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## WLS Department Reports November 2016

### **CATALOGING SERVICES**

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

Coordinator, Multi-language Collections and Services, Nancy Coradin and Diana Lennon, Librarian II from the Greenburgh Public Library, were invited by Guillermo Rodriguez, Reference Librarian from the Ossining Public Library, to present "Our Librarian in Havana" in Spanish to his Spanish conversation class on October 26<sup>th</sup>. The presentation was attended by 19 students, who had recently been studying Cuban films and literature. After presenting the PowerPoint discussion in English several times elsewhere, it was an interesting transition to give it entirely in Spanish. Both Ms. Lennon and Ms. Coradin had to translate their notes and some of the slides into Spanish.

The highlight of the presentation was question and answer period when all student questions were asked in Spanish. Ms. Coradin and Ms. Lennon found it impressive and humbling to field the questions in sometimes broken sentences and incorrect conjugation. In the end, the students were able to ask thoughtful questions about how the relations between the United States and Cuba felt after more than 50 years of the U.S. embargo. They asked about the Cuban people, their attitudes toward the relaxing visitation restrictions from the U.S. and the status of their crumbling infrastructure. Many of them expressed an aspiration to visit Cuba—some for the second time. Mr. Rodriguez expressed his thanks in an email to Ms. Coradin and Ms. Lennon:

*"It was a real pleasure to have you both in my Wednesday's conversational Spanish. The way you presented your journey in Cuba was awesome and my students enjoyed it so much. I hope we can continue sharing our experiences..."*

Mr. Rodriguez filmed the presentation, and with Kate Meyer's help, Ms. Coradin hopes to post it on the WLS website.

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:

*Business and Fundamentals of Music Production* / by Tony M. Dofat

A thorough and user-friendly handbook written by a successful popular music producer (and Mount Vernon native); Cataloged for the Mount Vernon Public Library.

*And, for My Next Act... From Bebop to the United Nations and Beyond: an autobiography* / by Dede Emerson

The story of this Ossining resident's remarkable life—from her renown as a jazz pianist to her work at the United Nations; Cataloged for the Ossining Public Library.

*Welcome Stranger* / concept, Saskia Janssen and George Korsmit; text, Saskia Janssen; design, Jaan Evert; photography, Saskia Janssen and George Korsmit

This generously illustrated work chronicles every step of the Peekskill Project Six art festival which took place September 27, 2015, through the end of December 2015; Cataloged for The Field Library.

**INFORMATION TECHNOLOGY (IT)**

*Contact: Rob Caluori, Director [231-3207]*

Rob Caluori attended the NYC FOLIO meet-up held at New York University's (NYU) Kimmel Center on November 14<sup>th</sup>. FOLIO is a community collaboration to develop an open source Library Services Platform (LSP) designed for innovation. Currently WLS uses the platform provided by SirsiDynix through several products including the Symphony ILS, Enterprise Catalog, eResource Central and other software applications. FOLIO is still in the early stages of development and represents a significant shift in approach to how LSPs are structured and could possibly be a serious contender for use in Westchester in the future. The FOLIO project community is made up of libraries as well as library-industry service providers including OLE, Index Data, EBSCO, ByWater, Bibliolabs and SirsiDynix; and the list is expected to grow. Several public and academic libraries also attended the meet-up including: Yale, Mercy College, NYU, as well as the Metropolitan New York Library Council (METRO).

Wilson Arana, Christopher Hernandez and Joe Maurantonio worked with a representative from Nutanix to install hardware purchased to complete WLS's migration to Virtual Desktop Infrastructure (VDI). We are actively moving libraries onto the VDI platform; and this new hardware, which was part of the 2016 capital project plan, provides the additional processing power, memory and storage needed to allow the continuation of the rollout. The 2017 capital plan provides for a smaller hardware purchase as well as the additional licensing necessary to complete the rollout which is expected for early 2018.

As part of ongoing educational efforts regarding the electronic resources available through WLS's website, Rob Caluori provided training on November 8<sup>th</sup> to a group of school librarians and library staff from Yonkers Public Schools. The 90-minute training was part of a full day of workshops for the staff. The librarians learned about how the resources provided through the public library system could supplement and enhance the services provided by the school library system.

The Innovation Lab at WLS is now open! Starting in November, WLS is offering a variety of makerspace-orientated trainings in the Innovation Lab to provide librarians and library staff with the information necessary to bring STEAM (Science, Technology, Engineering, Arts, Mathematics) programming to their patrons. Topics include: 3D printing, 3D modeling, basic circuitry, soap making and stained glass. In addition to hands-on skills, the training includes a guide that shows step-by-step instruction on how to offer the program at the library, links to resources for acquiring materials and budget information. All sessions are being presented by WLS's Trainer Allison Midgley.

In addition to the maker training, Allison Midgley is providing various training sessions on Blue Cloud Analytics (BCA). BCA is the long-awaited replacement for Director's Station that provides library staff with statistical data on all aspects of library service recorded through the SirsiDynix software packages. Topics covered in the sessions include basics of creating reports and using statistical dashboards for collection maintenance, billing, managing reserves and analyzing circulation data.

**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 meeting took place at the WLS Headquarters. The covered Medicare topic was, "Who Pays First – Part B or Other Insurance," and specifically addressed the impact of delayed retirement, disability insurance, retiree benefits, and transitioning from COBRA. Additionally, the volunteers were updated on Older Driver Safety and related transportation resources by Beverly Carter from the Westchester County Department of Senior Programs and Services.

