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## WLS Department Reports September 2016

### **CATALOGING SERVICES**

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

In August, Part-Time Cataloger Melissa Glazer completed a year-long project dedicated to merging duplicate bibliographic records in the WLS online catalog. This detailed task involved examining pairs or groups of records one-by-one to determine whether or not they could be merged, according to their content. Historically, duplicate records had been: intentionally entered under previous cataloging guidelines; added to the catalog when White Plains Public Library joined the consortium in early 2011; and added via batch loading of vendor-provided records. Ms. Glazer's work cleans up the catalog and distributes patrons' holds more evenly. Managing duplicates is an ongoing process, but her efforts made a significant improvement. Upon the completion of the project, Manager of Cataloging Services Douglas Wray began training Ms. Glazer to handle a broader range of day-to-day cataloging.

On August 4<sup>th</sup>, Mr. Wray visited the Bronxville Public Library to speak with the staff. Mr. Wray discussed current practices, but the meeting centered mostly on finding more efficient methods by which the library might have its new acquisitions entered into the WLS catalog. Mr. Wray suggested that they request MARC records from their vendors and described the process.

During the summer, Mr. Wray completed the task of entering "local author" subject headings into bibliographic records representing works written by Larchmont authors. The Larchmont Public Library provided names of authors, and all WLS member libraries are invited to do so.

All of the WLS catalogers perform original cataloging when member libraries submit requests for titles which cannot be found in OCLC's WorldCat database. Three examples of original cataloging done recently by Mr. Wray include:

*Sparta Burying Ground*

This is the Ossining Historical Society's work about a local cemetery, providing valuable historical and genealogical information; Cataloged for the Ossining Public Library.

*The Grill: the Best Left Hand in Mount Misery* / by Ronald Lee Fleming

This is a Mount Vernon resident's memoir of growing up and playing basketball; it contains a wealth of description of the city and its culture during a particular time; Cataloged for the Mount Vernon Public Library.

*Free Squilly!: a Squirrel's Tale* / by Rosan Arcycy

This children's book by a Yorktown author is an adaptation of her adult version, published six years earlier. It tells the story of an animal rescue and how the experience uplifted her family; Cataloged for the John C. Hart Memorial Library.

In addition to his regular work importing and editing vendors' MARC records and cataloging audio-visual materials, Cataloger Qingshe Ren has been busy cataloging Chinese and Japanese books for Eastchester Public Library, Chappaqua Library and Scarsdale Public Library.

## ***Outreach Activities***

### ***Our Librarian in Havana Goes on the Road***

*REFORMA Annual Conference Presentation~June 2:* Nancy Coradin, WLS Coordinator, Multi-language Collections and Services, and Diana Lennon, Librarian II from the Greenburgh Public Library, were selected to present, *Our Librarian in Havana* talk at the Annual REFORMA Conference held at the Free Library in Philadelphia. REFORMA is a national association that promotes library and information services to Latinos and the Spanish speaking. The audience of close to 100 people represented librarians, students, authors and publishers, who came to share their work on the theme of preserving cultural heritage and world traditions throughout generations. The event was covered by the local Spanish television and radio broadcast Univision.

*Dobbs Ferry Public Library~June 16:* Sara Rogers, Head of Reference at the Dobbs Ferry Public Library, invited Ms. Coradin and Ms. Lennon to give their *Our Librarian in Havana* talk to a group of senior patrons, who were reading Cuban literature. After the presentation, some of the attendees voiced their amazement on how our libraries are taking an active role in opening a channel of communication and exchange with our Cuban colleagues.

*Harrison Public Library~July 12:* Galina Chernykh, Director of the Harrison Public Library, requested the *Our Librarian in Havana* presentation for the last installment of their 2016 Great Decisions discussion program. The program provides background information and policy options for the eight most critical issues facing America each year and serves as the focal text for discussion groups across the country. The eighth discussion topic, Cuba and the United States, served as excellent platform to discuss what was learned and experienced on the Cuba trip. A lively Question & Answer session followed with the more than twenty participants.

