

Executive Director's Report March 2018

(covering time period of January 22 - March 16, 2018)

Central Library Program

At the January 30th Board meeting, WLS Trustee Julie Mills-Worthy introduced a letter from New York State Assemblyman J. Gary Pretlow dated January 29, 2018, expressing concerns that no Central Library funds were allocated for the purchase of print materials by the Mount Vernon Public Library, WLS's Central Library. I provided a written response dated February 9, 2018, on behalf of the Board of Trustees. A copy of this response was emailed to each WLS Trustee. A copy of Assemblyman Pretlow's letter and the response was shared with Bernie Margolis, New York State Librarian and Assistant Commissioner for Libraries, should questions be directed to his office. A print copy of the response follows this report.

Below is a brief update on activities related to the recommendations of the Central Library Study Committee and a recap of Central Library activity will be presented at the Board Meeting.

Recommendations		Status
1)	The Mount Vernon Public Library (MVPL) should remain the designated Central Library until such time as a change is warranted.	In place.
2)	WLS should continue to provide centralized electronic services through Central Library funds.	As per the recommendation of the Public Library Directors Association (PLDA) Central Library/E-Content Advisory Committee, the FY2017-18 & FY2018-19 Central Library Program funds were allocated to centralized electronic services (with \$1,000/fiscal year set aside for training).
3)	As with all WLS services, WLS should design performance metrics to measure and communicate how effectively the Central Library meets the needs of Westchester library patrons.	Product specific e-content and SirsiDynix circulation statistics are available online . WLS staff is currently incorporating feedback to develop specific Central Library fund activity reports.
4)	WLS should explore with the Public Library Directors Association (PLDA) the role of physical reference collections in today's public libraries and whether digital options for those print reference collections would better serve the entire community. In addition, WLS and PLDA should explore creation of a reference collection to be made available through inter-library loan for in-library-use. That collection could include current Central Library-sponsored items as well as reference items in other libraries.	An inventory of existing print reference holdings at the 38 member has been conducted. Some member libraries have incorporated reference titles into their circulating collections, allowing for countywide access. Other libraries have reduced the size of their reference collections. Additional follow up on print reference trends will be led by the WLS Director. The WLS Director is attending Public Library Association conference in March 2018 to learn more about digital reference options.

Recommendations		Status
5)	The Central Library Advisory Committee should formally present its budget recommendations to the WLS Board.	The chair of the PLDA Central Library/E-Content Advisory Committee presented the recommended Central Library Program budgets for fiscal years 2017-18 & 2018-19 at the WLS Board Meeting on November 28, 2017.
6)	In light of this study, WLS should review the current Central Library Plan of Service to evaluate services and approaches for delivering Central Library functions to the patrons of all 38 member libraries.	WLS's Central Library Plan of Service has been approved for the 2017-2021 time period; however, review of the Plan in consultation with PLDA should occur prior to the 2019 WLS budget approval. The Plan is available online .

Trending issue

Earlier this month, the Colorado State Library (CSL) released the white paper, "[Removing Barriers to Access: Eliminating Library Fines and Fees on Children's Materials](#)." WLS hosted a facilitated discussion about this topic in early January; and as an advisory body, PLDA has been exploring potential implications of removing fines for children's materials at the local library level and at the system level. The Yonkers Public Library has a long history of not charging fines for children's materials and other member libraries are exploring this option as well. Many member libraries currently do offer brief amnesty periods at least once per year that allow for removal of overdue fines.

The CSL recommends that public libraries permanently eliminate fines and fees on children's materials. "The traditional practice of charging late fees has left a lasting impression on the very people who most need libraries: community members who are economically disadvantaged, many with young children at home." (p. 9) The paper goes on to challenge libraries to evaluate whether the revenues generated through fines are actually greater than the expenditures required to collect the monies. For libraries with a revenue line for fines and fees, there is often a fear of what will be lost rather than an exploration of what could be gained by eliminating fines for children's materials. "At a time when libraries struggle to remain relevant and increase library use, it may be counterproductive to enforce policies that are punitive in nature and further the stereotype of libraries as authoritarian institutions to be feared." (p. 20)

The white paper is a quick and informative read. I encourage library staff and trustees to review the document and to explore whether the library's fines policy is supporting the library's mission.

