

WLS Department Reports April 2017

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

Douglas Wray attended a presentation given by the firm Bibliotheca. Its CloudLibrary product manages and delivers electronic resources. Also in attendance were representatives from SirsiDynix. Following the presentation, Mr. Wray joined in a discussion between the two companies, WLS Executive Director Dr. Terry Kirchner, and members of the WLS Information Technology Department. The discussion focused on product design and possible collaboration.

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

Murals, Port Chester Post Office

The interior of the Port Chester Post Office is decorated with murals which recall those of Diego Rivera or Thomas Hart Benton. In 2009, a group of Latin American and Japanese students in the Southern Westchester BOCES adult literacy program created this guide; Cataloged for Port Chester-Rye Brook Public Library.

The Story of Shrub Oak & the United Methodist Church at Shrub Oak / written by Stella Johnson-Ganney; edited by Diane Webster

Written in commemoration of the 150th anniversary of the laying of the church cornerstone (June 25, 1867), this work includes plenty of color illustrations and a wealth of historical information; Cataloged for the John C. Hart Memorial Library.

WLS Multi-language Book Fair

The 7th annual WLS Multi-language Book Fair was held on April 6th at the WLS Headquarters. The fair is a venue where librarians, directors, dual language teachers and ESOL instructors can meet language book publishers and buy materials that reflect the diverse communities they serve. This year over 60 people attended from the member libraries, Ramapo, Long Island and New York City.

In addition to book vendors, local organizations were also invited to speak on the myriad of services offered in Westchester often in multiple languages. Some of participating organizations were:

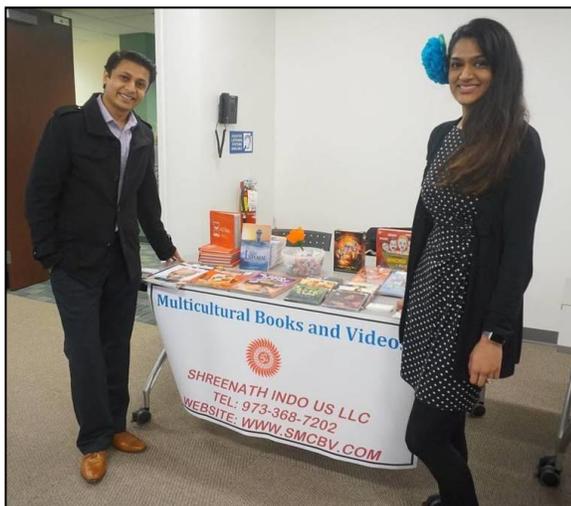
- **Guevara Law Group** ~ Legal services in multiple languages
- **Open Door** ~ Affordable health care (medical, dental, social services)
- **Kaffury Latin Magazine** ~ Magazine published in Spanish with articles on current news covering sports, politics, entertainment and health of high interest to Latinos
- **Infante Immigrant Connections** ~ Immigration services and form filling

Alidis Vicente and Olga Salazar, two bilingual authors, spoke on the challenges they faced in breaking into the publishing world offering books in Spanish and bilingual formats. Ms. Vicente related that her inspiration to write comes from taking an active role in providing her son with original language works that include role models who look like her child. In a thank you email, she wrote--*It was a wonderful experience*

to be in a room full of people who work so hard to bring multilingualism to the community. Thanks for all your hard work and dedication.

Linda Goodman, President of The Bilingual Publications Company wrote-- *Yesterday was just wonderful! Everything seemed to work right! You had a great space (not too large, not too small), a great crowd (yes, people came from Long Island!), great speakers (they were very moving speakers). There was a marvelous vibe in the room. Everybody wanted to see, to learn, to exchange thoughts. Whatever you did this year, it was worth it! It was one of the best local book fairs I have ever attended!*

Literacy doesn't happen in just one language—Literacy comes in a host of languages. Below are some pictures from the event.



La Habana

Ms. Coradin attended the American Library Association (ALA) International Havana Book Fair in February. This was Ms. Coradin's second trip to Cuba. She and colleague Diana Lennon from the Greenburgh Public Library participated in talks with Cuban directors and librarians about the diverse services offered in libraries in the United States and those offered in Cuba with far greater challenges. Ms. Coradin donated books to Neify Castellon Vega, the Director of the Cienfuegos Provincial Library, with whom she hopes along with Ms. Lennon and through ALA to form a Sister Library Alliance. It would be a cultural bridge across the 90 miles that separate the countries.

