
WLS Department Reports October 2018

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

Manager of Cataloging Services Douglas Wray has been in conversation with Jason Goodson of Equinox in order to acquire some early knowledge of the various ways in which Evergreen will enhance the department's efficiency.

Some of the topics addressed have been: batch loading bibliographic records supplied by vendors; reviewing and editing them; indicating individual member libraries' holdings of a given title; transferring items from one bibliographic record to another; authority control (work done to maintain the consistency of name and subject headings); utilizing cross-references (e.g. "see also"); reporting WLS holdings to OCLC WorldCat; and displaying titles in the public and staff sides of the catalog.

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 are supplied by vendors. Below are three examples of original cataloging done recently by Mr. Wray:

10th Anniversary Journal, 1937-1947 / T.W.U.A. Local 122, Yonkers, New York

This is an historical document written and published by the Textile Workers Union of America Local 122 (Yonkers, NY). It would be especially useful for someone interested in the history of unions in Westchester County; cataloged for Yonkers Public Library.

A Walk in a Widow's Shoes / Kim Castellano

In the introduction, the author (a Westchester resident) states, "This is a guidebook for navigating the trials and tribulations of losing a loved one with all the accompanying grief. It is also my memoir."; cataloged for Somers Library.

Christ Church at Pelham, Pelham Manor, New York: 1843-1943

This work, written and published by the Vestry of Christ Church in 1943, provides generous information about the church community and the building itself, including many portraits and other illustrations; cataloged for Mount Vernon Public Library.

OUTREACH

On October 4th, Ms. Coradin met with Antonio Vacacela, President of AV Eventos, an organization in Tarrytown that plans and coordinates Latino events, including folkloric dance classes and Quinceañera. A Quinceañera is a celebration similar to a Sweet 16 party that marks a teenage girl's passage to young adulthood. Ms. Coradin met Mr. Vacacela in a Latin entrepreneur mixer she attended in March of this year in Elmsford. Mr. Vacacela can offer Latin dance classes at the libraries with an emphasis on folkloric dances as well as health wellness classes such as Zumba.

He asked Ms. Coradin to be a speaker at one of his 2018 Quinceañera workshops. They are a series of workshops, where the young attendees are introduced to successful women in the community with diverse occupational backgrounds. Ms. Coradin will speak on finding one's unique voice—how it is formed by

ethnicity, education and environment. Titled, *Orgullosa de Nuestra Voz/Proud of Our Voice*, Ms. Coradin will discuss how to raise one's voice for success.

MOUNT KISCO PUBLIC LIBRARY

Ms. Coradin made arrangements with Francine Vernon, WLS's Parent and Youth Outreach Coordinator, to meet with the new Children's Librarian from the Mount Kisco Public Library, Margaret Kaczorowski. Ms. Coradin will discuss the importance of demonstrating samples of programs, collections and resources to Head Start families from Mount Kisco. There are two scheduled events later in October and in early November, during which Ms. Vernon and Ms. Coradin will share their knowledge of the wealth of resources the library has to offer families in English and in Spanish.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-3207]

In September, the WLS Board approved the Public Library Directors Association (PLDA)'s recommendation to change the Integrated Library System (ILS) to Evergreen, an open-source software, with support and hosting from the Equinox Open Library Initiative. Contract negotiations are underway. In preparation for migration, Melanie Carnes and Allison Midgely have been preparing data clean-up reports for the member libraries and are working with them to clean up the various data collections that comprise the current system. Assuming the timeline suggested by the vendor is maintained, the anticipated date to go live on the new software is April 1, 2019. To expedite process, PLDA has formed a committee to provide input for issues arising during the ILS migration that would have a direct effect on libraries.

IT staff have been actively engaged in compiling the statistics needed to run the annual Services Finance Model. A draft of the model based on the proposed 2019 WLS budget will be made available in early November and finalized following budget approval. Information on library collection size, population served, library site square footage, and full-time equivalent (FTE) employees is compiled; and physical inventory of all IT assets is performed to confirm the numbers of PCs and wireless access points installed at each library site. The process requires the collaborative efforts of IT Director Rob Caluori, Systems Librarian Melanie Carnes, Administrative Assistant Karen Kelly and Network Manager Joe Maurantonio.

Rob Caluori was accepted to and attended the first of 10 sessions for the Leadership Westchester program hosted by Volunteer NY. Leadership Westchester is a rigorous, nine-month curriculum that is designed to sharpen leadership skills and provide an in-depth understanding of how non-profits work. Rob is a member of the 22nd cohort of the program.

The IT department is evaluating software to replace the current inventory management software. An attempt was made to replace this project with something developed in-house; however, that effort could not be brought to fruition due to lack of time and resources. Products specific to public sector use in multi-site environments that also provide self-service options are being evaluated.

PUBLIC INNOVATION AND ENGAGEMENT (PIE)

Contact: Elena Falcone, Director [231-3240]

FOCUS ON WSOS / SENIOR SERVICES

Westchester Seniors Out Speaking (WSOS) engages more than 70 volunteers throughout the year to deliver education and counseling related to Medicare and senior-directed benefits. The program operates monthly in senior/community centers and in 8 libraries: Greenburgh, Mount Kisco, New Rochelle, Ossining, The Field Library (Peekskill), John C. Hart Memorial Library (Shrub Oak/Yorktown), The Warner Library (Tarrytown), and Yonkers. Additionally, the volunteers make service available throughout the county by responding to email and phone Helpline inquiries. In 2017, attendance at our more than 300 education programs totaled over 12,000; counseling services reached more than 1,300 individuals.

