports November 2014**

### *CATALOGING SERVICES*

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

On October 30<sup>th</sup>, Manager of Cataloging Services Douglas Wray and Spanish Language Cataloger Nancy Coradin presented a second session of their June cataloging workshop at WLS Headquarters. The purpose was to discuss recent developments—including the outcome of the Integrated Library System (ILS) review process, recent cataloging policy changes and SirsiDynix topics; to review the services provided by WLS Cataloging Services; to provide some training on searching the WLS catalog; and to field questions and comments. There were 10 people in attendance. Another such workshop is scheduled for May 19, 2015.

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

*Stories Across the Universe: a Collection of Short Science-Fiction Stories Written by Youth of the Peekskill Youth Bureau, Peekskill, New York* / edited by Tanya & Jasmine “Jaz” Johnson  
Cataloged for The Field Library (Peekskill).

*Outside In* / by Scott Shachter

A novel about a jazz musician struggling with his muse, the pressures of commercialism and his less idealistic girlfriend; Cataloged for The Warner Library in Tarrytown.

*A Cup of Coffee with 10 of the Top Divorce Attorneys in the United States: Valuable Insights That You Should Know Before You Get a Divorce* / by Marvin L. Solomiany, Randy Van Ittersum  
Cataloged for Chappaqua Library.

### **Bilingual Story Times**

Nancy Coradin, Spanish Language Cataloger, co-facilitated *Giving Thanks*, a bilingual story time at the Mount Vernon Public Library, with Rebecca Newman on November 17<sup>th</sup>. In addition, Ms. Coradin is helping to weed the adult Spanish language collection at Mount Vernon.

### **Outreach Services**

Ms. Coradin contacted six patrons to set-up Spanish language translators to explain senior benefits at the Senior Benefits Information Centers (SBIC) in the member libraries.

### **Events/Networking**

On October 22<sup>nd</sup>, Ms. Coradin attended the World Languages Networking Meeting in Aurora, Illinois, via Skype. The government census data of 2012 shows that over 50% of the population of Illinois is immigrants. Many of the immigrants do not use the collections and services of the libraries due to language and cultural barriers; the largest group being Latinos. The Waukegan Public Library has piloted a program called Las Promotoras (The Promoters), formed by volunteers who go out to the community to gather information on the Latino population to identify their needs. Armed with this data and grants, the libraries create programs and build collections to meet those needs and engage their attendance and participation. Ms. Coradin is currently sharing the model of Las Promotoras with member libraries to tailor a similar program to Westchester.

On October 24<sup>th</sup>, Ms. Coradin attended a mini-book fair at The Cervantes Institute in New York City and assisted librarians from the member libraries with selection.

The Westchester Librarians Serving Latinos meeting at the Scarsdale Public Library on October 27<sup>th</sup> was hosted by Ms. Coradin. The guest speaker was Carmen Pena, Life Consultant and Inspirational Speaker, and author of the forthcoming book, *Confessions of an Enlightened Soul*. Seven librarians attended from six libraries: The Field Library (Peekskill); Greenburgh; Mount Kisco; Mamaroneck; Scarsdale; and White Plains.

Ms. Coradin was invited to attend the Latina Leadership Conference in New York City on November 12<sup>th</sup>. The conference was hosted by the Colgate-Palmolive Company and presented business leaders, who offered workshops on multi-cultural marketing, wealth management and cultural competency for our diverse and changing world.

### ***eCONTENT & RESOURCE SHARING SERVICES***

***Contact: Hui Sheng, Manager [231-3258]***

Hui Sheng attended a regional OCLC Member Forum held at CUNY John Jay College of Criminal Justice on October 31<sup>st</sup>. Topics discussed at the Forum included the latest in OCLC Cataloging and Metadata; FirstSearch and Discovery; and Resource Sharing. After the welcome by Curtis Kendrick, University Dean for Libraries and Information Resources, CUNY, and an OCLC Update by Rob Favini, OCLC Member Relations Liaison, Ms. Sheng went to the Resource Sharing and ILL session, where colleagues from the tri-state area compared notes on how some of the new OCLC WorldShare ILL features are utilized at different institutions. Ms. Sheng also used this as an opportunity to ask questions one-on-one with OCLC staff.

