
WLS Department Reports February 2017

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

Manager of Cataloging Services Douglas Wray attended a webinar on February 8th offered by Backstage Library Works, a firm based in Provo, Utah, and Bethlehem, Pennsylvania, which offers various services to libraries, museums and archives. The webinar focused on their foreign language cataloging. It was of interest because they can provide original cataloging of materials in non-Roman alphabets, titles which WLS Cataloging Services currently send to Queens Library (except for Chinese and Japanese materials, which are cataloged at WLS by Qingshe Ren). In the final analysis, the arrangement with Queens is still preferable because their fees are lower, and because they can handle all languages in their one nearby location, whereas Backstage Library Works has their various language specialists divided between their offices in Utah and Pennsylvania. The latter factor is important because original cataloging usually means that the cataloger needs to have the actual item in hand in order to do an accurate and thorough job, and timeliness is a consideration.

Coordinator, Multi-language Collections and Services Nancy Coradin consults with the member libraries to help them select adult and juvenile Spanish and bilingual materials. On February 6th, she visited Bilingual Publications in New York City to gather information about recent titles.

WLS Cataloging Services catalogs types of materials which do not fit the "traditional" mold. During February, Mr. Wray cataloged several kits which had been assembled by the Somers Library. These all included books, along with, variously: a tabletop telescope (e.g., the telescope goes with the book *Stargazing*), a pair of bongo drums, a tambourine, a triangle and binoculars. The libraries are seeking new and creative ways of attracting the public and enriching their library experience, and the WLS catalogers assist by entering these materials into the catalog.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-3207]

It has been more than six years the implementation of Active Directory began (Fall 2010). The hardware that hosted those servers, as well as the rest of WLS's server infrastructure, are past their usable life. The servers hosted on that system are in the process of being migrated into the same environment that hosts the Virtual Desktop Infrastructure (VDI), maximizing our investment in that hardware. The equipment being decommissioned, while too old to be used for production systems, will serve as a backup system that would not ordinarily be affordable.

At the February PLDA meeting, Rob Caluori announced that WLS will soon have laptops available as an option for a WLS-supported workstation. The laptops will be used to connect to a session in the Virtual Desktop Infrastructure (VDI). Using the laptops in this way ensures that there is minimal setup required and no risk of data loss in the event of theft or damage. The laptop program will be made available to libraries as they are migrated to VDI over the course of the Spring and early Summer this year. The changes to the IT Finance Model made last year made it possible to roll out this laptop program.

In order to enhance training offerings and current resource platforms such as wikis, IT staff has been exploring Moodle, an open-source web-based online learning platform. Used by many colleges and universities to host online classes, the Public Innovation & Engagement Department will pilot using Moodle this Fall as an option for some of their training programs. If the project is successful, IT will explore using this system to host online trainings and resources for library staff. Because Moodle is open source, the only cost involved is the IT staff time to set-up, configure and test the product.

PUBLIC INNOVATION AND ENGAGEMENT

Contact: Elena Falcone, Director [231-3240]

Program staff and volunteers from Westchester Seniors Out Speaking and HSE Connect! participated in the March 1st Library Advocacy Day. The feedback from the event – both from the Legislators and the participants – was positive. Special thanks to Program Coordinators Pam Hoffman and Amy Gonzalez, as well as our volunteers Denise Bennet, Aviva Lazarus, Lynda Nichol森, and Michelle Rogers.

ADULT SERVICES OUTREACH

Westchester Seniors Out Speaking (WSOS)

Target audience – seniors, low-income seniors

- **Volunteer Education:** The monthly education meeting of our volunteer team took place at the WLS Headquarters. The topic was Medicare coverage of hospital stays. Additionally, Alisa Halpern of the NYS Department of Health reviewed the rollout of FIDA (Fully Integrated Dual Advantage), a program for those on both Medicare and Medicaid, in Westchester County.
- **Senior Law Day Program:** Elena Falcone has been named a co-chair of the Senior Law Day (SLD) collaborative. SLD is affiliated with the Westchester Public Private Partnership for Aging Services and the Westchester County Department of Senior Programs and Services. The mission of the SLD collaborative is to advance seniors' access to legal services' free, high-quality educational programs. WSOS has supported this effort through participation in the SLD committee, presentation at events, promoting SLD activities to the libraries, and hosting the program's website (seniorlawday.info). Our libraries have benefited from access to the SLD network of presenters who provide free expert-led programming throughout the year on a diversity of highly relevant topics for seniors.