## HSE Connect! a/k/a TASC Connect!

Target audience – low-literate adults

- **Tutor Recruitment:** On November 18<sup>th</sup>, Program Coordinators Phyllis Fowlkes, Amy Gonzalez and Pam Hoffman trained 18 new tutors. The training format for our new model of service includes: (1) **pre-work** [e.g., registration with Learning Express, completion of a TASC practice exam, review of FirstFind.org resources]; (2) a three-hour **fundamentals** session that maps out the program's operations, tutoring resources, and core strategies for teaching adults; and (3) a **follow-up training** session [beginning February 2017] that expands on adult tutoring best practices, strategies for passing the TASC exam, and an in-depth look at several online learning tools. The follow-up session will be delivered three times each year.
- **Volunteer Recognition:** Jean Jee, a tutor with HSE Connect! since 2011, has been accepted into the Westchester County Senior Citizens Hall of Fame. The induction event takes place on December 2<sup>nd</sup>. Ms. Jee brings to this work her considerable experience in education—starting as a school aide and ultimately retiring from her role as Director of Home Schooling for Special Need Children in New York City. As noted in the recommendation submitted by former Program Coordinator Brenda Praga, “Jean is a supportive, patient tutor who is highly regarded by her students. ...[she] doesn't give up on her students, believing that anyone can obtain their HSE if they work at it.”

## CORRECTIONAL FACILITIES & RE-ENTRY SERVICES

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

- **Outreach:** Julie Ann Polasko provided a review of library services to the participants in the Westchester Independent Living Center's Partners Program. Elena Falcone met with Janet Donat, Coordinator of Early Childhood and Parenting Programs at Family Services of Westchester (FSW). Janet has invited Ms. Polasko and Ms. Falcone to offer a review of library/library system programs in January as part of FSW's Coming Home initiative. Coming Home is a multi-week mentorship program delivered in partnership with faith-based organizations that provides an array of supportive services and education to those in re-entry.

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

- **Performers Showcase:** The annual YS Performers Showcase was held on November 15<sup>th</sup> at the Ossining Public Library and was attended by 45 library professionals. YS Advisory Group members Rebecca Teglas (Larchmont Public Library) and Suzy Zavarella (Ossining Public Library) led the work to present this popular event intended to help YS staff make an informed investment in programming.

## YOUTH SERVICES OUTREACH

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

- As of October, the Early Literacy outreach to Headstart Centers now includes a bi-lingual programmer. Tamaris Princi, a bi-lingual social worker, has partnered with Francine Vernon to make accessible our early literacy and library instruction in Spanish. Our three-part effort includes a presentation to parents at the Head Start location, a one-to-one dialog and survey concurrent with parent/teacher nights, and – where possible – coordination of a trip to the local library to engage in both an adult and YS program. This effort, resulting in new library card registrations and engagement of families unfamiliar with library services, is intended to reach communities throughout the county.
- Francine Vernon has begun work with Roseanne Amoilis, an experienced job coach and trainer, to develop a planned series of Job Readiness Workshops intended for at-risk youth served by the SUNY Great Potentials program. The series will leverage work done in 2016 on the Job Search Toolkit. The planned 14-week program, which will serve 12-20 students, will include presentations and individual coaching.

**WEBS**

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

This has been another active year for WEBS as the program has delivered 25 workshops on a variety of career-related topics; 10 nine-week seminars which involved both group and individual counseling; two year-long individual counseling programs at the Yonkers and Mount Vernon Public Libraries; and four professional development programs for career counselors.

WEBS counselors have submitted their confidential client reports and session write-ups from this seminar cycle to the WEBS director who will review the information and refer any individuals who need follow-up to individual counseling services.

As the world of work evolves with new technology and continuing economic instability, WEBS programs are equipping job seekers with up-to-date tools and strategies to manage their careers. On a positive note, there has been a noticeable improvement in the number of seminar participants who have found new jobs or are getting interviews. In one seminar alone, four members received job offers – a high school teacher, an adult ESL teacher, an administrative assistant and a bookkeeper. These individuals achieved success by updating their skills through online courses and networking with people in person or on LinkedIn who provided an entrée.

WEBS director Elaine Sozzi and several counselors are now developing ideas and designing new programs for 2017 as they review seminar evaluations and six-month statistics from previous seminars. Ms. Sozzi also documents verbal feedback from clients and the member libraries. Some libraries have reported that a significant number of people in their early 20's are looking for ways to locate internships and jobs, so one of our new initiatives will be the delivery of targeted programs for this young adult population. WEBS will be developing several workshops as part of a series that the Chappaqua Library will be offering this winter and spring. They will focus on assessment, planning, research and networking strategies for young adults. Job shadowing and the development of networks while still in college will be emphasized. Phone and Skype interviews will also be discussed.

Workshops conducted this month included: *Job Search Strategies for Success* (two programs); *Get LinkedIn to Your Job Search*; *Careers in Healthcare*; *The Big Switch – Choosing a New Career*; and a newly developed program called *What's Next in My Career? Possibilities after 50*. This last workshop was a new program that explored career and life planning strategies for baby boomers as they enter their older years. The facilitator spoke about the importance of mapping out long-term goals, creating a positive image, updating skills, building an online image with an eye-catching LinkedIn profile, and understanding the latest trends in resumes, interviewing and job search. She also discussed various online and print resources that could be helpful. This dynamic program elicited creative ideas and strategies, and the participants gave us excellent feedback about their experience. Requests from other libraries have already been received to host this workshop as we continue to serve people throughout the lifespan.

This month WEBS director Elaine Sozzi finished conducting an eight-week career development seminar for mature adults at the Chappaqua Library and attended two workshops at the Mount Kisco Public Library and the North Castle Public Library. She also attended the following functions: a meeting with OJ Yizer at the One Stop Employment Center; a lunch with the steering committee of Westchester Career Counselors' Network; a WLS administrative committee meeting and the WLS Annual Meeting.