*IFLA Conference~August 15:* Sari Feldman, ex-President of the American Library Association (ALA), invited Ms. Coradin and Ms. Lennon to present *Our Librarian in Havana* at the International Federation of Library Associations and Institutions (IFLA) Conference in Columbus, Ohio. The presentation served as an introduction to the 2017 planning of the ALA trip to the Havana International Book Fair. Ms. Feldman appointed Ms. Coradin and Ms. Lennon along with two librarians from the Jose Marti National Library of Havana to head the content committee for the 2017 trip. The 2017 ALA trip will include table talks and demonstrations of library programs to improve the exchange of experience and communication between American and Cuban librarians in an effort to encourage a continued partnership that will benefit both.



### ***United Nation (UN) Academic Impact & ELS Educational Services—Many***

***Languages One World Global Youth Forum ~July 29:*** Ms. Coradin was invited by Joan Katen, Professor of Economics and Political Science at Pace University, to the Youth Forum that celebrated the winners of a multi-lingual essay contest. The college students are asked to write an essay in an official UN language that is not their native language examining global citizenship, cultural understanding and the role that multilingualism can play in fostering both. The

students, representing 165 countries read portions of their winning essays presenting their ideas on multilingualism and achieving sustainable development goals. Ms. Coradin hopes to have Mark Harris, President Emeritus of ELS, to speak at the 2017 WLS Multi-Language Book Fair on the importance of having language collections in libraries.

## **Bilingual Story times**

Ms. Coradin co-facilitated a bilingual story time with Rachel Izes, storyteller at the Bedford Hills Public Library on June 9<sup>th</sup>. The bilingual story times are part of an early literacy initiative director Mary Esbjornson has implemented in an effort to encourage families to read together, use their local library and include multi-lingual households.

*Animal Tails~Colas de Cuentos* included books and songs of animals in both English & Spanish. Studies show that singing to children prepares their brains for language. Marca McClenon, Head of Children's Services at the John C. Hart Memorial Library, asked Ms. Coradin if she would help create a bilingual story time with a part-time staff member Constanza Bentancor. Their director Pat Hallinan wished to offer the program to promote their early literacy campaign. Ms. Coradin and Ms. Bentancor facilitated two July bilingual story times, which were filmed to be posted on their website. Now, Ms. Bentancor, who is bilingual, will continue to conduct the program with Ms. McClenon.



### **Westchester Librarians Serving Latinos Meeting (WLSL)**

On July 7<sup>th</sup>, Ms. Coradin facilitated a WLSL meeting at The Warner Library (Tarrytown) to show how to create and market a bilingual story time. Topics discussed included:

- How to promote early literacy in more than one language;
- How to highlight the library collection and increase circulation;
- How to choose effective books and songs to meet the target audience; and
- How to encourage parents/grandparents/guardians to read to their little ones.

The meeting included three demonstrations of bilingual story times from different librarians to show the range in style, content and approach to an audience of 14 from the following libraries in: Greenburgh, Mamaroneck, Mount Kisco, Mount Vernon, Ossining, Peekskill, Shrub Oak, Tarrytown, West Harrison and Yonkers-Riverfront. As a result of the meeting, 7 libraries will begin a bilingual story time in the fall.

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

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

The summer was filled with the excitement of setting up and settling into our new space. For IT, that meant setting up the systems essential for day-to-day work at WLS. IT staff made sure every employee received an access card/ID badge so that they can access the secured areas of the facility. It also set up and deployed the phone system in use at WLS. Just as we have since 2009, WLS utilized an open source phone system called Asterisk. When we moved to our new space, we had the opportunity to upgrade to new phones. Staff were trained on how to use all the features of the new system that includes tools to make more efficient use of time and support a mobile workforce. For example, employees now have the option of having voicemail delivered as an attachment to an email. When working from home, employees are now instantly notified of a voicemail rather than having to periodically call into the system to see if they have messages. Finally, IT staff worked with the A/V vendor to connect terminals to projectors and screens in meeting rooms.

Whenever the IT Department decommissions equipment, we strive to find the greenest and most responsible way to dispose of what is no longer of use to WLS. Sometimes this means breaking down materials for recycling or donating them to a worthy cause. As mentioned above, WLS installed a new phone system for our new offices. The previous phones, while seven years old and certainly past their usable life for our daily use, still functioned. Rather than toss them in the trash or send them out for recycling, WLS informed our sister-systems throughout the State to see if anyone wanted them. The call was answered by North Country Library System based in Watertown, NY. They are about to embark on a pilot program to provide VoIP (Voice over Internet Protocol) phone service to their member libraries. The VoIP service will be less expensive for the member libraries as opposed to the service they currently use. Providing North Country with our handsets allows them to provide a more affordable choice and give our equipment a second life. In addition, there was no cost for the transportation of the phones over 300 miles to North Country, as the Executive Directors of both systems made the transfer at an in-State Conference both attended.

