

---

## WLS Department Reports October 2015

### *CATALOGING SERVICES*

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

On September 22<sup>nd</sup>, Manager of Cataloging Services Douglas Wray visited The Field Library in Peekskill to discuss WLS cataloging practices and to listen to the staff members' questions and concerns. The major topic covered was the use and benefit of vendor-supplied MARC records for library orders.

WLS Cataloging Services has completed initial training on Zepheira and continues to explore the potential of the BIBFRAME data model for bibliographic description. BIBFRAME was designed to use linked data principles to make bibliographic data more useful both within and outside the library community. This will allow WLS catalog records to appear as top search results in search engines such as Google and Bing and improve access to our library materials via the web.

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

*Legends of Sleepy Hollow: Original Tales of Terror from America's Spookiest Village* / edited by David Neilsen

A collection of eleven new horror stories set in the home of Ichabod Crane and the Headless Horseman. Cataloged for The Warner Library (Tarrytown).

*The Rusticus Garden Club: Celebrating Our First Seventy-Five Years, 1939-2014*

The history of a Bedford, New York, institution. Cataloged for the Katonah Village Library.

*The Iceman Checks Out* / by Linda Morrison Spear

A murder mystery written by a Somers resident. Cataloged for the Somers Library.

### *Outreach Activities*

#### **Bilingual Story Time**

Two weeks after the grand opening, Spanish Language Cataloger Nancy Coradin & Harrison Public Library staff member Claudia Denaro co-facilitated a bilingual story time to the patrons of Harrison Public Library on September 22<sup>nd</sup>. It was the first time--other than the ground opening—that a bilingual program was offered at the library. There were 12 parents/guardians who attended with 16 children. More than half of the attendees were non-Latinos, which underlines the interest in multilingual programs.

Due to a patron request for bilingual programs at Bedford Hills Public Library, Director Mary Esbjornson has asked Ms. Coradin to facilitate a quarterly bilingual story time with their in house story teller Rachel Izes. The first one was held on September 24<sup>th</sup> (15 attendees) and the next one will be held in mid-December.

### *eCONTENT & RESOURCE SHARING SERVICES*

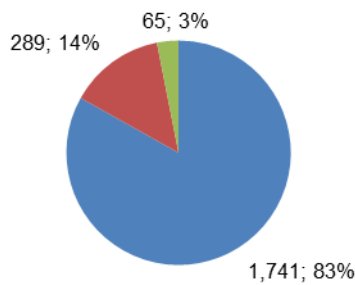
*Contact: Hui Sheng, Manager [231-3258]*

Interlibrary Loan (ILL) activity for the third quarter of 2015 shown below reflects a 6% increase in requests from WLS users, and a 7% increase in the fill-rate when compared to the same period in 2014. Requests

received from non-WLS borrowers, including the 3 correctional facilities, increased 13%; the grand total number of requests received, including WLS borrowing and lending, was up 10%. Requests filled by member libraries for non-WLS borrowers increased 21% during this quarter; requests were 81% higher from the three correctional facilities, with a 108% increase in fill-rate. The big increase in requests from the correctional facilities can be attributed to the staff change at the libraries, as well as the ease of using WLS supplied database to place holds on member library owned materials by the library staff there.

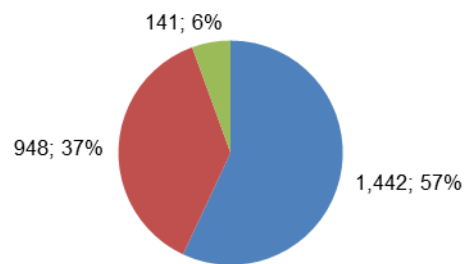
On September 24<sup>th</sup>, Ms. Sheng held an ILLiad User Group meeting, which was attended by 14 ILL staff from 12 member libraries. The attendees found the meeting helpful and appreciated the opportunity to meet peers and exchange ideas.

**WLS as Borrower**



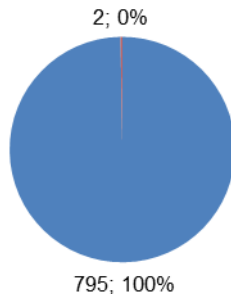
Total requests received from WLS members: **2,066**

**WLS as Lender**



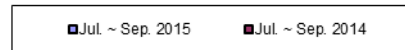
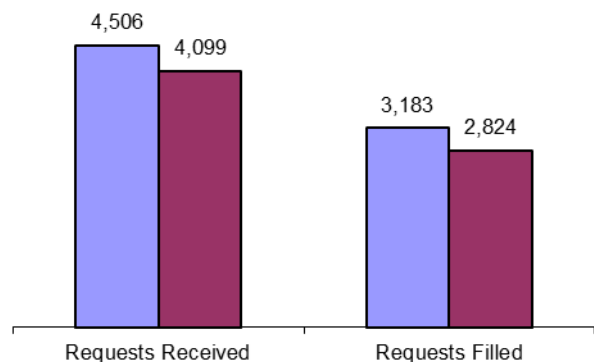
Total requests received from non-WLS libraries: **2,440**; including the three Correctional Facilities

