

Executive Director's Report May 2022

Cataloging Services

Manager of Cataloging Services Douglas Wray has scheduled a meeting with Angela Kilsdonk, Product and Education Manager, Equinox Open Library Initiative (the software support company for Evergreen, the online catalog), to discuss possible enhancements of a function used by WLS Cataloging Services to import and edit bibliographic records. Systems Librarian Lindsay Stratton and Cataloger Melissa Glazer will also attend this meeting that aims to improve the online catalog's infrastructure. These improvements will enable WLS to provide the most accurate and timely updates of the cataloging records to the community and library staff. We also anticipate that these software enhancements will streamline the WLS catalogers' workflow and enhance overall productivity.

Also in the spirit of maintaining the infrastructure, Ms. Glazer has completed a rough draft of an updated in-house manual, which delineates local cataloging rules and policies as well as being a practical Evergreen user's guide. She and Mr. Wray will collaborate on the final version.

OCLC has finished one phase of a data reclamation project, and Mr. Wray is reviewing the results. The project updates OCLC's accounting of the WLS member libraries' holdings, thus presenting a more accurate representation to OCLC users throughout the country, and therefore aiding interlibrary loans. Materials no longer available in one of the member libraries will be removed from and newer items will be added to the OCLC holdings.

The member libraries sometimes create their own materials by assembling components. In these cases, the WLS catalogers provide original ("from scratch") cataloging in order to give the community knowledge of, and access to, them. Two recent examples cataloged by Mr. Wray were:

White Plains Public Library's Alpert Birding Backpack kit (a book, three laminated guides and two binoculars, all carried in a backpack); and seven educational, activity-focused kits put together by Ruth Keeler Memorial Library. The seven are backpacks containing books, plus varying objects such as a telescope, a butterfly house, magnifying glasses, a star chart, balls of yarn, and more. Each focuses on a subject: hiking; astronomy; knitting; crocheting; insects; and the ecology of backyards and ponds. WLS Cataloging Services serves the community by adding these materials to the catalog, to be discovered and borrowed.

Digital Equity Initiatives

Throughout April and into May, Director of Special Projects Joe Maurantonio and Project Relations Specialist Dana Hysell continued their biweekly meetings with Events to Remember, an event management and public relations firm, on behalf of WLS and the American Rescue Plan Act

(ARPA) Digital Equity Initiative. The logo for the eVan as well as an informational palm card, banner, and tablecloths have all been set up and ordered. An online calendar is now live with a listing of events the team will be attending through May and June and can be viewed at <https://www.westchesterdigitalequity.org/events/>.

On Thursday, April 28th, Mr. Maurantonio and Ms. Hysell held a pop-up digital equity event in conjunction with IFCA [Interfaith Council for Action] Housing in Ossining. The Ossining Public Library (OPL) was extended an invitation to attend, and Technology and Training Librarian Allison Robbins and Valentin Mauri from OPL attended the event. Forty (40) OPL tote bags were filled with information from the library and WLS as well as a free Covid-19 test kit courtesy of Westchester County Department of Emergency Services. While the day proved cold and windy, the WLS/OPL team was able to chat with residents and distribute all 40 bags, plus an additional 16 bundles of information and test kits. The bags and packets distributed provided information on how to get a free library card, take out a loaner Chromebook or hotspot, and ways to enjoy digital resources and events at their local library. IFCA Housing was a wonderful host and we look forward to working with them and the Ossining Public Library in the future.

Like many employers today, WLS has experienced recruitment challenges in hiring Bilingual Digital Resources Trainers. The job posting was sent out via the NYLINE listserv (which is available to library staff throughout NYS) and to all member libraries. The position was posted on the WLS, Non-Profit Westchester's (NPW) and METRO's (focus is on the tri-state metropolitan area) job boards. WLS engaged in direct outreach to local nonprofits known to work closely with Spanish speaking communities. The position was also posted on Facebook, Twitter, and LinkedIn. We anticipate having the Bilingual Digital Resources Trainers hired by early June. These positions are funded through the ARPA Digital Equity Initiative. WLS has leased the eVan from Digital Arts Express (DAE) as part of this initiative, and we anticipate that the vehicle will be on the road by the end of June. The Digital Equity team attended the following Westchester events:

WLS participated in a "Salute to Seniors" event on May 4th hosted by Westchester County Department of Senior Programs and Services in Yonkers at Sprain Ridge Park. Although it was a bit cold and rainy, many visitors stopped by the WLS table to share fond memories of the library and learn about new offerings they can discover now at their local library. Several patrons were very interested to learn about the possibility of a Chromebook and/or Hotspot loan from their local library. [Approximately 73 engagements]

The WLS team of Mr. Maurantonio and Ms. Hysell had a short visit with families at a Neighbors Link event on May 5th that offered a brief presentation on connecting to the library, accessing affordable internet and providing information of the local member libraries that offer Chromebook loaners. [15 engagements]