Joe Maurantonio has been working with Lightpath throughout the summer to prepare for bandwidth upgrades at the member libraries, which are now possible thanks to the datacenter move completed in July that upgraded WLS's circuits and equipment. Two sets of upgrades will be completed. The first set includes 10 libraries that are currently at 5Mbps (Megabits per second) which will be upgraded to 20Mbps by the end of September. The second set includes 17 libraries that are currently at 10 or 20Mbps which will be upgraded to 50Mbps during the end of September and early October. Upgrades for the libraries not included in these rounds will be slated for upgrades as part of the 2017 budget proposal.

Wilson Arana and Chris Hernandez worked with the Larchmont Public Library to refit their library with computer equipment following their recently completed renovations. The equipment installed included Thin Clients and All-In-One workstations connected to WLS's VDI (Virtual Desktop Infrastructure). Larchmont Public Library joins the Port Chester-Rye Brook Public Library and Croton Free Library as the third library to have their staff workstations on VDI. This will be the final library to be converted to use VDI as part of the original pilot, as we have reached the limit of the licenses purchased through that stage of the program. Mr. Arana and Mr. Hernandez will be working with VMWare and our hardware vendors to acquire what is needed to complete the conversion of all other staff workstations, which is a project approved as part of the 2016 capital budget. Port Chester-Rye Brook Public Library was a critical partner in the pilot phase of the project serving as beta testers for months while we worked with them to make this new technology work optimally for library staff.

Rob Caluori is working with the member libraries on a shared mobile app. The app will allow libraries to have a mobile presence without having to absorb the expense of an independent mobile app. Thirty-two member libraries have committed to participation in the app at this time. The design committee for the app will be meeting with the developers hired to create the app on September 23rd in the WLS Training Room. The design committee is composed of Rob Caluori (WLS); Pam Thornton (Chappaqua Library); Pat Hallinan (John C. Hart/Shrub Oak); Kathryn Feeley (Mount Kisco); Christa DeFaber (Greenburgh); and Liam Hegarty (Larchmont) and will be making all of the design decisions for the common areas of the app. Member libraries will then have the ability to make limited customizations to their respective sections within the app. The app will allow patrons to search the catalog by entering a search or scanning an ISBN barcode, get notifications on their device for holds and overdue items, have their library card barcode display on their device and get GPS navigation to the library.

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

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

### **ADULT SERVICES OUTREACH**

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

Target audience – seniors, low-income seniors

- **Volunteer Education:** The monthly Update Meetings took place at the Greenburgh Public Library. The Medicare topics covered addressed: long-term care, advanced directives, hospice, Medicare's fall Open Enrollment, and prescription drug benefits. Additionally, the volunteers were updated on Medicare Misconceptions (speaker: Eric Hausman, NY State's lead Medicare trainer) and on the NY State Elderly Pharmaceutical Insurance Coverage program (speaker: Mark McLaughlin, EPIC Outreach Representative). In August, Medicare Minute presenters distributed to program attendees the *Consumer Reports Choosing Wisely* campaign's wallet card addressing "[5 Questions to Always Ask Your Doctor.](#)"
- **Outreach Events:** Westchester Human Resources Management Association (July); Livable Communities Village Fair (September) in Mount Pleasant, Senior Law Day (September) at Westchester County Center.
- **Activities in support of Medicare Open Enrollment:** Over the last few months, we worked to schedule and promote over 2 dozen education programs at libraries, community centers and other agencies to support community residents in making informed decisions and changes to their health insurance coverage during the fall open enrollment period. Additionally, 3 weekend SBIC events will be offered,

all concurrent with our 33 hour/week schedule of counseling services and 40+ monthly Medicare Minutes. See the WSOS Public Presentations & Events calendar located [here](#).

