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## WLS Department Reports January 2017

### **CATALOGING SERVICES**

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

Manager of Cataloging Services Douglas Wray and Coordinator, Multi-language Collections and Services Nancy Coradin scheduled their next workshop, *Cataloging @ WLS 2017*, on June 12<sup>th</sup>. It will be held at WLS headquarters. Mr. Wray and Ms. Coradin will talk about the services performed by the department, discuss current issues, offer helpful tips, and address attendees' questions.

Over the past several years, a steadily increasing number of member libraries have had their vendors provide bibliographic records along with the materials they purchase. The records are loaded into the WLS catalog by Mr. Wray and Cataloger Qingshe Ren and are usually updated and/or customized to reflect WLS's local practices by all of the WLS catalogers. While the editing requires additional expert work from the catalogers, loading vendor records does expedite the appearance of titles into the catalog, benefiting patrons and library staff. Mr. Wray and Automation Services Librarian Melanie Carnes describe the concept to the member libraries, assist them in communicating with their vendors, and facilitate the technical process of getting the records from vendor to WLS catalog. The latest library to come onboard is the Bronxville Public Library, who is now having some bibliographic records supplied by Baker & Taylor.

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

*Kirby Plaza dedication ceremony, June 15, 1958, Mount Kisco, NY*

This is a souvenir pamphlet which accompanied the dedication of a new plaza at the Mount Kisco railroad station, in honor of the illustrious Gustavus Town Kirby, a Mount Kisco resident for many decades; Cataloged for the Mount Kisco Public Library.

*Horace Greeley and the Greeley Family in Chappaqua /* by Gray William; photographs by Bill Bramswig, designed by Herb Reinke

This work features many illustrations depicting Greeley's property as it was during his residence in Chappaqua, and as it is today. It also contains much historical information about the family and the town; Cataloged for the Chappaqua Library.

*Bulletin of the Underhill Society of America Education and Publishing Fund. December 1967*

The Bedford Historical Society sent this particular issue of this journal to its members because it contains an article (written by Robert Webster Carder) dealing with the Indian massacre of 1644, which according to local tradition took place on Bedford's Indian Hill; Cataloged for the Bedford Free Library.

### **Outreach**

On November 17<sup>th</sup>, Ms. Coradin met with WLS Parent/Youth Outreach Coordinator Francine Vernon and Marca McClenon, Children's Librarian at Larchmont Public Library, to plan a program to welcome families of a local Head Start organization to the John C. Hart Memorial Library (Shrub Oak). The families will experience a bilingual children's program and attend a talk on the collections and resources offered at the

library, in English and Spanish. The partnership between WLS, Head Start and the John C. Memorial Library is an effort to connect the community to the library through neighboring organizations.

### Passing the Baton

On December 1<sup>st</sup>, Ms. Coradin and storyteller Rachel Izes offered their last bilingual story time at the Bedford Hills Free Library. Two daycare classes attended, as well as local residents. Afterward, Ms. Coradin met with the Director Mary Esbjornson and a possible new facilitator, Flor Blomley. Ms. Blomley is a professional bilingual actress, storyteller and puppeteer who will continue the program to meet Bedford Hills' early literacy initiative.

### Stories from Cuba

Ms. Coradin co-facilitated *Our Librarian in Havana* with Diana Lennon, Librarian II from the Greenburgh Public Library, on November 21<sup>st</sup>. The Cuban stories and photographs had a focus on another American in Havana, Ernest Hemingway. The program met with such success, another four libraries have requested it.



## DEVELOPMENT

*Contact: Patricia Brigham, Director [231-3241]*

The following is a list of grants and contributions received in FY 2016 through the efforts of the Development office totaling \$142,500.