Our Librarian in Havana: Hemingway's Cuba

Ms. Coradin and Ms. Lennon presented the talk *Our Librarian in Havana: Hemingway's Cuba* at the libraries in Chappaqua (March 9), Larchmont (March 23), and Briarcliff Manor (March 30). The 40-minute presentation was followed by a 20-minute Q&A covering both trips—attending the Havana Book Fair and participating in the ASCUBI Conference (Association of Cuban Librarians). It weaves a tale of the differences amidst two shores and the welcome discovery of the many things shared, including finding a familiar face in Cuba, Ernest Hemingway. The talk is accompanied by photographs taken on both visits and the enriching experience in becoming reacquainted with their Cuban colleagues. The talks were well attended with a lively discussion afterwards. Shelley Glick, Director of the Briarcliff Manor Public Library, shared these excerpts from the evaluation forms that people *completed*:

- "I not only learned more about Cuba, but so much about Ernest Hemingway."
- "Good info. Helped show the real side of the people in Cuba."
- "Informative, sensitive, enjoyable. Bring it to more people."

eCONTENT & RESOURCE SHARING SERVICES

Contact: Hui Sheng, Manager [231-3258]

During the first quarter of 2017, the InterLibrary Loan Department--consisting of Hui Sheng, Anne Marie Perdichizzi, and Molly Tobin--submitted 1,997 borrowing requests on behalf of member libraries for books and journal articles not available in WLS catalog; of the 1,997 borrowing requests, 1,724 were supplied, representing a fill rate of 86%. At the same time WLS ILL received 2,229 lending requests, including 1,947 from our local, regional, and national resource sharing partners and another 282 from the three correctional facilities, for materials owned by WLS member libraries. Of the 2,229 lending requests, 1,132 were filled.

The WLS ILL services extend County residents' reach for print materials that are not owned by WLS member libraries. These requests often do not fit the standard collection development practices of a public library, and this service helps fill the gap in the member libraries' book collections without them having to purchase the items. The following titles were successfully borrowed during this quarter, reflecting patrons' needs and current interests:

- *Gods of money : Wall Street and the death of the American century* – a non-fiction book not just about finance but rather about power, about a wealthy elite that has wielded unprecedented power for the enhancement of their own private position
- *Handbook on Animal-Assisted Therapy : Theoretical Foundations and Guidelines for Practice* – a handbook for practitioners
- *The autobiography of a Turkish girl* – written by a Turkish novelist and translated into English, it's about the destiny of a young Turkish female teacher in Anatolia
- *Zama* -- first published in 1956, the book is now universally recognized as one of the masterpieces of modern Argentinean and Spanish-language literature.

Besides borrowing and lending print materials, the Department also maintains periodical local holdings via OCLC Connexion, so that item-specific holdings as well as lending and reproduction policies are kept up to date. During this quarter the Department created 29 new periodical records, changed holdings statements on 27 existing records, and deleted 6 periodical titles that were no longer owned by member libraries.

In mid-March, Ms. Sheng attended the 2017 OCLC Resource Sharing Conference in Virginia Beach, VA, where she participated and spoke on stage in a Q&A discussion panel about her experiences with the OCLC ILL Advisory Committee, representing a voice from the public library sector in helping the development of a new OCLC ILL product and service.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-3207]

Rob Caluori, Wilson Arana, Melanie Carnes and Allison Midgley attended the Customers of SirsiDynix Users Group, Inc. (COSUGI) Conference the week of April 10th. This conference, which was established for and run by users of the SirsiDynix platform of products, is a unique opportunity to gain deep-level knowledge of how the system works; best practices for use and administration; countless time saving and efficiency techniques; and ways to maximize our investment in this software. One of many sessions at the conference is with other consortia customers where we plan our annual Consortia SIG (Special Interest Group) meetings. At these meetings, consortia customers present enhancement requests to SirsiDynix. Through this process, WLS can join other systems in requesting additional features and functions to help make their products work for our type of environment. SirsiDynix plays a significant role in the conference by presenting their year ahead; sharing development rationale and process; and, most importantly, listening to what the users have to say about their development agenda. There is mutual value for participation in this conference; and as such, our contract with SirsiDynix provides WLS with reimbursement for a substantial portion of the cost of attendance.

