Consultant Reports
MHLS Director's Association
Meeting of Wednesday, January 8, 2014

Merribeth Advocate, Assistant Director

1. **Library Annual Reports:**
   a. Each library is required to do an annual report online. All 2013 reports should be fully submitted by the end of day on **2/19/14**. You will be submitting your report online, but won't be able to log in to do it until the state unlocks the software. I'll put out a message on the MHLS Directors Listserv when it is available.
   b. The **questions and instructions are available now** on the home page of midhudson.org in the center section.
   c. MHLS will provide you with the following information to use in your report:
      i. Sierra data from Eric for answering Collection, Library Use & Transaction questions.
      ii. Financial information from the MHLS Business Office regarding funds that passed through us.
      iii. Count of use of your website if it is hosted by MHLS.
      iv. The Summer Reading information your library submitted earlier this year (upon request).
   d. **Library financial info**: If your financial numbers are coming from someone other than you, we strongly suggest that you give that person a copy of the questions & instructions that pertain to them (when they are available) in advance. That way they can give you back the info in the form you will need to use it in, rather than them giving you a report that you have to interpret to make it match the questions on the report.
   e. Meeting Minimum Standards: A reminder to add to your **February or March Board meeting agenda** the review and acceptance of the library annual report. Be aware that in your annual reports, among other things, your board is assuring the state that your library operated under its plan of service in accordance with the provisions of Education Law and the Regulations of the Commissioner your library complies with the state minimum standards (more info at http://www.nysl.nysed.gov/libdev/excerpts/finished_regs/902.htm) including:
      i. Presents an annual report to the community.
      ii. Has board-approved written policies.
      iii. Presents an annual written budget to appropriate funding agencies.
      iv. Periodically evaluates the effectiveness of the collection and services in meeting community needs.
      With more attention coming from citizens about library policy and other accountability issues, it is important that library boards are legitimately able to say 'yes' to each of these elements.
   f. In January we will also start a section in the center of midhudson.org where we post 'MHLS Tips for Answering Questions'. There we will post tips for answering specific questions to help making the process of completing your 2013 Annual Report easier. New tips will be added there as they are uncovered.

2. **Uncommon Approaches to Common Core:** in Albany August 11-12, 2014. This conference brings together librarians, museum educators, archives specialists, public historians, performing arts representatives, fine arts specialists, zoo educators, and others – to learn about and start collaborative initiatives to support all involved in implementing the Common Core Learning Standards. Last year it was invitation only, this year there will be open registration. More information TBA.

3. **Scholastic FACE Literacy Initiative:** Research shows that children achieve superior outcomes in school and in life when they receive literacy support outside of the classroom. This support consistently results in higher graduation rates, increased future earning potential, and improved quality of life. Having books in their home is key to enhancing literacy. Enrolling in this 'take home book program' will give you 55-80% discounts and free shipping for books that will be given to children to take home and keep. This program used to be called, "Literacy Partnerships," but now has evolved into "Family and Community Engagement" (FACE). http://www.scholastic.com/FACE/bringliteracyhome

4. **Early Bird Deadline for YSS Conference is <u>February 21</u>:** On April 4th Youth Services Section of NYLA will be holding their 39th annual conference very close to us - at the Crowne Plaza in White Plains. The conference is titled *'Everything is New Every Minute: Full of Opportunities'* – full program and registration information available at http://midhudson.org/ce/2014/2014YSSbrochure.pdf . Save money be meeting the early bird registration deadline.

Rebekkah Smith Aldrich, Coordinator for Library Sustainability

1. **2014 Legislative Agenda:** NYLA Council has affirmed the NYLA Legislative Committee's Legislative Agenda for the coming legislative season in Albany.
   - **Budget Priority:** Fully fund NYS libraries at $102 million as stipulated in Education Law (*currently funded at $86.5 million*)
   - **Legislative Priority Highlights:**
     i. "Matching Provisions": Legislation that would lock in economically disadvantaged area matching requirements for the construction grant (if not enacted, decreased match amount will go away)
     ii. "Local Government Efficiency Grants": Legislation that would include public library systems as eligible for Local Government Efficiency Grants
     iii. "EDC Study": Legislation that would result in an Economic Impact Study of Libraries in NYS
   The full NYLA Legislative agenda is attached to my report.

2. **NYLA Library Advocacy Day: Thursday, February 27, 2014 in Albany** – A great opportunity to help deliver the message to our legislators that libraries are smart investment in New York's future. Join hundreds of library advocates from around the state as we rally together to educate legislators and to encourage their support of full funding for library aid.
   - **Register** now at calendar.midhudson.org
   - **Appointments** are being made now with all state legislators
   - **Jump on the Bus!:** Once again buses will be running up the NYS Thruway picking up library supporters along the way! Avoid the parking hassle in Albany! Thanks to donations from area Friends Groups the bus ticket price is down to $12 this year! Register for the bus through the Ramapo Catskill Library System's online calendar: http://bit.ly/1bxcfqa The deadline for registration and payment **for the bus is Thursday, February 20.**

   ✪**Sessions of the workshop, Advocacy Boot Camp are being scheduled throughout the counties for February. This workshop is great for frontline staff, trustees, and Friends who are looking for a better understanding of how libraries and the system are funded, what messages resonate with the public and legislators and best practices for delivering those advocacy messages.**