- **Cabrini:** Accompanied by Rob Caluori, Elena Falcone met with staff at the Cabrini Nursing Home (June) to explore service needs for residents in long-term care and those in rehabilitation units. As a follow-up to this meeting, Ms. Falcone provided a review of library services to the Cabrini Resident Council (July) and WSOS program coordinators are scheduling Medicare briefings for the rehab unit. An additional outcome has been the establishment of a 3-week series (September/October) of Tech Clinics designed to assist residents with accessing online resources.

## TASC Connect!

Target audience – low-literate adults

Since the launch of the new program model in March, program coordinators have delivered 29 information sessions attended by 97 adults seeking to learn about high school equivalency diploma options. Our focus in these presentations is to explain and refer adult students to available programs, help to prepare students to succeed in their programs (which can include assessment and one-to-one tutoring), and assisting students as they encounter challenges along the way. The monthly information sessions have consistently proven the importance of this effort to dispel misconceptions about testing eligibility and requirements and to help adults assess their readiness and needs to meet their educational goals.

A majority of information session attendees are referred to programs such as those for TASC offered by BOCES or the NEDP (National External Diploma Program) offered by the Yonkers School District. More than two dozen students have been participating in one-to-one tutoring, with more than 165 sessions recorded over a five-month period. From this work we are beginning to collect valuable narratives of the challenges facing our students and their success as a result of our program. Additionally, the Yonkers Resource Center continues to offer walk-in support for those wishing to address specific study issues or use system-provided resources such as Learning Express.

- **Volunteer Training and Recognition:** Eight new volunteers attended tutor training in each of the July and September training events. (Tutor training is now offered every other month.) NOTE: New volunteers are needed to serve the current demand. The current tutor recruitment flyer is [linked here](#). Please consider printing this flyer and sharing it with your networks.
- **Orientations in Spanish:** Program Coordinator Amy Gonzalez has begun offering a Spanish Learners Resources presentation that addresses the options for HSE (high school equivalency) and self-study resources available to those most comfortable learning in Spanish. Ms. Gonzalez has begun offering this program monthly at New Rochelle; other locations will be scheduled as time permits.
- **Outreach to support Program Awareness:** Neighbors Link (July) – E. Falcone, A. Gonzalez; White Plains Training & Education Center (July) – E. Falcone; Yonkers EOC (August) – P. Fowlkes; Northern BOCES TASC Education Program/Tech Center (September) – P. Hoffman

## CORRECTIONAL FACILITIES & RE-ENTRY SERVICES

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

- Ms. Falcone and Julie Ann Polasko presented a review of library services (July) to the participants of the Partners Program offered by Westchester Independent Living Centers. These monthly sessions will be delivered by Ms. Polasko going forward.
- Ms. Falcone attended the Community Service Society's "[Next Door Project](#)" client workshop (July) on RAP sheet review and correction as part of the exploration for a similar project in Westchester County in partnership with Pace University's law school.

- Ms. Falcone met (July) with Janet Donat of Family Services of Westchester (FSW) and leader of Coming Home (a church-based re-entry mentorship program) and [Emerge](#) (a program for mothers currently incarcerated) to explore ways in which current outreach programs could support their re-entry clients.

## YOUTH SERVICES OUTREACH

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

Francine Vernon, the department's Parent/Family Literacy Engagement and Youth Outreach Coordinator, has been focusing primarily on the development of plans for the academic year and preparation for upcoming fall events and projects. Highlighted below are some of her accomplishments this period in areas of priority.

**Youth Development Outreach:** The relationship established with the Great Potential Program of SUNY Purchase continues to grow in expanding ways to collaborate in promoting positive youth development. Mrs. Vernon assisted in the planning and the July implementation of Great Potential's Pathways into the Future Retreat weekend. Education workshops and recreational activities were held at the college and attended by 10 parents and 21 Eighth and Ninth Grade students from the communities of Mount Vernon, New Rochelle, Peekskill, White Plains, and Greenburgh/Hartsdale. Themes addressed at the workshops included financial literacy; being motivated and building resiliency through students taking ownership of their education; setting goals and developing plans for school success. An information session for the parents on the issues of cyber bullying and safety was also provided.

**Parent Engagement/Family Literacy:** Plans are underway to outreach to low-income families served by the selected child care providers in the communities targeted for this fall.