Staff & Trustee Development

Workshops on preventing harassment in the work environment were held at WLS in January and February. The primary emphasis of the workshops was on how to identify and respond to, and ideally prevent, sexual harassment situations at work. Instructor Rebecca Mazin, cofounder of Recruit Right, a human resources consulting firm, created a safe environment for attendees to learn about and practice responding to incidents of harassment. The workshops were attended by staff from WLS and the member libraries.

WLS Director of Information Technology Rob Caluori and I met with the Dobbs Ferry Public Library Board of Trustees and Director Elizabeth Hobson to discuss best practices when defining trustee/director roles and responsibilities. We also facilitated a strategic discussion on current

and potential users of the library. Mr. Caluori has continued to assist the library by facilitating staff discussions on potential strategic directions for the library. As a reminder, WLS staff are available to meet with any library board to discuss trends and issues or to facilitate retreats or other related activities that will help staff, directors and trustees in their efforts to build a stronger library.

Trustee Institutes 2018

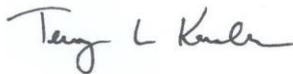
The Library Trustees Association of New York State (LTA) is holding their annual Trustee Institute on April 27-28 at the Marriott Hotel in Uniondale, Long Island, NY. WLS is a sponsor of the two-day event that will begin in Friday (4/27) afternoon with a Library Features & Future Fair followed by a Welcome Dinner with Kick-off Speaker Nate Hill, Executive Director of the Metropolitan New York Library Council (METRO). Mr. Hill will speak about *How Trustees Can Facilitate Innovation*. On Saturday (4/28) morning, several workshops will touch on different aspects of innovation—libraries as community catalysts, sustainable thinking and getting to the next stage of community support. The event will end with a special luncheon and recognition of the Velma K. Moore Award recipient. WLS Trustees interested in attending should contact Elise Burke [eburke@wlsmail.org].

WLS-sponsored Trustee Institutes are scheduled for 2018. Finalization of presenters and topics is close to completion and details will follow next month. In the meantime, please save the following dates on your calendars: Wednesday, May 2 – Mamaroneck Public Library; Tuesday, June 5 – Somers Library; and Thursday, October 5 – Mount Kisco Public Library.

Future Events

March 20-24	Public Library Association (PLA) Conference – Philadelphia, PA
April 6	<i>Celebrating Westchester Libraries</i> Breakfast – Doral Arrowwood, Rye Brook
April 24	WLS Multi-language Book Fair – White Plains Public Library
April 27-28	Library Trustee Association (LTA) Trustee Institute – Uniondale, NY

Respectfully submitted,



Terry L. Kirchner
Executive Director



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February 9, 2018

The Honorable J. Gary Pretlow
New York State Assembly 89th District
6 Gramatan Avenue – Suite 201
Mount Vernon, NY 10550
[Sent via email: pretloj@nyassembly.gov]

Dear Mr. Pretlow:

On behalf of the Board of Trustees of the Westchester Library System (WLS), I am responding to your letter concerning Central Library funding dated January 29, 2018.

WLS formed a Central Library Study Committee in 2017 that looked at the origins of the Central Library program and its goals and how these goals are achieved; Mount Vernon Public Library's role as the Central Library; funding and the function of the Central Library Advisory Board structure; and performance measurements. The final report submitted by the WLS Board's Central Library Study Committee made the following recommendations that were presented to the WLS Board and approved and are in an ongoing process of being implemented.

1. The Mount Vernon Public Library (MVPL) should remain the designated Central Library until such time as a change is warranted.
2. WLS should continue to provide centralized electronic services through Central Library funds.
3. As with all WLS services, WLS should design performance metrics to measure and communicate how effectively the Central Library meets the needs of Westchester library patrons.
4. WLS should explore with the Public Library Directors Association (PLDA) the role of physical reference collections in today's public libraries and whether digital options for those print reference collections would better serve the entire community. In addition, WLS and PLDA should explore creation of a reference collection to be made available through inter-library loan for in-library-use. That collection could include current Central Library-sponsored items as well as reference items in other libraries.
5. The Central Library Advisory Committee should formally present its budget recommendations to the WLS Board.
6. In light of this study, WLS should review the current Central Library Plan of Service to evaluate services and approaches for delivering Central Library functions to the patrons of all 38 member libraries.