**Correctional Facilities**



Total requests received from the Correctional Facilities: **802**

**Quarterly Comparison to Previous Year**



## ***INFORMATION TECHNOLOGY (IT)***

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

Allison Midgley, WLS's new SirsiDynix and Technology Trainer, spent the summer meeting with libraries to assess their training needs. She also visited SirsiDynix Headquarters where she received rigorous training in the most efficient use of the software utilized by the member libraries. She also received training on the new products that will be rolled out in the weeks and months to come. Since September, Ms. Midgley has been providing individual, small group and larger group training sessions on various topics related to the SirsiDynix systems in place through WLS.

Joe Maurantonio and Rob Caluori continue to explore several scenarios for improving bandwidth. The short-term goal is to increase bandwidth to 15 Mbps where we now have 5 Mbps and 50 Mbps where we now have 10 Mbps and 20 Mbps. This is a short-term goal. The larger goal is to bring every library up to 100 Mbps. Within its current funding structure, WLS cannot afford a move to 100 Mbps without either sacrificing quality of service or pursuing eRate or some other alternative funding.

Total Boox, an emerging leader in e-book delivery in libraries, has been working with WLS and SirsiDynix for more than a year to integrate their service into the online catalog. That integration went live this month. Patrons can now search and checkout any of Total Boox's more than 47,000 titles without leaving the catalog. This level of integration is also in place for OverDrive and One Click Digital. Total Boox has the added bonus of no due date; patrons can keep the books checked out for as long as they wish.

Mr. Caluori attended an open house for the Culture in Transit team hosted by the Metropolitan New York Library Council. The team was showcasing their mobile digitization kit and provided training on how the kit was assembled. They also shared best practices and pitfalls to avoid when setting up such a program. Mr. Caluori will be working on a program to provide similar training on this topic to the member libraries and assistance with creating a similar kit.

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

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

### **ADULT SERVICES OUTREACH**

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

Target audience – seniors, low-income seniors

- On October 7<sup>th</sup>, over 35 WSOS volunteers participated in a Plan Finder training addressing the mechanics of the Medicare.gov tool and strategies for guiding patrons in plan comparison. This training was offered in preparation for the start of fall Open Enrollment (October 15<sup>th</sup> through December 7<sup>th</sup>). Core training was offered by staff from Medicare Rights Center; WSOS Program Coordinators (Beth Casso, Mary Ann Larkin, Phyllis Rosen and Marna Schirmer) provided insights on how to do, explain and guide patrons in examining meaningful points of comparison among plans.
- The monthly WSOS Update Meeting was held on October 19<sup>th</sup> at the Greenburgh Public Library. The Medicare Rights Center offered information on hospice services covered by Medicare. Debbie Smith from the Center for Medicare and Medicaid Services answered a number of questions from program participants on recent developments in coverage.
- WSOS/WLS hosted a table at the October 20<sup>th</sup> Senior Law Day, an event sponsored by the Westchester Public Private Partnership for Aging Services. An estimated 400 county residents attended. Both WSOS volunteers and WLS staff answered questions from participants on topics spanning Medicare enrollment and appeals to the variety of resources and supports available at member libraries and via the [WLS website](#). WLS staff participants included Marissa Richardson, Cheyenne Haviland, Beth Casso and Nancy Coradin.

## TASC Connect!

Target audience – low-literate adults

- A total of 14 TASC Connect! volunteers participated in training sessions held at the White Plains Public Library. The focus of these sessions was reading assessment. Former NY public schools reading specialist (and current volunteer), Linda Morgan Child, addressed both assessment and progression of materials.
- TASC Connect! program staff met with staff of Westchester Disabled on the Move (WDOM) and Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) . The aim of the meeting was to explore options for: (1) those with an Individualized Education Program (IEP) who want to work and think that getting a high-school equivalency diploma will expedite that; and (2) those who may not have been identified as learning disabled and would need to be tested. The outcome was to define a process whereby we could offer a warm-lead to clients, for instance, by directing them to the twice monthly ACCES-VR orientations held by WDOM at the Yonkers Public Library and by providing WDOM staff with a heads-up regarding their referral from TASC Connect!
- Elena Falcone attended the 2015 ProLiteracy conference (SC, 10/16-10/18). As an outcome of this attendance, models for service offerings, opportunities for funding, and strategies and resources for training and tutoring were identified to support expansion of service in adult literacy.

