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## WLS Department Reports May 2016

### **CATALOGING SERVICES**

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

#### *Outreach Activities*

Representing WLS and the member libraries, Nancy Coradin, WLS Coordinator, Multi-Language Collections and Services, and her colleague Diana Lennon, Librarian II from the Greenburgh Public Library, gave a talk at the Westchester Library Association (WLA) Conference on May 6<sup>th</sup> about their recent American Library Association (ALA) trip to Cuba to attend the International Havana Book Fair.

#### **Bilingual Story times**

A [\*new study from University of Chicago psychologists\*](#), recently published online by the journal *Psychological Science*, is the first to demonstrate the social benefits of being exposed to multiple languages. Researchers discovered that children from multilingual environments are better at interpreting a speaker's meaning than children who are exposed only to their native tongue.

Storyteller Rachel Izes and Ms. Coradin conducted a bilingual story time at the Bedford Hills Free Library for an audience of children from 8 months to 4 years of age. A bilingual story time was also co-facilitated with librarian Susi Dugaw from Mount Vernon Public Library. Two local daycares attended [35 children], and 18 teachers, parents and grandparents were read stories in English and Spanish. One of the titles read was *I Don't Want to Be a Frog* by Dev Petty. The humorous story follows a frog who wants to be any other animal but himself, introducing the theme of identity.

Ms. Coradin also partnered with The Parent Child Program of the Westchester Jewish Community Services (WJCS) to introduce families with young children to the Mamaroneck Public Library's collections and services. Terry Numa, the Head of Youth Services at the Mamaroneck Public Library, initially asked Ms. Coradin to observe and help serve as an interpreter for the program; but due to the unforeseen illness of the children's librarian, Ms. Coradin was asked to conduct the story time as well. There were 12 parents in attendance with more than 15 children. Library cards were issued and three families registered for the WJCS early literacy program. The WJCS Program Coordinator sent the following email:

*Hi Nancy,*

*Thank you so much for doing our bilingual story time at Mamaroneck Public Library, our annual library activity. The program was a great success and it seems families were pleased and happy to be there.*

*The puppets were absolutely great. You have a great way of engaging families and staff. I really appreciate the way you jumped in, and agreed to do the event, when Michelle was unavailable. You are a great asset to the community. Looking forward to continue to strengthen our relationship and collaboration with WLS.*

*See you soon,*

*Marcia*

*Marcia Feliz*

*Westchester Jewish Community Services*

*Parent Child Home Program, Program Specialist*

## Collection Development

Ms. Coradin met with the Greg Wirszyla, Director of Bronxville Public Library, and their Reference Librarian Christine Utchel to discuss building a language collection that will include Spanish, French, Italian, Russian, Polish, and Portuguese material. Ms. Coradin shared a template of a brief survey to help capture the subjects of interest Bronxville patrons would want to see in other languages.

## **INFORMATION TECHNOLOGY (IT)**

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

The PLDA Finance Committee continues to look at different options for updating the WLS IT Finance Model. The Committee held seven regional workshops to walk library directors through the potential changes, gather input and develop a final recommendation. At the Committee's request, Rob Caluori has been providing information related to the operations and economics of the IT Department. The proposed changes are scheduled to be discussed at the May and June PLDA meetings before being sent to the WLS Board for final approval.

Rob Caluori and Joe Maurantonio have been working with Charlie Magnotta of Open Systems and Adam Gillette of Keating Electric on the projects for the data wiring and access control (physical security) for the new WLS office location. The goal is to have no physical keys required for day-to-day access to the secure areas within the WLS space. An employee's ID badge would serve as their access to locked doors that they have permission to open. Physical keys would only be kept as a back-up to the electronic system. This system will also allow for scheduled automatic locking and unlocking of doors. This will alleviate staff from having to physically monitor access on a daily basis.

The staff workstations at the Port Chester-Rye Brook Public Library and the Purchase Free Library have now been completely migrated to the Virtual Desktop Infrastructure (VDI). This completes the VDI pilot project; and project leaders Wilson Arana and Chris Hernandez are now calling this phase a success. The next steps include testing migrations of the public PC environments before rolling out VDI to other libraries. This project has faced several complex obstacles ranging from software limitations to vendor issues. Mr. Arana and Mr. Hernandez are focused on making this project a success; and clearing this first hurdle will set up WLS for future success as work continues with this new technology.