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

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

### **ADULT SERVICES OUTREACH**

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

Target audience – seniors, low-income seniors

- In the first month of Open Enrollment, the Senior Benefits Information Centers (SBIC) served 349 clients, bringing our YTD service volume to 1,130 – our largest since the program's launch in 2006. Attendance at our community presentations series – *Demystifying Medicare* and *Medicare Basics* – was 210 across 7 events. An additional 1,500 attended 26 Medicare Minutes. Based on
- Program clients reported becoming aware of the services thanks to coverage in legislator mailings, print media—the *Risings* (several), *The Journal News* (2 pieces), *Boomers & Beyond*, *PennySaver* (north county)—and the BeeLine Public Service Announcements (PSAs).
- The monthly education update meeting was held on November 17<sup>th</sup> at WLS and Yonkers Public Library Grinton I. Will Branch and attended by a total of 54 volunteers. Medicare Rights Center provided training on decoding Medicare statements, and staff from the White Plains Social Security Office (Darshna Patel and Claudia Cook) reviewed the process for assessing and enrolling for social security benefits.
- The Westchester Public/Private Partnership's Senior Law Day event was attended by over 500 county residents. WLS staff and WSOS volunteers fielded inquiries regarding library services and Medicare via a prime spot at the entrance to the County Center. A supporting web site hosted by WLS, [seniorlawday.info](http://seniorlawday.info), went live in time to support the 2014 event and will be the launch point for ongoing promotion of related events and preparations for the 2015 event.
- WSOS volunteer Jade Lew has been named to the Senior Citizens Hall of Fame. A celebratory event is being hosted by the County on December 5<sup>th</sup>.

## TASC Connect!

Target audience – low-literate adults

- In October, with one day closed for a holiday, the TASC program served 191 clients in 21 hours of service. This service is delivered across 6 locations and 11 sessions.
- On November 20<sup>th</sup>, program consultant Robin Osborne provided a web resources training for tutors providing a review of the reading and math resources available through both our websites: [www.firstfind.org](http://www.firstfind.org) and the Tutor Wiki, including an extensive overview of Learning Express.
- TASC Program Coordinators Lisa Kahn and Brenda Praga were interviewed on November 18<sup>th</sup> by Haina Just-Michael for WVOX's New Rochelle program. New Rochelle Public Library hosts a TASC session each Tuesday evening.

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

- YS Advisory Group and other youth services staff collaborated to organize a Performers Showcase, which was hosted by the White Plains Public Library. The showcase included 11 interesting and varied performers, each of which agreed to donate a free or half-price show that attendees to the showcase would be eligible to win. The line-up included puppetry, music, birds of prey, storytelling, family music, magic, juggling, and more. The event was attended by 29 librarians representing 23 member libraries.

### Related efforts:

*2014 New York Library Association (NYLA) Conference:* As a member (and now President) of the Roundtable on Library Service for Special Populations, Elena Falcone supported the presentation of two programs: *Providing Outstanding Services with Assistive Technology*, a program that included hands-on review of technologies and discussion of their use in libraries; and *Navigating the Special Education Maze*, which included a discussion of strategies for making libraries more accessible to parents of children and adults with special needs. Other especially valuable sessions for outreach included the Correctional and Outreach Resource Team Meeting, which included a survey of current strategies for catalog services to correctional facilities, and *After Prison, Now What?*, which informs our current work to finalize the Westchester connections guide.