- Con Edison: \$10,000 for STEM Mini-Grants for Youth and professional development
- Entergy: \$25,000 for Mini-Grants and professional development
- Give Gab, Inc.: \$500 for online giving incentive
- Hope for Youth Foundation : \$3,000 for the Battle of the Books
- TD Bank: \$5,000 for TASC Connect! Program support
- The Thomas and Agnes Carvel Foundation: \$5,000 for TASC Connect! Program Support
- Sirsi Dynix: \$4,000 for Patron Story Project
- Westchester Community Foundation:
  - \$25,000 for Creative Aging in the Library programs and related professional development
  - \$40,000 for Community Conversations in the Library – Criminal Justice panel discussions
  - \$25,000 for Patron Story Project (received in December 2015)

Additionally, during Library Week in Westchester, WLS raised awareness of how libraries transform lives. An online giving campaign through the Give Gab platform coincided with Library Week activities and assisted 15 libraries in raising a total of \$6,725. The top two fundraisers were Hendrick Hudson Free Library (\$2,650) and Irvington Free Library at (\$1,550); these libraries shared the \$500 Give Gab incentive prize.

WLS received a modest number of individual donations in 2016 totaling \$3,167 from 37 individuals; these include donations from staff, board, and donations generated through the **November Giving Tuesday Campaign**. Overall staff contributions represented 18% of total individual contributions, board contributions represented 30%.

Moving forward into 2017, a number of grants are pending. TD Bank has made a verbal commitment to both sponsorship and program support in 2017. Discussions are pending with Con Edison for continued and increased funding in 2017.

**WLS Mini-Grants:** As libraries complete mini-grant funded programs, final reports are submitted. Overall in 2016, 20 library projects were funded in areas of STEM (Science, Technology, Engineering, Mathematics) learning for youth, community life-long learning and creative aging.

Here is one excerpt from The Field Library's (Peekskill) final report for their project, *Science Takes the Cake, Using Cake-Making to Teach Engineering, Math & Practical Science*:

This unique and unusual project offered Peekskill youth the opportunity to focus on math, science, and math concepts during the summer. Designed with the goal of helping reduce "summer slide," the tendency for students to lose academic gains they made during the summer—a common symptom for many students—instructor Dr. Helen Hadley (RN and scientist) helped children develop a greater understanding of proper food safety practices, design, baking, measurement, engineering and decorating skills that appealed to both science and non-science lovers. The outcome—cakes designed and baked by each student that were enthusiastically shared with the community at the monthly Peekskill Senior Birthday celebration (many seniors worked along with the students during the program). More importantly, the young participants learned how to work collaboratively with peers and adults, sharpened STEM skills, and developed new interests.

### ***e*CONTENT & RESOURCE SHARING SERVICES**

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

Interlibrary Loan (ILL) services at WLS supplements the collections held at member libraries. Below is a breakdown of the subject areas member library patrons requested during the OCLC fiscal year of July 1, 2015, to June 30, 2016:

Literature (including fiction and romance):	19.97%
Social Sciences:	18.36%
Technology:	14.33%
Arts & Recreation:	13.12%
History & Geography:	12.17%
Religion:	8.52%
Philosophy & Psychology:	6.07%
Pure Science:	3.48%
General Works, Computer Science & Information:	2.12%
Language:	1.16%

The most popular titles requested by member library patrons during this same period primarily explored topics being discussed in our communities and popular media such as racism, violence and politics. Almost all of the materials requested were in English.

During the last quarter of 2016, ILL Dept. sent out feedback slips with borrowed books to patrons to gather information on their usage and comments of the services we provide. The responses sent back show that patrons use the ILL services for work, study, research, as well as for leisure. Here are some examples of the feedback received:

"I want to take a minute to let you know how important the WLS ILL service has been for me... I am very grateful that I have the chance to expose myself to many areas of research and study without having to pay a lot of money. I am currently not working and having this option is wonderful... In this time when education is becoming more and more expensive and available to only people with financial resources, the work that you are doing to make information and ideas accessible to everyone is important and gratifying."

"I am using the ILL services to conduct research for a series of children's books... The ILL services are an incredible resource for me. It saves me the time and expense of traveling to other libraries to read the background material not available locally. I am able to read more widely... It is a[n] important part of providing quality of life resource for an educated and creative population."

"If not for your organization, I would not have access to certain hard to find publications unless I wished to purchase them. Given the expense, not to mention the storage space, that would be involved, it is a godsend that you provide such a wonderful cooperative service with other counties. I have received some items from as far away as counties which border Canada! I have now used the service over and over again, and on each occasion my requested book was found, in a timely manner—and for no extra charge, which is also so appreciated."