Since September 2016 the Innovation Lab at WLS has been an incubator for new library programming. Through it, WLS has introduced libraries to several new program options which include training, materials sourcing, collection focus and budget information. While we rejoice in our success (and there have been many of which to be proud), it is rarely discussed when something just doesn't work. Last month, we decided to end one of our programs, the stain glass program, after trying several iterations without success. Training sessions were well attended, but as the program was produced, several factors were identified that made this program untenable for public programming. It is our goal that we can save libraries time and money by documenting our experiences. While this program has reached its conclusion, it opens the lab to new ideas as WLS continues to innovate and share with our members.

In February, Rob Caluori provided a presentation on privacy issues and tools to the WLS Board of Trustees and the Public Library Directors' Association. The presentation was well received and as a result some libraries have requested that presentation at their meetings. Mr. Caluori presented to the Mamaroneck Public Library District Board as well as a joint meeting of the Boards of the Croton Free and Hendrick Hudson Free Libraries. The presentations were both followed by extensive discussions about privacy risks, patron safety and the need for continuous training on the topic. Mr. Caluori is scheduled to speak on this topic at the Library Trustees Associations' August 12th event, *Trustees in the Know*.

The addition of Hoopla Digital and Mango Languages has been met with open arms in Westchester, which were offered county-wide starting in January. Thanks to efforts by our Trainer Allison Midgley, both products have seen month-to-month growth in usage. Ms. Midgley provided introductory training sessions on these products at WLS staff meetings and PLDA meetings as well as several, more in-depth sessions open to all library staff.

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 education meeting of our volunteer team took place at the WLS Headquarters. The Medicare topics were (1) how Medicare works with employer-based coverage and (2) Medicare savings plans (i.e., low-income supports). The March update included a presentation by an audiologist, Barbara Solomon. Also in March, Medicare Minute presenters were given a *Consumer Reports Choosing Wisely* piece on hearing problems and overuse of tests related to tinnitus for distribution at their sites. In April, Elena Falcone reviewed program requirements as detailed in the Volunteer Handbook, e.g., ethical practices related to independence, confidentiality, and counseling best-practices.
- **The Age-Friendly Experience Reimagined: Reaching the Hard to Reach (3/9):** Ms. Falcone and Program Coordinator Marna Schirmer attended this event, which was sponsored by the County's Age-Friendly Network and the Department of Senior Programs and Services. Given the emphasis on outreach to the seniors, the disabled, and LGBT elders, one outcome was additional speakers to invite to future Update Meetings.
- **Outreach:** Program Coordinator Marna Schirmer was interviewed by Calvin Carter of WFME's *Vantage Points*, taking the opportunity to both educate listeners on Medicare and the availability of WSOS services. The program aired in April. A follow-up interview is planned during the Fall Open Enrollment period.
- **Recognition:** Monica Gayle, a volunteer for WSOS for about 7 years, was recognized by Yonkers Mayor Spano for her service. Ms. Gayle volunteers at the Senior Benefits Information Center at the Yonkers Public Library-Grinton I. Will Branch Library where she helps clients who have questions about their Medicare Health Insurance and other benefits. She is a certified HHCAP counselor (New York State's Health Insurance Information, Counseling and Assistance Program). In addition, Ms. Gayle volunteers with the JCY (Jewish Council of Yonkers) Smart Program and Reading Buddies Program. She also has been working for the past 8 years as a volunteer with AARP's Tax-Aide program at the Will Library.

HSE Connect! a/k/a TASC Connect!

Target audience – low-literate adults

- **Assessment:** Frequently, adults working towards a HSE diploma are unable to self-assess their level of readiness for available programs and self-study. Because of a high level of interest by our clients, we now have regularly scheduled assessment dates at White Plains Public Library (2nd Monday) and Greenburgh Public Library (third Tuesday). This has helped make it easier for the adult students to take the next step towards their goal.
- **Training:** Prompted by Phyllis Fowlkes, several HSE Connect! volunteers began, in April, a multi-week online study program based on the book *Mathematical Mindsets*. The training is available via LINCS, a resource and learning portal for the adult education community.