WLS, many member libraries as well as millions of individuals, groups, companies and other organizations have been using WordPress to run their websites for years. As is true with any software, the more pervasive it becomes, the more prone it is to being attacked. Lately, Michael Jones, who is in charge of the WLS web presence as well as the server that hosts more than two dozen member library websites, has been working through several issues arising from vulnerabilities found within WordPress. Mr. Jones is now in the process of working with member libraries to ensure that they update their WordPress software in order to reduce their risk; and he is restructuring the web servers to ensure that potential security issues could be isolated and resolved. This would also help minimize the impact to other sites hosted by WLS.

Mr. Caluori has been working with the Mount Pleasant Public Library on the installation of digital signage at both at their main library and their Branch Library located in the Valhalla Community Center from both the library and the community center. Installation of the signage is now completed, and staff have been trained on how to post content. The center piece is the 65" display at the Valhalla Community Center, which is the largest display we have installed to date.

Mr. Caluori is working with Lifetime Arts on the last of four webinars related to the Creative Aging In America's Libraries Project. The webinars provide training to library staff participating in the project and involves 20 libraries in 12 states. The project is funded by the Institute of Library and Museum Services (IMLS) and is in partnership with WLS, AARP Foundation, ALA's Public Program Office and Selfhelp Community Services. Mr. Caluori is providing training and technical support for Lifetime Arts staff and webinar panelists as well as serving as the organizer for the webinar.

## WLS Data Center Move

The move of the WLS data center was completed on Thursday, May 12<sup>th</sup>, to its new home at the Tierpoint colocation facility on Skyline Drive in Hawthorne. This facility has an extremely resilient power system that will ensure the continuity of WLS systems regardless of external factors such as blackouts, brownouts and weather conditions. It also features first-class fire suppression and access control systems that will safeguard WLS's equipment.

The move itself was an orchestration of several moving parts requiring coordination of efforts from WLS, Tierpoint, Lightpath (WLS's network provider) and Clancy (moving company). A great deal of care was needed to safely move the equipment to its new home. Some issues did occur with hardware not coming back online. However, this had more to do with powering down systems that had been running for months or years without being powered down rather than the physical move. Fortunately, WLS has redundant systems in place for all critical functions; and any losses were compensated for and all services were restored. Affected hardware will be replaced under warranty or service contract, so there was no financial cost to WLS; however, diagnosis of these issues added hours to the move.

Critical issues were also encountered with our connections to Lightpath. To Lightpath's credit, they did call in personnel in the middle of the night and the issue was resolved early Friday morning.

WLS staff dedicated approximately 14 hours to the task of completing the move and meeting the goal of having all libraries up and running in time to open Friday morning. Congratulations goes to Wilson Arana, Chris Hernandez and Joe Maurantonio, whose efforts were central to the success of this project.

## **PUBLIC INNOVATION AND ENGAGEMENT**

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

### ADULT SERVICES OUTREACH

#### Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors

- **Outreach:** WSOS volunteers supported our participation in the County's annual Salute to Seniors on May 4<sup>th</sup>, which attracts several hundred county residents to learn about available resources and services. WLS hosted a table at the Meeting of the Minds (an Alzheimer's Association conference) on May 13<sup>th</sup> to promote the *Music and Memory at the Library* program and other services of relevance to caregivers of those with a family member at home that has been diagnosed with early stage dementia. This event was especially opportune since the founder of the national *Music and Memory* program, Dan Cohen, was the keynote speaker. Among those who attended, there was strong appreciation for the library's presence and active interest in the available services. WSOS program coordinators provided presentations and counseling during the first north-county Yorktown Senior Law Day event on May 19<sup>th</sup>. WLS also supported this event via hosting of the [seniorlawday.info](http://seniorlawday.info) web site and collecting participant data to understand interest in future senior law day programming. Elena Falcone presented to the County's Caregiver Collaborative on May 19<sup>th</sup> regarding services such as *Music & Memory at the Library*, the Talking Book & Braille Library, homebound book delivery services and digital content.
- **Volunteer Education:** In April and May WSOS Updates were delivered. Medicare topics covered addressed: Medicaid and other programs to make Medicare affordable for those with limited means; Part A covered services. Consumer Reports Choosing Wisely content was presented on the subject of imaging tests for evaluation of lower back pain and appropriate self-care measures. Our guest speaker in this period was Patrick Quinn (County Department of Public Health). Mr. Quinn explained the effort to have more people trained to deliver Narcan (brand name for naloxone, an opiate overdose antidote).
- **Volunteer Recognition:** On May 11<sup>th</sup>, WSOS held its 15<sup>th</sup> annual Volunteer Recognition Luncheon. The event, attended by more than 65 volunteers and program supporters, featured Lois Steinberg as the guest speaker. Ms. Steinberg, the program's founding Executive Director, is currently President and