- Individual meetings were held with the Directors of Mount Kisco Head Start, St. Matthew's Head Start/Day Care (Ossining), Yonkers Children's Place, and Yorktown Heights Head Start. Discussed, and being scheduled, is having Mrs. Vernon make presentations to their parents, addressing the importance of early literacy, how parents can foster the skill development of their children, and also what libraries offer both children and adults. Follow-up Parent/Child group visits to libraries are also being explored.
- Individual meetings to discuss and cultivate collaboration on issues of family literacy were initiated with key community organizations (Child Care Council of Westchester, FSW, Diaper Bank Project of the Junior League of Central Westchester, Westchester Children's Association, Westchester Jewish Community Services, and Westchester Community Opportunity Program).

Further, Mrs. Vernon is collecting data and will be developing community specific profiles that will be shared with target libraries. These profiles will help bring the attention of the libraries to the potential library service needs/interests of un-served or underserved families with young children in their respective "catchment" areas.

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

- **Battle of the Books:** Allison Pryor continues to coordinate loan of the WLS game buzzer systems to teams practicing for the October 15<sup>th</sup> event. More information can be found on the youth services wiki at [this location](#).
- **Summer Reading 2016 and 2017:** Survey links have been distributed to youth services librarians to provide statistics on summer reading programming requested by NYS. The links have also been posted to [this page](#) on the youth services wiki. The due date for this information to WLS is 9/23. Catalogs from the Collaborative Summer Reading Program (CLSP) for 2017 have been distributed. NYS resource manuals for adult, teen and youth programs will no longer be distributed in print; a link to the downloadable resources (in English and Spanish) will be made available late this fall.
- **Youth Services Advisory Group (YSAG):** YSAG conference calls and an in-person team meeting took place over the summer in support of coordinating upcoming programs. The current 2016/2017

program calendar is posted to [this page](#) on the youth services wiki. Austin Olney (White Plains Public Library) joined YSAG in July.

## **WEBS**

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

Registration for 5 career development seminars this fall has started, and we are pleased to welcome the John C. Hart Memorial Library which has joined the Greenburgh Public Library, the New Rochelle Public Library, Yonkers Public Library and the Chappaqua Public Library as a location for these programs. We are experiencing a high demand for services with several seminars already filled.

A new experience awaits the seminar participants as they will be taking their assessments (Myers-Briggs Type Indicator and the Strong Interest Inventory) online for the first time. Consulting Psychologist Press (CPP), the vendor who sells and scores the tests, closed their scoring center and will no longer score tests by mail. WEBS has set up a specially-designed project on CPP's "Elevate" website which allows us to manage the process of sending assessments, purchasing and generating reports and managing our respondents. Counselors have been trained by WEBS director Elaine Sozzi who is now visiting various libraries to monitor the administration process. Clients are being asked to bring laptops to the library orientation sessions or come to WLS's training lab at the headquarters in Elmsford to take the assessments. There have been a few issues to resolve, e.g. managing clients who don't own computers and can't travel to WLS Headquarters, but overall we expect this change to be quite manageable.

This fall our year-long career workshop series will continue with 11 programs scheduled during this period. Program topics will include: LinkedIn, Career Change, Job Search, Salary Negotiation, Resume Development and Careers in Healthcare. A newly developed workshop on *What's Next? Career/Life Options for Mature Adults* will be introduced. The libraries in Mount Vernon, Tuckahoe, Pelham, Harrison, Briarcliff, Dobbs Ferry, Mount Pleasant, Mount Kisco and Armonk will host these workshops.

Recently WEBS director Elaine Sozzi was interviewed by Haina Just-Michael on her WVOX radio show. The discussion focused on upcoming WEBS programs and the need for career counseling in libraries as adults struggle with frequent job transitions and unstable occupations. Ms. Sozzi explained the career counseling process and spoke about trends that are impacting career development in today's world. She explored some future challenges for workers including the importance of upgrading their skills, cultivating an active network and being able to articulate their value to prospective employers. She also reviewed some helpful resources that libraries offer job seekers including Learning Express and Lynda.com.

There has been a counselor change at our individual counseling programs conducted at the libraries in Yonkers (Will) and Mount Vernon. This summer Barbara Shulman took over the assignments from Regina King, who will now focus on facilitating seminars and workshops.

Ms. Sozzi facilitated a staff meeting for the WEBS counselors, visited the One Stop Employment Center in White Plains and attended an orientation session at the New Rochelle Public Library. She also took part in several webinars and an online training session concerning the new assessment process.