## OTHER ADULT OUTREACH

- On October 15<sup>th</sup>, Program Coordinators Beth Casso and Marissa Richardson presented library system services to a meeting of service coordinators for the West Central/Greenburgh Livable Communities program.
- On October 19<sup>th</sup>, a Programming for Older Adults discussion group met at WLS. This bi-monthly gathering is intended to foster learning and collaboration among member libraries seeking to engage older adult patrons in programming and resources. For those interested in participating in the ongoing discussion, join the WLS mailing list via [seniors@wlsmail.org](mailto:seniors@wlsmail.org).

## YOUTH SERVICES OUTREACH

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

- This month, Francine Vernon, the Youth Connections (YC) Coordinator, initiated an increased outreach effort to assist underserved parents of young children to engage with libraries. She conducted a workshop at the Mount Kisco Head Start Center with the help of a bilingual staff member at the Center. Fourteen Spanish-speaking parents, who reported they were not patrons of libraries, participated. The session highlighted the value of having a library card; how libraries can support the development of young children's pre-reading skills; and also the tools and services libraries offer which can help connect adults to useful information and assist them as learners and parents. The workshop also included an interactive discussion with role playing on how to select and to share books with their young children. Both the participants and the host Head Start Center expressed appreciation for the workshop and stated it was valuable.

As a follow up, the YC Coordinator will be meeting with the Head Start Center Director and the local Library Director to explore sponsoring small group library trips and developing a special itinerary for those visits. The aim will be to get parents into the library where they can participate in welcoming activities designed to increase their knowledge of and to encourage their future use of libraries.

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

- The second annual Westchester Library System Battle of the Books took place on Saturday, October 17<sup>th</sup> at Ossining High School. Two champions were crowned: the *Bedford Brainiacs* in the Children's

Tournament, and *Briarcliff's Awfully Famous and Peculiar Legendary Necromancers (For Now)* in the Teens Tournament. Nearly 250 young people representing 16 libraries participated in this event. WLS's Pat Braja, Allison Pryor and Marissa Richardson assisted with buzzers and logistics.



## WEBS

Contact: Elaine Sozzi, Director [231-3239]

The WEBS counselors who are conducting the fall career development seminars are observing a phenomenon that is being repeated in many large corporations—successful workers are being laid off in their 50's, a time when they expected to set aside savings for retirement. Through their own initiative and their experience in the seminars, some of these individuals are reshaping their careers and enhancing their skills to survive in this rapidly shifting job market. A good example is "Joseph C." who had a digital marketing position at a major publishing house when it experienced a downsizing and he was let go. This sudden transition meant that he needed to adapt to change and take an entrepreneurial approach to his career, although that involved swallowing some pride and forgetting about the title and prestige that his previous position had provided. He knew that time was of the essence and enrolled in courses to sharpen his technology skills. He then developed a clear and compelling brand and reached out to his network to cultivate independent contractor work. Almost immediately he began hearing from prospective clients who knew of his excellent reputation in the field. Some people like "Joseph C." will be able to adapt, but there are many others who are struggling. The services of career counselors and coaches are vital to help people navigate the changing landscape.

WEBS director Elaine Sozzi attended a presentation at the Science, Industry, Business Library (SIBL) in Manhattan entitled, *The SIBL Library: Guided Tour and Career Resources*. The Job Search Central Manager and a reference librarian presented an overview of the wealth of programs and resources that are available at the library. These include individual free career coaching; lectures by industry professionals; workshops on a wide variety of topics that include job search techniques, resume development, networking, interviewing and social media; and technology-related courses on Microsoft Office, digital devices and website creation. There was also a review of databases that are useful to job seekers such as Career Insider (Vault), Bloomberg Career Center, Career Cruising, Plunkett's Research Online, Learning Express and Lynda.com. The presentation was followed by a tour of the entire library which includes a dedicated area called, *Job Search Central @ SIBL*. It contains computer terminals that link to business databases and employment websites; e- books and print resources; and NYS Civil Service examination postings. A specially trained reference librarian is available to assist job seekers.

Career workshops held at five libraries were well attended this month. Not surprisingly, the most popular was the LinkedIn program since many job seekers realize that they need an online presence to be recognized as viable candidates by prospective employers. Also, the LinkedIn site incorporates new elements and tools that are important to understand. Workshop attendees often have different levels of skill in using LinkedIn, and the workshop presenter always allows additional time for individual questions and comments. In

November there will be another LinkedIn program that will focus specifically on developing an effective profile, and we expect a large turnout.

This month Ms. Sozzi conducted a career development seminar at the Chappaqua Public Library, met with OJ Yizer at the One Stop Employment Center and visited the SIBL Library. She also continued training a new WEBS counselor and conducted a telephone interview with a psychologist who is interested in the career counseling field.