Co-Founder of the Center for Aging in Place, and is a warmly regarded model of activism on behalf of seniors nationwide.

## TASC Connect!

Target audience – low-literate adults

- **New Program Coordinators:** In April, two new coordinators joined the team – Amy Gonzalez and Pamela Hoffman. Ms. Gonzalez brings experience with ESL and ABE programming from the NYPL's adult learning center. Ms. Hoffman, a former NYC teacher and Assistant Principal, brings experience as an educator and organizer. Both bring passion for this work and a commitment to outreach. Barbara Verdi, a coordinator with the program for the last year and a half, has resigned because of other commitments but has agreed to continue with the program as a tutor. (Yay!)
- **Outreach:** Elena Falcone provided a review of the TASC Connect! program and Job Search Tool Kit to the New Rochelle Council on Community Services on May 18<sup>th</sup>.

## CORRECTIONAL FACILITIES & RE-ENTRY SERVICES

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

- **Re-Entry Services:** Elena Falcone, along with Tamaris Princi and Gichel Walters of the Westchester Independent Living Center (WILC), presented on re-entry services at the May Westchester Library Association Conference. This well-attended program reviewed the challenges facing this population, the new *Westchester Connections Guide* and *Job Search Toolkit*, and strategies for library service.

Ms. Falcone participated in the Grace Baptist Church's Station of Hope Reentry Resource Fair, a day-long event held on May 22<sup>nd</sup> orchestrated specifically to provide information and workshops for those navigating re-entry. The event was attended by over 200 people. The WLS table featured the *Connections Guide*, *Job Search Toolkit*, TASC Connect!, and library resources supporting digital literacy.

In April and May, Ms. Falcone delivered library service orientations to participants in WILC's Partners for Success program.

- **Correctional Facilities (CF):** Librarians from the County's three state correctional facilities attended the Southeastern regional correctional facility library meeting on April 29<sup>th</sup>—an important opportunity for professional collaboration among correctional facility staff. This meeting provided an opportunity to review service agreements with the three CF library heads. WLS member libraries contributed a large number of audio books to the CFs that had been donated by member libraries.
- **Job Search Tool Kit (JSTK) Workshop:** Rebecca Mazin, author of the *Job Search Toolkit*, gave a presentation on April 28<sup>th</sup> to librarians covering how the job search process has evolved, tips for specific client groups, and ways you can connect patrons to the information they need. The *Tool Kit* is available as a limited-run print resource and online via [FirstFind](#), leading a robust set of resources for job seekers.

## YOUTH SERVICES OUTREACH

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

- **Parent Engagement:** Francine Vernon, the Youth Connection Coordinator, was the guest speaker at the April parent meetings of Yonkers Children's Place and Saint Matthew's Head Start Centers (4/21 and 4/26). She spoke on the vital role that parents play in the literacy development of their children. In her remarks, Mrs. Vernon highlighted the use and benefits of libraries not only for children but also for adults. WLS's WEBS and TASC! programs and the online resources of FirstFind and Learning Express were introduced. In addition, a mini-workshop on selecting books to share with children, including a demonstration on reading to children, was provided for the parents at both centers. Take home packets

with relevant information flyers and pamphlets were distributed. A combined total of 45 parents attended the two presentations.

- **Youth Engagement:** The Youth Connection Coordinator worked with Great Potential program staff in planning its annual College for a Day Event for high school students (4/13). The event brought 70 teens from high schools in Hartsdale, Mount Vernon, New Rochelle, Peekskill and White Plains to Purchase College for an early introduction to a college environment. The teens were given the opportunity to tour the campus and to interact with the college students who led discussion groups. Topics discussed included the expectations of college and the importance of high school course selections to be academically ready for higher education. The college students also introduced their majors and factors which influenced their choices.