October 15th through December 7th is the annual period known as **Medicare Open Enrollment**. This is an opportunity for those currently enrolled in Medicare to evaluate and modify coverage. This is essentially the best opportunity to switch from Original Medicare to Medicare Advantage Plans, prescription drug coverage plans, Medicare Advantage Plans, and Medigaps.



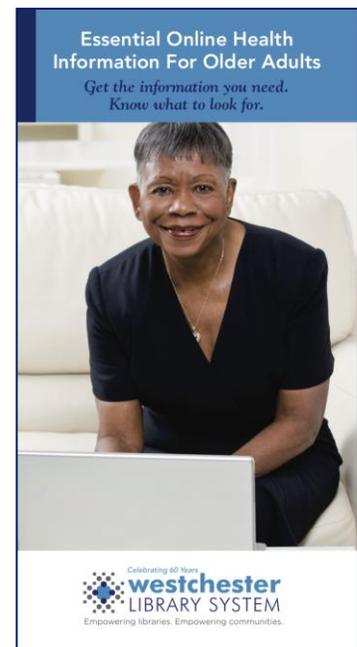
Medicare Open Enrollment is also the busiest period for the **Senior Benefits Information Centers (SBICs)**. This 7- to 8-week period can account for as much as 50% of SBIC counseling activity. In the first 3 quarters of the year, the focus in counseling is explaining Medicare enrollment, how Medicare works with other forms of insurance, flagging opportunities for reduced costs in premiums and copays, advising on benefits and appeals, and providing referral to related services for seniors. During Open Enrollment, our most common question is

how to compare and select prescription benefit plans that meet current needs. This involves assisting clients in navigating the “Plan Finder” on Medicare.gov.

Medicare Minute presenters, volunteers that deliver brief educational presentations at 37 community centers each month, also review the importance of the Open Enrollment period. An additional avenue for service promotion is the *Demystifying Medicare* presentations (workshops on Medicare fundamentals delivered more than 2 dozen times each Spring and Fall). This 3-hour workshop lays out the basics of Medicare and then points to the SBICs for one-to-one assistance in enrollment and management of these services.

OTHER SENIOR OUTREACH

A 90-minute seminar, **Essential Online Health Information for Older Adults**, was launched on October 16th at the annual Senior Law Day held at Westchester County Center. The program is a review of key sites that can assist in researching health topics (e.g., drugs, supplements, diseases, conditions), evaluating service providers and managing services. The program includes a review of internet safety and further assistance available from local libraries. The more than 50 participants gave the program high marks. The program pamphlet detailing the sites will be distributed to senior centers via the *Medicare Minute* program. The seminar will also be made available to member libraries and partner agencies. This effort was funded by a grant obtained from the National Library of Medicine.



WEBS

Contact: Elaine Sozzi, Director [231-3239]

The 9-week career seminars are fully subscribed and will continue meeting until late November. Several libraries filled up quickly, and waiting lists have been started for people to attend the spring series. The individual counseling program at the Yonkers Public Library continues to flourish with a full roster of appointments every other week.

During the seminar, each group attends a job information presentation and tour given by the reference librarian to acquaint participants with the print and online career resources available in the library. After meeting and interacting with the librarian, we have found that clients are more inclined to ask questions to find what they need, and perhaps make an appointment with the librarian to get assistance with their career research. People who do not have a library card often use this opportunity to sign up for one. The WEBS program has developed a multipage handout called “Career Links to the Web” to guide people to well-regarded websites that have been reviewed by the staff. This handout was recently updated and now includes a section on the free education and research tools available to library cardholders. Learning Express Library, Lynda.com, University of Fashion and several business-related databases are listed.

Five career workshops were conducted covering the topics of job search, career change, healthcare careers, LinkedIn profile and resume trends. The LinkedIn profile program, which took place at the Hastings-on-Hudson Public Library, attracted a large group. After some initial instruction, each person was able to compose a succinct, bulleted summary statement that highlighted their qualifications, experience, passions, and value to the potential employer. This unique selling proposition can attract attention and engage the reader, and it is a dynamic and creative way to be noticed because it is the first paragraph to be seen. Completing the remainder of the profile which includes employment, education, volunteer experience and recommendations is more straightforward.

WEBS director Elaine Sozzi attended a program called, "*Recruiters – Can't live with 'em, Can't live without 'em,*" conducted by Linda Van Volkenburgh, at the New York Life Offices in White Plains. Ms. Van Volkenburgh is an executive career coach with broad business experience in marketing, advertising, entrepreneurial partnerships as well as career development practice. She explained how to define career goals, plan and manage one's career and advance to the next level by using strong job search and research skills. She stressed the importance of attracting the attention of recruiters through an effective LinkedIn profile and the development of "validation stories" that prove one has the skills for the job. The program concluded with a review of resume, cover letter and salary negotiation strategies, and a reminder about maintaining a positive attitude. We plan to invite Ms. Van Volkenburgh to conduct a similar workshop for WEBS clients in the near future.

This month Ms. Sozzi conducted four sessions of a career development seminar at the Chappaqua Library. She also visited the libraries in Katonah and Greenburgh, and the One Stop Employment Center in White Plains.