CORRECTIONAL FACILITY SUPPORT/RE-ENTRY SERVICES

- **Support to State Correctional Facilities (CF):**
 - Ms. Falcone began work with the General Librarian at the Taconic Correctional Facility to develop quarterly programming. First-up is a review of the Job Search Toolkit, being developed with its author Rebecca Mazin.

- Ms. Falcone met with Janet Donat of Family Services of Westchester's (FSW) EMERGE program to explore development of a parenting stories program. The program, a form of book group, would support reflection on past experience of being parented and how that informs current action as parents as well as the potential for change through storytelling.
- **Westchester Connections Guide:** The online guide now includes a specific invitation to pose questions in Spanish (¡Háganos una pregunta!)
- **Re-entry outreach:** Ms. Falcone took a number of steps to promote these services, including:
 - Provided a review of library/library system programs as part of FSW's Coming Home initiative. More than a dozen women in re-entry and their community mentors participated in a lively exploration of services. This session was held at the program hosted by the Rye Presbyterian Church. Subsequent March sessions, also coordinated by Ms. Falcone, included a presentation on RAP sheets by Carlos Jessie of the Next Door Project, and a job search workshop led by Rebecca Mazin, author of our Job Search Toolkit.
 - Provided a review of library/library system resources to participants in three sessions of the County's probation-based domestic violence program.
 - Participated in the County Jail's orientation on April 20th.
 - Met with Ed Varella (Westchester County Probation) to discuss promotion of the *Westchester Connections Guide* to probation clients.
 - Spoke with Barbara Lambrose of the County's re-entry taskforce regarding re-entry services and engagement with the task force.
 - Conversation with Assemblywoman Shelley Mayer to discuss promotion of the re-entry guide and HSE Connect! program to her constituents. The opportunity for funds for a Spanish-language translation of the promotional piece was also discussed.
- **Community Conversations: Criminal Justice:** This fall WLS will be hosting a series of six community conversations; a working title for the project is: *The Sing Sing Conversations: Rethinking Criminal Justice Through the Lens of an Iconic Prison*. The project is funded by the Westchester Community Foundation and is being delivered in partnership with the Sing Sing Prison Museum. The events will include a presentation on the history of Sing Sing prison in the context of new models of rehabilitation and reform, followed by a panel discussion reacting to the presentation and linking it to the topic of re-entry. The panels will include issue experts, service providers, and those with the lived experience. Q&A with the audience will follow. Libraries that have agreed to host this event include: Ossining (10/5), New Rochelle (10/10), Yonkers (10/12 & 17), Shrub Oak (10/26), and Mount Kisco (10/28). In addition to building awareness of the issues related to criminal justice reform and rehabilitation, the program is an opportunity to increase understanding of the challenges facing those who are formerly incarcerated and/or in parole/probation as they seek to "re-enter" our communities. WLS's role in this project includes framing the discussion, recruiting panelists, promotion, moderation, and providing a web presence via content on the *Westchester Connections Guide*.

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

- **Youth Services Advisory Group (YSAG):** Joshua Carlson, White Plains Public Library, has joined the YSAG.
- **Early Literacy Skills commit Families to Libraries:** At the March PLDA meeting, directors were invited to participate in a special workshop that reviewed new research and professional competencies that can have a significant impact on family engagement. The two-hour workshop was led by noted early literacy consultant Saroj Ghoting. The aim was to provide new language to promote the library's role in early literacy and foster a commitment to engage all staff in a deeper understanding of the positive impact they can have for families that come to their library. Materials presented are available on the [YS wiki](#).

A secondary aim was to encourage directors to send adult and circulation staff to a May program designed to foster organization-wide support for early literacy. The program, *Everyone Serves Families with Young Children*, is being offered twice on May 24th. Registration can be done via [Evanced](#).