Further, Mrs. Vernon was instrumental in bringing a program relevant to college planning to the Great Potential Club at Mount Vernon's Thornton High School. She arranged for players from Fordham University's girls volley ball team to come to Thornton (4/20) to speak with the club members. The college students discussed with the teens factors to consider in selecting a college and why Fordham was their college of choice. They also spoke about the importance of participating in extra-curricular activities, why they chose sports and how they balance their college and Division 1 athletic commitments. Thirty teens attended the meeting.

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

- **Tomorrow's Genius Pilot:** In May, Ossining Public Library, The Warner Library (Tarrytown), and Yonkers Public Library-Grinton I. Will Branch completed a 13-week test of a live, online, small-group instruction program for SAT/ACT preparation. Each library identified six teens to participate in one to two weekly sessions via WebEx hosted at the library. In some instances, participating students connected to the same session from different libraries. Support staff met with Tomorrow's Genius staff to discuss outcomes and sustainability. Overall, the program was viewed as a positive experience for the teens (increases in confidence and knowledge) and as an opportunity for the library to engage local agencies in future support. A presentation from participants and the sponsoring organization will be scheduled in the summer.
- **YS Collaboration:** The April YS meeting, facilitated by Youth Services Advisory Group members, was an opportunity exchange of ideas and planning for upcoming summer reading programming. The May meeting was a vendor presentation by Krayon Kiosk.
- **Change to Upcoming YS Meeting Schedule:** For 2016/2017, there will be four key youth services events: Battle of the Books (October 15<sup>th</sup>), Performers Showcase (November), Summer Reading Strategies (February), and Early Literacy Workshop and Showcase (April). Additionally, YS staff is encouraged to consider participating in the Not Just for YA monthly book discussion, and the several WLA and New York Library Association (NYLA) sponsored activities for professional development. While there will no longer be a monthly YS meeting program, any YS staff person is welcome to reserve space for and lead a program for YS at the WLS Headquarters.

#### OTHER OUTREACH

- **Community Conversations:** Ms. Falcone facilitated three community conversations at the Bedford Hills Free Library (BHFL). These sessions were structured to support BHFL's effort to gather perspectives from community members on directions for expansion and continued evolution of library services.

#### **WEBS**

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

During each seminar cycle the content of the program is updated to reflect current trends in job search and career development. The spring seminars emphasized the importance of certain skills that today's job

seekers need to succeed in a more globalized world. Most people recognize that strong communication and technical skills are vital, but they must also be able to manage diversity, understand cultural differences and be able to market themselves to worldwide companies.

This month the seminars ended, and WEBS director Elaine Sozzi reviewed the confidential counseling files of all clients and provided feedback to the counselors. Some written evaluation comments from clients follow:

- *The seminar was very thorough and thought-provoking, and the counselor had a wealth of resources and insights.*
- *This was a very good experience, and it surpassed my expectations.*
- *My experience was a real confidence-builder – it helped me understand my strengths and weaknesses and define my career goals.*
- *I believe this seminar was perfectly structured and timed. I discovered a lot about myself and the industries where I would fit.*
- *I needed to relearn what job search techniques are necessary in today's environment, and the seminar allowed me to update my resume with key words and build a strong LinkedIn profile.*

Thanks go to the Somers Public Library for hosting a very well-attended and successful first seminar! Participants in the northern part of the county welcomed the opportunity to participate in the program at a nearby location. It is hoped that the seminar will continue there on an annual basis.

Six-month follow-up surveys were sent to a representative sample of former seminar clients, part of a comprehensive evaluation process which tracks their career and educational progress after taking the eight-week program. It also gives us important feedback about clients' experience in the seminar and offers them an opportunity to make suggestions for improvement.

The spring career workshop series continues into June with *Job Search that Works* (for college students and recent graduates) at the Chappaqua Library; *Create a LinkedIn Profile with Impact* at the Greenburgh Public Library; and *Job Search Strategies for Success* at the Mount Vernon Public Library. Workshops will continue into the fall when we are planning to launch several newly developed programs.

This month Ms. Sozzi attended a WLS staff meeting, conducted two training sessions for a WEBS counselor and met with staff from the One Stop Employment Center in White Plains to discuss upcoming programs. She is currently going through WEBS files and disposing of old documents in preparation for the WLS relocation in June.