The White Plains ComicFest was a great chance for WLS to engage community members of all ages. The WLS "superhero" team spoke with hundreds of people, from avid library users to people who had not set foot in their local library for many years. Regardless of the person, each interaction centered around celebrating and sharing the wonderful things available through the libraries, both in-person and online, for education and entertainment. Of particular note: There were the many families with young children who learned how they could find comics and graphic novels (in the library and on the ComicPlus app) which they could enjoy together while building fundamental literacy skills. From information about the libraries, to the custom sketches drawn by Izzy Laureano, local artist hired by WLS to provide free sketches to visitors at the WLS table, to the

free raffle of a hand sculpted Moon Knight donated by comic book artist Jim O'Riley, a steady flow of happy people visited the WLS table and chatted with our staff. Over a hundred people entered the free raffle! [Over 400 engagements throughout the day] Quote from attendee Jelena Chiltern (White Plains) to WLS: "My family was thrilled with the event, and we are truly proud that the White Plains community appreciates pop art and provides our kids/students with these unique experiences. It was my pleasure meeting you and your amazing team!"

WLS attended the second "Salute to Seniors" event on May 11th at Ridge Road Park in Hartsdale where the weather was beautiful and drew a large crowd. There was a significant amount of interest in the library system's "Netflix-like" offerings of Hoopla, Kanopy and Libby. WLS raffled off our new tote bags filled with goodies such as a WLS umbrella, notepad, \$10 Dunkin Donuts gift card, hand sanitizer and free Covid-19 test kits to five lucky winners. [Over 117 engagements]

Below are several photos from these events.



Salute to Seniors, Yonkers (May 4): Westchester Library System staff (Joe Maurantonio, Dana Hysell and Krishna Brodigan) with County Executive George Latimer.

Salute to Seniors, Hartsdale (May 11): Krishna Brodigan and Dana Hysell speaking to attendees.





Salute to Seniors, Hartsdale (May 11): Dana Hysell and Krishna Brodigan with two of the raffle winners.

White Plains ComicFest at The Galleria (May 7): WLS staff (Joe Maurantonio, Dana Hysell and Krishna Brodigan) with White Plains Mayor Tom Roach.



White Plains ComicFest at The Galleria (May 7): Dana Hysell and Krishna Brodigan answering questions about the libraries.

White Plains ComicFest at The Galleria (May 7): Joe Maurantonio with a group of teen attendees.



White Plains ComicFest at The Galleria (May 7): Artist Izzy Laureano hard at work doing free sketches for table visitors.



White Plains ComicFest at The Galleria (May 7): Dr. Strange working his magic with the WLS member libraries mouse pad!



White Plains ComicFest at The Galleria (May 7): The whole team at the end of a successful day!



White Plains ComicFest at The Galleria (May 7): Joe Maurantonio chatting with visitors behind the WLS banner.

Information Technology (IT)

The WLS Information Technology (IT) department has been successfully working through issues created by a ransomware attack that occurred in late April. All services have been restored to full capacity. No patron data was compromised during this attack. Below are some of the actions taken since the attack occurred:

- WLS IT made a decision to restore all public computers to remove any traces of malicious modifications that took place during the attack. The sophisticated nature of the attack raised concerns about future attacks on these devices; therefore, a full restore was manually performed on each device.
- The Active Directory environment has been evaluated and security improvements have been made. All user accounts had their passwords reset. Compromised accounts were discovered, and it was determined that the security practices of all Active Director users will need to be strengthened. Options will be explored for implementing higher-level authentication practices such as Multifactor Authentication (MFA) and elevating the complexity of passwords.
- Plans for network segmentation by library have been underway for some time, and the implementation of the network segmentation could not come at a better time to address security and library isolation. As part of this implementation, the new Internet Service Provider (ISP) has begun the site survey process and is scheduling out the new installation over the next few weeks.
- Cybersecurity training will be addressed over the next few months to make sure that all library staff receive training on how to protect themselves. Library patrons and the network environment from suspicious activities and attacks.
- There are current trial runs with some Endpoint Detection and Response (EDR) service providers. The goal is to find a solution that can help prevent malicious activities and notify WLS IT of potential incidents before a full attack can take place.

WLS has filed an incident report with the Cybersecurity & Infrastructure Security Agency (CISA), a United States federal agency under the Department of Homeland Security's oversight. CISA has acknowledged receipt of the incident report, but there has been no further follow up. In discussions with local agencies about the ransomware attack, it was noted that they often lack authority to address the issue as these attacks are generally initiated outside of the country.

Finally, the entire department needs to be commended for their hard work during this period. Ransomware attacks are becoming too common in the industry and can be crippling for an organization. Our team was able to get library staff working with very minimal down time and played a role in ensuring that the libraries continued to serve the public.

Upcoming Events

TRUSTEE HANDBOOK BOOK CLUB

June 14 | Topic: PR & Advocacy

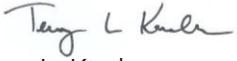
Registration link: https://zoom.us/webinar/register/WN_0EUGOkzIQ3uDPK-qjyOXFA

AMERICAN LIBRARY ASSOCIATION (ALA) ANNUAL CONFERENCE

June 23-28 | Together Again! – Washington, DC

For more information: <https://2022.alaannual.org/>

Respectfully submitted,

A handwritten signature in black ink that reads "Terry L. Kirchner". The signature is written in a cursive style with a large initial 'T'.

Terry L. Kirchner
Executive Director