YOUTH SERVICES OUTREACH /

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

Children & Parent Engagement: In this period, Francine Vernon, point person for the department's early literacy outreach efforts, organized library trips for eight classes of 3-5 year olds from the Head Start Centers of Mount Kisco, Yonkers, Yorktown Heights, and Ossining.

The visits, hosted by the libraries of Mount Kisco, Yonkers-Riverfront, John C. Hart Memorial, and Ossining, benefited both the attending children and parents. A combined total of 138 young children were introduced to libraries and experienced a sampling of children's programming. The 47 parents who participated were provided opportunities to observe story times and to learn about library programs and resources for adults. "Welcome to the Library" introduction packets will be distributed to all the parents from the four Head Start centers to encourage parents to use their local libraries for themselves and for their children. Through the center-wide distribution, 257 parents will receive information on selected library programs and services.

The outreach effort this period also resulted in 88 applications for library cards from Head Start families (76 were obtained through direct outreach to parents at the centers and 12 during library visits).

Youth Engagement: In February, the department launched the new workforce related learning opportunity for young high school teens that was mentioned in the November Board report. This opportunity responds to youth's interest in working and need for guidance to support their preparedness to seek, find, and "land" jobs.

After school workshops with assignments are being piloted by Roseanne Amoils, Trainer and Job Coach, with the assistance of Mrs. Vernon. The pilot is based on a 14-week combined workshop and independent study series. The series is addressing such topics as getting to know oneself; the range of work experience opportunities (i.e. internships, community service, volunteer, and entrepreneurship); how to look for a job; getting work permits; completing job applications; developing resumes; and how to sell oneself during an interview.

This initiative is an extension of WLS's partnership with Great Potential (GP) of Purchase College. Seventeen GP students at Peekskill High School are participating in the pilot program this school semester. In planning to extend the program next school year to GP students at other Westchester high schools, the implementation experience from the pilot will be reviewed and changes to the model considered, as applicable.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

WEBS programs are in full swing as the nine-week seminars are at the mid-point, and participants are attending individual sessions with their counselors. These private sessions offer clients an opportunity to discuss personal issues or problems that they are not comfortable discussing in the group. Some people who have been unemployed for a lengthy period feel discouraged or depressed and need a referral to a therapist. Others have lost confidence and need help reframing their thinking and developing a more positive and activist attitude in managing their careers. Some just need the counselor's guidance in developing career goals and setting action steps. As people begin to understand that there is no more job security, they learn to develop "career security" by updating their skills and increasing their knowledge of careers, employers and industries.

Career-related workshops are being offered at libraries across the county this spring. Programs offered in March and April include *Create a LinkedIn Profile with Impact* at the Katonah Village Library; *What's Next in*

My Life and Career? Discovering Possibilities after 50 at the Briarcliff Manor Public Library and the Dobbs Ferry Public Library; *Job Search Strategies for Success* at the Tuckahoe Public Library; and *Careers in Healthcare* at The Warner Library in Tarrytown.

The work landscape has changed for everyone, from new entrants to mature job seekers. People must now manage their own careers and compete in an increasingly competitive workforce. They must also understand personal branding, a process which involves figuring out who you are, what's important to you and where you want to go in your career. Your brand is built around what separates you from everyone else. WEBS offers a specific workshop that explores the branding message and how it can be conveyed in one's resume, personal website, blog and social media sites.

The development of a social media presence can be challenging for many older workers, and WEBS has addressed this issue by offering a variety of programs that introduce this population to online strategies for marketing themselves to employers. They are encouraged to be proactive by building a strong LinkedIn profile, taking classes to learn new software programs in their industry, and presenting themselves at an interview as energetic, engaged individuals with a passion for work. With time and practice, older workers can become comfortable with technology and add great value to an organization because they usually have a strong work ethic and valuable work experience.

WEBS director Elaine Sozzi attended a conference on *The Art of Re-Entry* at MasterCard Headquarters in Purchase. It was directed to women re-entering the workforce, and offered presentations on re-launching one's career, pay equity, salary negotiation and stress management. There was also an interesting panel discussion with hiring and human resource managers.

This month Ms. Sozzi attended a meeting at the One Stop Employment Center and the Celebrating Westchester Libraries Breakfast. She is also conducting a nine-week career seminar at the Chappaqua Public Library.