The 2017-18 Central Library funds allocation to Westchester Library System is \$351,266. The funding formula to determine a public library system's Central Library allocation is defined in New York State Education Law § 273. These funds support Central Library related services and are allocated to WLS and are under our jurisdiction. It is up to WLS to determine if the Central Library related expenses are paid directly by WLS or if funds will be passed on to a member library to be used for Central Library purposes. The process for deciding which services are offered goes through the PLDA Central Library/E-Content Advisory Committee that includes the director (or an appointed staff person) of the MVPL, as WLS's designated Central Library, as a member. This was designed to offer an opportunity so that all member libraries, as well as interested community members, could discuss and review the Central Library budget before it was brought to a vote by the WLS Board.

For example, in 2017 on September 5th, the advisory committee drafted and approved a central library budget recommendation. The advisory committee's recommended budget was distributed to PLDA (which includes the MVPL director or a representative) for review at their monthly meeting on October 19th and was officially brought forward for further discussion and a vote during the November 16th PLDA meeting. After the PLDA membership approval, the budget was presented by the Chair of the PLDA Central Library/E-Content Advisory Committee (Recommendation 5) to the WLS Board (which includes the representative of WLS District XIII-Mount Vernon) for discussion and a vote at our regular public meeting held on November 28th, where the budget was approved as submitted.

The approved 2017-18 & 2018-19 WLS Central Library budgets include a portion of or all of the following products that were identified by the PLDA Central Library/E-Content Advisory Committee as having value within all 38 member library communities:

hoopla - digital media service including movies, music, audiobooks, ebooks, comics and TV shows. Central Library funds used only for adult non-fiction and foreign language titles downloaded.

Job & Career Accelerator - provides job seekers with a comprehensive collection of job and career resources

Kanopy - an on-demand streaming video service that includes documentaries, classic and indie films. Central Library funds used only for adult non-fiction and foreign language titles downloaded.

Learning Express Library - an online learning tool that includes high school equivalency, college admissions test preparation, career preparation and skill-building

Lynda.com - online learning tool that includes courses in business, technology and creative skills

Mango Languages - online foreign language and English as a second language resource

Mergent Intellect - an online directory database that includes private US, Canadian and global businesses, US public companies, local businesses, and includes job search and executive search capabilities

NovelList - an online readers' advisory solution that empowers librarians, engages readers and connects communities with their library's materials and resources

PressReader - a digital newsstand with thousands of the world's most popular newspapers and magazines in their native language (and translated into English)

Total Book - an ebook provider with a strength in computer manuals, science, DIY, cookbook and non-English adult titles. Central Library funds used only for adult non-fiction and foreign language titles downloaded.

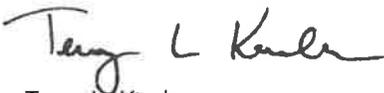
As society transitions to digital resources and mobile services, WLS's Central Library Plan of Service 2017-2021 encourages growth in digital collections to expand system-wide access to adult non-fiction and foreign language collections (Recommendation 2). This use of Central Library funds to purchase system-wide digital resources allows for access outside of the library building through smart devices and results in cost savings and expanded resources for all member libraries and their communities.

Another goal of the Central Library Plan of Service emphasizes the importance of member library staff training in trending needs such as digital literacy for all ages, accessing downloadable content, and helping library staff to effectively use mobile technologies and social media to engage with their communities. Each one of the products in this year's budget has the potential to serve as an educational anchor for staff-led adult programming that can take place within a library. Another need is for additional access to staff training and toolkits to assist with both print and digital collection analysis. These goals seek to create greater awareness for member library staff of the services and resources provided through Central Library funding and the know how to effectively use these services and resources when they engage with community partners.

Credit for the use of these digital resources is reported by library, where possible, via the New York State Annual Report for Public & Association Libraries. However, it is not always easy to have comparable statistics from different vendors. Gathering of better measures to guide Central Library performance, review of the Central Library Plan of Service, and evaluation of the role of both physical and digital collections and other services will continue to be explored in the future (Recommendations 3, 4, 6).

I thank you for your continued support of WLS, the member libraries and all libraries in New York State. If you would like to discuss this matter in more detail, I would welcome the opportunity to do so. I can be reached at (914) 231-3223 or tkirchner@wlsmail.org.