"I use the ILL services primarily – almost entirely – for leisure reading... The ILL services help me bridge the gaps in the WLS collection... I use it a lot for LGBTQ-themed books."

"I use ILL services for my work. I am an art historian and curator... the Westchester ILL service is essential to my work because it allows me to borrow books to read at home, taking the time I need to read through them thoroughly (rather than to just browse). My budget does not allow me to purchase these books, so I am dependent on Westchester's ILL service to stay current in my field. Without this service, my scholarship would suffer and I would feel adrift and hindered as an independent scholar..."

## **INFORMATION TECHNOLOGY (IT)**

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

The Virtual Desktop (VDI) rollout continues. All WLS staff workstations are being converted to the new environment, and six library locations have now been completed. The IT staff has been split into two groups in order to complete the rollout faster. This phase is expected to be completed later this year, then work will begin on conversion of the public workstations.

WLS added three new digital content services in 2017. One is Hoopla, a multimedia platform that offers eBooks, movies and music that is available for use on a multitude of platforms including PC, Mac, Apple iOS (iPhone and iPad), Apple TV, Android, Chromecast and the Kindle Fire. The second is Mango Languages, which has language learning programs and supporting content for 71 languages. The third is Press Reader, which features more than 6,100 newspapers and magazines including *The Washington Post*, *NY Daily News*, *USA Today*, *Newsweek*, *Reader's Digest* and *Popular Science*—just to name a few.

Mr. Caluori was invited to the Harrison Public Library Board Meeting on January 4<sup>th</sup> to present the details of the new IT finance model. The presentation included a discussion of the estimated value of the services received by participation in WLS's IT services and the cost of replacing those services. Mr. Caluori is available to any library Board that would be interested in such a presentation.

## **PUBLIC INNOVATION AND ENGAGEMENT**

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

### **ADULT SERVICES OUTREACH**

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

Target audience – seniors, low-income seniors

- **Activity in 2016:** WSOS volunteers delivered more than 338 educational presentations with an attendance of 13,514. This activity reflects a regular presence providing information on Medicare, related benefits and library services at 51 locations county-wide. Our Senior Benefits Information Centers, operating year-round at nine libraries, served almost 1,365 clients with one-to-one counseling. This activity was supported by a current team of 83 volunteers who hone their skills through attendance at monthly "Update" meetings.
- **Volunteer Education:** Monthly education meetings of our volunteer team took place at the WLS Headquarters. The Medicare topics covered addressed new Medicare fees/coverage for 2017 and special enrollment periods. Additionally, the volunteers were trained to promote WLS online resources

at their community presentation sites; Elena Falcone and Allison Midgley provided a review of downloadable resources and learning tools.

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

Target audience – low-literate adults

- **Activity in 2016:** Program Coordinators delivered 44 library information sessions since March 2016, which were attended by 142 community members. In addition to supporting almost 600 hours of walk-in service at our Yonkers Resource Center, our volunteer tutors met with 32 students in 335 one-to-one tutoring sessions. Confirmed outcomes from these sessions include increases in grade-level skill in math and reading, acceptance into the National External Diploma Program (NEDP), and several passed the TASC exam (yay!).
- **Outreach:** Phyllis Fowlkes connected with 1199SEIU United Healthcare Workers East office in Westchester, which has students in both HSE and NEDP programs; they expressed strong interest in directing their members towards our resources. Pam Hoffman has been able to schedule information sessions with the Ossining School District to promote the program to parents of current students. Elena Falcone promoted the program on WVOX as a guest of Haina Just-Michael's program.
- **NEDP Expansion – Evaluated and Deferred:** The NEDP is an important alternative route to a High School Equivalency (HSE) diploma; one especially relevant to working adults. The project-based (vs. the test-based TASC) HSE option leverages the experience and motivation of adult learners; giving them a path to a diploma that can take as little as six months. Generally, NEDP offerings are housed within school districts. That said, adult learning centers at locations like Queens Public Library and membership organizations such as 1199SEIU also offer the NEDP.