## INFORMATION TECHNOLOGY (IT)

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

The Active Directory (AD) rollout, which began two years ago, is officially complete. While the bulk of the work was finished more than a year ago, there were requirements that needed to be satisfied for two locations. Those requirements have now been met and all locations have been brought onto the system. WLS has already begun to see the positive effects of having AD as the underlying network operating system. IT staff have been able to create duplication of many day-to-day network operations that has allowed for smoother continuity of business; library staff are using their network-based file storage to enhance their work processes; and the overall environment is more secure. Special thanks goes to Wilson Arana, who was the lead for this project, and all members of the IT team who were involved in their specific roles.

Korn Chantravakin, Chris Hernandez and Steve Plaushin have been working on the rollout of WiFi Printing at the libraries. The installation schedule is based on library size from largest to smallest. As of last week, 17 sites have been completed, and the team is now completing approximately five sites a week. At that rate, it is expected that completion will be before the end of the year.

Joe Maurantonio is evaluating hardware companies to explore how to best upgrade the Wireless Network. Products from the following companies have been evaluated: Meraki (Cisco), mainstream Cisco (in place now), and Aruba.

Rob Caluori, Terry Kirchner, Melanie Carnes and Wilson Arana met with the WLS-PLDA ILS Committee to discuss implementing recommendations to improve the SirsiDynix catalog and the overall user experience for both patrons and staff. Rob Caluori also met with the PLDA Technology Committee.

## **WEBS**

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

This has been another active year for WEBS as we have completed 10 nine-week seminars involving group and individual counseling; two year-long individual counseling programs at the Yonkers and Mount Vernon Public Libraries; five professional development programs for area career counselors and librarians; and 35 workshops on a variety of career-related topics. In total, programs have been conducted at 28 different libraries with some of them providing multiple services. We are now in the process of evaluation and planning for the coming year as we examine the written feedback provided by our users. Our goal is to deliver cutting-edge programs that meet people's needs.

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

Workshops conducted in November included: *Job Search & Salary Negotiation*; *Job Search in a Tight Market*; *Does Your Resume Need a Makeover?*; *Developing Your Entrepreneurial Self*; and *Latest Trends in Resumes*. These programs were conducted at the libraries in North Salem, Mount Vernon, Ossining, Greenburgh and Rye. This short-term programming has become very popular, and WEBS continues to receive requests from library directors for future workshops.

One of the special highlights of WEBS programming this year was *Developing Your Entrepreneurial Self*, an interactive workshop for Westchester career counselors and area job seekers. Presenter Marcia Grubel discussed the effects of radical changes in the workplace and explained the concept of "Me Inc." as a brand. She led participants through a series of written and oral exercises in which they explored their strengths and skills and learned how to communicate that information to prospective employers and/or customers. Creating an entrepreneurial network involves identifying "promoters" who would assist in one's job search process; "advocates" who would act as references; and a "community of like-minded people" who would help identify new directions. Thirty-eight people attended this very dynamic program and gave it excellent reviews.

WEBS director Elaine Sozzi, who is a member of the Westchester/Putnam Workforce Investment Board, attended a presentation on the new Workforce Innovation & Opportunity Act (WIOA) signed into law by President Obama in July of this year. Melissa Mack, Executive Director of NYATEP, spoke about the goals of WIOA which include increased access to education, training and employment particularly for people with barriers; creation of a high quality workforce development system by aligning workforce investments, education and workforce development systems; and improvement in the structure and delivery of services. She outlined some new performance measures and spoke about the impact of this legislation on Workforce Boards, One-Stop Centers, Training Services, Youth and Literacy. There is still a great deal to be interpreted in this new legislation, and the Boards will be receiving further guidance.

This month Elaine Sozzi finished conducting an eight-week career seminar at the Chappaqua Library and took part in a Workforce Investment Board Meeting at Rockland Community College. She also participated in a networking event at the Greenburgh Public Library and will attend the WLS Annual Meeting at the Sheraton Tarrytown Hotel.