HSE Connect! a/k/a TASC Connect!

Target audience – low-literate adults

- **Outreach:** Pam Hoffman and Elena Falcone met with the current Dean of Students at the Ossining High School to explore ways to support those enrolled in a special TASC (Test Assessing Secondary Completion)-directed program for at-risk young adults.
- **Training:** Phyllis Fowlkes led the first in a year-long series of Tutor Toolkit trainings. These three-hour sessions are designed to provide tutors with specific strategies to support clients. Given the mix of skills our clients represent, the strategies presented addressed the needs of those working below a 9th grade level in reading and math (a/k/a ABE or adult basic education level) and those able to work with materials at 9th grade and above (a/k/a TASC-prep students). A majority of our current student group is a mix of these levels. Additionally, Elena Falcone reviewed the use of current online resources that can be used to support the strategies presented. This first session focused on math topics and was attended by 24 tutors.

OTHER ADULT OUTREACH

- **Eviction Prevention:** Elena Falcone presented a review of system and local library services to a meeting organized by Yonkers' CLUSTER, which brought together agencies addressing the prevention of eviction

and homelessness across the county. Meeting participants were unaware of the breadth of services available to their clients. Contacts were made in support of re-entry and senior services.

- **Mediation:** Elena Falcone attended a workshop series on mediation offered by the NY Peace Institute. This training brought together representatives from service agencies throughout NY State. The skills practiced are especially relevant to facilitation of community meetings and patron service. Speakers from the Institute are planned for future professional development programming at WLS.

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

- The monthly Youth Services meeting, led by Stephanie Mandella of the Youth Services Advisory Group, was an “Appy Hour.” The event provided a forum for exploring the use of apps with patrons as well as for professional development.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

The WEBS nine-session career seminars are set to begin in early March. Strong publicity efforts resulted in an earlier-than-usual registration as news articles about WEBS appeared in the Westchester County Business Journal and other Westchester publications. In addition, the five libraries hosting seminars supplemented their usual publicity with newsletter articles and e-blasts for their patrons.

Since the seminar requires a two-month commitment on the part of participants, WEBS director Elaine Sozzi interviews all applicants to fully explain the seminar process and determine if it is appropriate to meet their needs. For many people the seminar is a life-changing experience. They have a unique opportunity to focus on themselves in a confidential setting; be exposed to a wide variety of informational resources; engage in dynamic group activities and discussions; and determine if they want to make some vital changes in their career goals and outlook. Participants enter as complete strangers; but by the end of the program, they have shared experiences, supported each other, discovered new options and formed relationships that will last after the program ends. Many groups continue to meet on their own.

Library directors have been calling WEBS to arrange for career workshops that cover specific topics including the use of technology and social media in career development. Another very popular request is the program for Latest Trends in Resumes. Turning a traditional resume into a digital document can be challenging to job seekers. This workshop explores the process of creating a resume that is not only targeted to the needs of a specific employer, but also includes hard and soft skills, the right keywords for applicant tracking systems, and links to articles, blogs and presentations. In February this workshop was presented at the Lewisboro Library. Next month’s workshops will include: Creating a LinkedIn Profile with Impact; Job Search Strategies for Success; and What’s Next in My Life and Career? – Options after 50.

Elevate is the online assessment platform that WEBS uses to administer the Myers-Briggs Type Indicator and the Strong Interest Inventory to seminar participants. Hosted by Consulting Psychologists Press (CPP), it has recently undergone a successful update with improvements that make it easier to send assessments, add support materials, purchase inventory, manage respondents and download reports. WEBS staff has developed confidence in the Elevate platform, and our users also give it high ratings.

This month Elaine Sozzi conducted an orientation session at the Chappaqua Library; registered applicants for the seminars; held several telephone training sessions for counselors; and attended a Westchester Career Counselors’ Network meeting.