Recently, NYS Education Department (NYSED) has taken steps to broaden the potential for participation in the program, which currently is only available in Westchester County via the Yonkers School District. In this last year, our program has had a number of students who would have been ideal for the NEDP program, but have been either unable to commute to Yonkers or been wait-listed. Consequently, we pursued learning how our organization could offer the option to our students. Bottom-line: Our Program Coordinators have the skills and motivation to offer this option. Our information sessions and tutoring regularly surface appropriate candidates. However, we do not have sufficient dedicated staff resources to deliver this service. The program would require an additional 20-30 hours per week to support training and ongoing administration. I have asked NYSED that we be kept in consideration for a re-evaluation in 2018.

- **Expanded Tutoring Materials:** In addition to the McGraw Hill ABE (Adult Basic Education) resources (*Reading Basics* and *Number Power*), we have added two new resources – the *Building Skills with TABE* (Test of Adult Basic Education) series and *News For You*. The *Building Skills* series allows us to provide each tutor with a single workbook that effectively maps to tested skill-levels in reading and math. *News For You*, which will be available on the WLS web site in February, is a weekly online newspaper that recasts current news stories into a 3<sup>rd</sup> - 8<sup>th</sup> grade reading level. It provides high interest adult content that our tutors can use with their students (as well as teaching tips). In addition to use by our tutors, this product will be promoted to adult service librarians as part of a larger effort to identify and promote hi/lo resources for adult developing learners.

### CORRECTIONAL FACILITIES (CF) & RE-ENTRY SERVICES

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

- **Outreach:** Elena Falcone provided a review of library/library system programs as part of Family Service of Westchester's (FSW) *Coming Home* initiative. More than a dozen women in re-entry and their community mentors participated in a lively exploration of services.

- **Support to State CFs:** WLS regularly hosts CF library staff at our headquarters to provide access to computers to allow placement of reserves for inmates and facilitate book ordering. (Computer and internet access within the facility is limited.) At present, this supports the Sing Sing and Taconic facilities.
- **Community Conversations:** A dialog has begun among the participants of the Westchester Community Foundation funded project supporting conversations on re-entry at six library locations this fall. Elena Falcone has been working with re-entry contacts to identify potential panelists.
- **Westchester Connections Guide:** A promotional piece has been finalized that will be distributed through probation and parole offices, as well as re-entry agencies to draw attention to the guide's information and online "answer" services. The item is a brochure that starts as a business card piece and folds out to a full-sized description of content and resources. These will be available for distribution in February.

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

- Two well-attended youth services programs were coordinated by members of the Youth Services Advisory Group: (1) Strategies for easily integrating science education into library programming offered by Renee Coscia, a teacher affiliated with the STEM Alliance of Larchmont-Mamaroneck. (2) Coding basics, offered by instructor Irum Kahn, who also addressed the lingo and the basics of scratch programming.
- The WLS/WLA (Westchester Library Association) Mock Awards took place at the Ossining Public Library on January 12<sup>th</sup>. The groups' picks are posted on the [Youth Services wiki](#). Compare the results against the actual winners, which will be announced on January 23<sup>rd</sup> at the ALA Mid-Winter Conference.

#### YOUTH SERVICES OUTREACH

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

**Presentations at Head Start Centers and Head Start Parents' Policy Council Meetings:** During November and December 2016, Francine Vernon, who leads the department's early literacy initiative, was the guest speaker at the parents' meetings of three Head Start Centers, where she addressed a combined total of 62 parents. The Centers included: Mount Kisco Head Start Center in October, the Yorktown Heights Head Start Center in October, and the Yonkers Children's Place Head Start Center in November.

At all three venues, Mrs. Vernon spoke about the use and benefits of libraries in parents' lives and in the lives of their children. She also spoke to the parents on the importance of early literacy and what parents can do at home to increase the communication and literacy skills of their children. Further, her presentations included a demonstration on how to select and share books with young children.

Each Center was provided specially assembled packets to give to its parents of 3- to 5-year-olds. The packets included relevant flyers and pamphlets on child development of pre-school-age children and the topics addressed in Mrs. Vernon's presentation. The distribution of the packets center-wide resulted in a combined total of 257 parents having access to the information.

In addition, presentations were made at the October and November meetings of the Head Start Parents' Policy Council on the value of having a library card; general information on library programs/services and the importance of regular pre-school attendance; and information about the Jacob Burns Film Center's free *Family Saturdays @ the Lab* program. The Policy Council represents 22 Westchester-wide Early Childhood and Head Start Centers. The information Mrs. Vernon provides at each Council meeting is on suggested topics for the parent representatives to take back to share and discuss at their respective Center's parent meetings.