Sincerely,



Terry L. Kirchner
Executive Director

cc WLS Board of Trustees *[sent via email]*

LIST OF VISITS AND MEETINGS ATTENDED
January 22 – March 16, 2018

JANUARY

- 22 Elise Burke, Executive Assistant
- 23 Westchester County Association (WCA) iNeighborhood Workshop, White Plains
- 24 NonProfit Westchester (NPW) Board Meeting
Pat Brigham, Director of Development
SR Business Solutions Docstar demonstration
- 25 Elizabeth Hobson, Director, Dobbs Ferry Public Library
Sam Rapp, Chief Operating Officer (COO), Madison Properties
Webinar: *Libraries and Digital Inclusion*
- 26 Jonathan Marshall, WLS Trustee, District II
- 29 Susan Swarz, League of Women Voters
Preventing Harassment Workshop for Managers and Directors
Elise Burke, Executive Assistant
- 30 Rob Caluori, Director of Information Technology (IT)
WLS Board Meeting
- 29 Pat Brigham, Director of Development
Hui Sheng, Manager, eContent & Resource Sharing
Joanna Straub, Executive Director, NPW
Webinar: *Sustaining Civil Tech: Seeding and Scaling Civic Nonprofit Startups*

FEBRUARY

- 1 Sirsi Operations Conference Call
Chief Executive Officer (CEO) Leadership Session/Learning Lab, Westchester Community Foundation
- 2 NPW Event: *Winter is Here: How the Federal and NYS Budgets Impact a Thriving Westchester*, Pace Law School, White Plains
Westchester Assembly Delegation Public Forum, Greenburgh Town Hall
- 5 Helping All Trustees Succeed (HATS) Conference Call
Elise Burke, Executive Assistant
- 6 NPW Workshop: *Tax Reform: What You Need to Know - Implications of Tax Reform for Nonprofits*
Rob Caluori, Director of IT
Public Library System Directors (PULISDO) and NYS Library Division of Library Development Conference Call
Gerald Nichols, Director, Palmer Institute for Public Library Organization and Management
- 7 Pat Brigham, Director of Development
- 8 Westchester Library Association (WLA) Board Meeting
New Rochelle Public Library Board Meeting
- 9 *Strong Nonprofits for a Better New York*, Fordham University Graduate School
Catherine Cioffi, Communications Director, Westchester County
- 12 Disaster Management in Westchester County
Elise Burke, Executive Assistant
- 13 NPW Public Policy Committee, Child Care Council of Westchester, Inc.
Rob Caluori, Director of IT
Central Library Budget Meeting: Sean Ryan, WLS President; Oscar Davis, President, Mount Vernon Public Library; Evania Thompson, Director, Mount Vernon Public Library
- 14 Diversity in Nonprofit Leadership: NPW CEO/ED Affinity Group
Pat Brigham, Director of Development
NPW Big Ideas Discussion
Hui Sheng, Manager, eContent & Resource Sharing

FEBRUARY (continued)

- 15 Public Library Directors Association (PLDA) General Membership Meeting
SirsiDynix Operations Conference Call
Douglas Wray, Manager, Cataloging Services
WLS Executive Committee
- 16 CEO Learning Lab, Westchester Community Foundation
- 21 NPW Conference Call
Holly McKowan, Account Executive, Screenvision Media
Pat Brigham, Director of Development
Rob Caluori, Director of IT
- 23-26 Vacation
- 27 NPW Executive Committee
NYLA Pre-Advocacy Day

MARCH

- 6 Rob Caluori, Director of IT
- 7 Pat Brigham, Director of Development
Dennis & Julie Roche, Co-Founders, Burbio.com
CEO Learning Lab, Westchester Community Foundation
- 8 Sean Ryan, WLS President
- 9 Westchester County Family Task Force, White Plains
- 11 Dobbs Ferry Public Library Board of Trustees
- 12 Elise Burke, Executive Assistant
Rob Caluori, Director of IT; Joe Maurantonio, WLS Network Manager
- 13 PLDA eContent/Central Library Committee
Rob Caluori, Director of IT
Strategic Directions Conversation
- 14 LIU Palmer School Public Library Administration Certificate Program Course LI704: *Administration of Public Libraries Facilities & Technology*
Pat Brigham, Director of Development
Hui Sheng, Manager, eContent & Resource Sharing
Central Library Meeting, Mount Vernon Public Library
- 15 Westchester County Association Board Meeting
PLDA General Membership Meeting
Douglas Wray, Manager, Cataloging Services
- 16 CEO Learning Lab, Westchester Community Foundation