**Head Start Class Visits:** Mrs. Vernon arranged and helped to plan visits to the John C. Hart Memorial Library in November for two classes from the Yorktown Heights Head Start Center. The 54 pre-school children who participated had a first-hand library experience, which included a puppet show, a bilingual storytime, and a craft. Ten parents also attended and observed the children's programming.

During their visit, the parents were provided a tour of the library and were assisted in applying for library cards. Further, they were introduced to the library's website and selected examples of online programs for children and adults that could be accessed both in libraries and at home. Tamaris Princi, the bi-lingual social worker, who is working with Mrs. Vernon on outreach to Hispanic families, served as translator for the Spanish-speaking parents.

WLS will provide "Welcome to the John C. Hart Library" packets for all 51 of the Yorktown Heights Head Start parents. The packets will include the library's calendar of its children's programs; information about resources available online through [westchesterlibraries.org](http://westchesterlibraries.org); and a bi-lingual story book for the parent's Head Start child as a gift from WLS.

**Middle School Students College Visit:** Mrs. Vernon assisted with the implementation of Great Potential's *College for a Day* visit for middle school students. Forty-four students from the communities of New Rochelle, Peekskill, and White Plains attended the event, which was held at SUNY Purchase College. The day included:

- A guest speaker – a Great Potential alum, who touched on the theme "after middle school, then what"? Using, as an example, her personal journey to finally becoming a police officer, she spoke on the importance of staying in school and getting to know oneself in setting future goals.
- Small group discussions – led by undergraduate college students on using one's high school years to explore, including careers and entrepreneurship options, and what influenced their choices and selections of college majors.
- An introduction to the stories of famous entrepreneurs – followed by playing a competition-like Jeopardy game in teams which helped to reinforce the characteristics which contribute to being a successful entrepreneur.

## **WEBS**

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

Plans for 2017 are being implemented with the primary goal of offering career programs to adults throughout the lifespan, but with particular attention to young adults who are unemployed and older adults who have been laid off from lifelong careers but still have a need for additional income and social engagement. WEBS programs will also emphasize the development of skills in the use of technology and social networking to advance one's career. We continue to develop new ideas and design new programs in an effort to cultivate our engagement with the member libraries in addressing the career needs of their communities. Last year 29 library sites hosted a WEBS program.

Registration for the winter seminars is now open with five nine-week programs set for the libraries in Somers, Greenburgh, Yonkers, Pelham and Chappaqua. People on waiting lists from the previous cycle have been contacted, and we are receiving a good response from new applicants to our recent publicity campaign. Weekly individual counseling by appointment has now resumed at the Yonkers Public Library (Grinton I. Will Branch) which always has a full roster of clients. And the year-long workshop series has been kicked off with a popular, hands-on program on *Job Search That Works* for young adults with counselor Marie Riffel which was offered at the Chappaqua Library. This workshop emphasized the importance of having a strategy and a focused plan before one initiates a job search.

The results of a recent six-month follow-up survey of a representative sample of our seminar clients have been compiled. Several comments from participants follow: "I appreciated the chance to focus on myself and my goals"; "it was informative, well-organized and helpful"; "participants shared useful information and the library resources were great." One recent seminar participant who had been laid off from a technical position in the oil and gas industry, and was very discouraged about her job prospects, just reported that she had become employed by Con Edison!

WEBS director Elaine Sozzi will begin an update of the searchable education database on the WEBS homepage. The database now lists 40 post-secondary schools and 300+ subjects. It allows dynamic searches of subjects and schools and static searches of school profiles. Users can “search by subject” on drop-down menus to determine which institutions offer selected programs at the vocational, undergraduate and graduate levels. Users can also view school profiles to get information on location, contact people, programs and tuition. They can then link to the schools’ websites to obtain more comprehensive information and apply to the school online.

In December Ms. Sozzi attended the PLDA luncheon at the Larchmont Public Library and a Transition Services Hub meeting at WLS. This month she attended a workshop at the Chappaqua Library and met with WEBS counselor Marie Riffel to discuss new program development.