3. **SNAPSHOTNY: January 13 - 31, 2014** - How do people use library services on a typical day? Document your library — how busy and how essential your library is *with statistics, pictures, videos and user comments*? Join New York's libraries and participate in **SNAPSHOTNY: A Day in the Life of a Library** by collecting **photographs and videos** between January 13 - 31 and choose **one day** to track your stats:
   - *How many patron visits?*
   - *How many people used your public computers?*
   - *How many reference questions did your staff answer?*
   - *How many children participated in programs (including school visits as well as library-sponsored programs)?*
   - *How many adults participated in programs?*
   - *What was the total circulation for the day?*
   - *How many hits did your web site receive?*

   Log your info and share your photos at: http://www.protectnylibraries.org/

4. **Member Information Updates:** Please send any updates to Kerstin at kcruger@midhudson.org, we are looking for your:
   - Updated **board** roster
   - **Friends board president** contact info
   We will use your web site to ensure we have your correct **open hours/phone number/fax number** etc. Expect an email from Kerstin in the 1st quarter that will ask you to confirm your **contact info as director** for the MHLS Director's listserv.

5. **Input on the Construction Grant Process at MHLS:** The committee of the MHLS Board that makes grant award recommendations for the State Aid for Public Library Construction program (the Incentives Committee) will be reviewing its funding priorities and the process by which it makes decisions about awardees and award amounts in February. The Committee will be soliciting input from directors on the process in the coming weeks. I encourage those who have applied in recent years to take the upcoming opportunity to provide the Committee with your insight on what works and what doesn't about the current process we use.

- **Current Funding Priorities:**
  1. **Project is part of an overall facility plan**
  2. **Project achieves at least one, hopefully more, of the following:**
     -An increase in services, through an increase in usable space
     -An increase in handicapped accessibility
     -Energy conservation in the context of a professional's recommendations
- **Current Process:**
  - Library declares intent to apply through MHLS Construction Needs Update Action Memo (March)
  - If first time applying, library representative attends a technical assistance workshop held by MHLS (June). Topics covered include MHLS Board Priorities, eligible projects in that context, technical assistance with the application and its attachments.
  - Library fills out online application through NYS by System deadline (usually in August); technical assistance is provided by MHLS Staff during this stage.
  - MHLS Incentive Committee receives a "blind" summary of each applicant's project. Identifying information about the library is removed; a summary of the project, what category of eligibility it falls under and whether or not it meets the board stated priorities (see above) is noted.
  - Committee eliminates applicants they feel have not met the standard of the priorities and rank the remaining applications as a "1," "2," or "3." The rankings are used to generate a formula for funding projects.
  - MHLS Board must approve the Committees recommendations
  - Initial awardees are notified of the board's recommended award recommendations and offered the opportunity to move forward or pull their application.

6. *Essential Documents Inventory Version 2.0:* At the DA meeting you can pick up your packet which will have your Essential Documents Inventory *Version 2.0* enclosed. Over the past year the inventory has been expanded and optimized to help you and your board work towards a complete set of documentation to help govern, manage and grow your library. We have retrospectively audited your member information files to note if you had already submitted any of the new documents now included in the inventory to hopefully save you some time. ***What's new?***
   - **Facility Plan:** This is a new item on the inventory and one that we think will help your library extend the useful life of your building and its many components, prepare for the replacement of major systems with predictable replacement schedules – like your roof or HVAC system – as well as to begin the long-term planning necessary for renovation or expansion plans. I have a sample outline you can use if you do not currently have a facility planning document.

   - Itemized **internal financial control policies/procedures**, partially based on recommendations from the New York State Office of the State Comptroller

   - Nineteen components of a solid **Personnel Policy**

   - Policies discussed through my DA reports over the past few years such as:
     - **Freedom of Information Law (FOIL)**
     - **Vulnerable Adults**
     - **Removal of a Trustee**
     - **Board Meeting Procedures**
     - **Business Continuity Plan**

7. **Upcoming Events:**
   - **Trustee Essentials Workshops:**
     i. Wednesday, January 22nd from 9:30a-12:30p @MHLS Auditorium (also includes a Tour of System headquarters)
     ii. Saturday, February 8th from 10:15-12:30 @Kingston Library
   - **Advocacy Boot Camp** – February 2014 – dates and locations TBD
   - **New NEW Date for Legal Resources: Risk Management workshop** with Robert Schofield & Ellen Bach: This workshop had been rescheduled to March to accommodate the speaker's schedules. The initial date provided has been changed – the new date of the workshop is TUESDAY, MARCH 18th from 6:00 – 8:00pm. A new workshop notice has been issued. This workshop is appropriate for both directors and trustees so please help spread the work to your board.

2014 NYLA LEGISLATIVE AGENDA

BUDGET PRIORITY

Fully fund NYS libraries at $102M as stipulated in Education Law
Provide desperately needed funding to maintain NYS's critical information infrastructure; enabling libraries to continue delivering education and enrichment services, by addressing critical technology needs.

LEGISLATIVE PRIORITIES

Maintenance of Effort Waivers
Allows libraries to apply for maintenance of effort waivers to be granted by the NYS Commissioner of Education for a period of up to three years.

Library Construction Aid & Matching Provisions
Increase construction aid funding to better align with infrastructure needs, and make permanent current program guidelines on matching requirements to ensure libraries in economically disadvantaged areas are able to make needed capital improvements.

Taxpayer Access to Publicly-Funded Research
Requires publicly-funded research that has been submitted for publication in peer-reviewed journals to be made available online.

Local Government Efficiency Grants
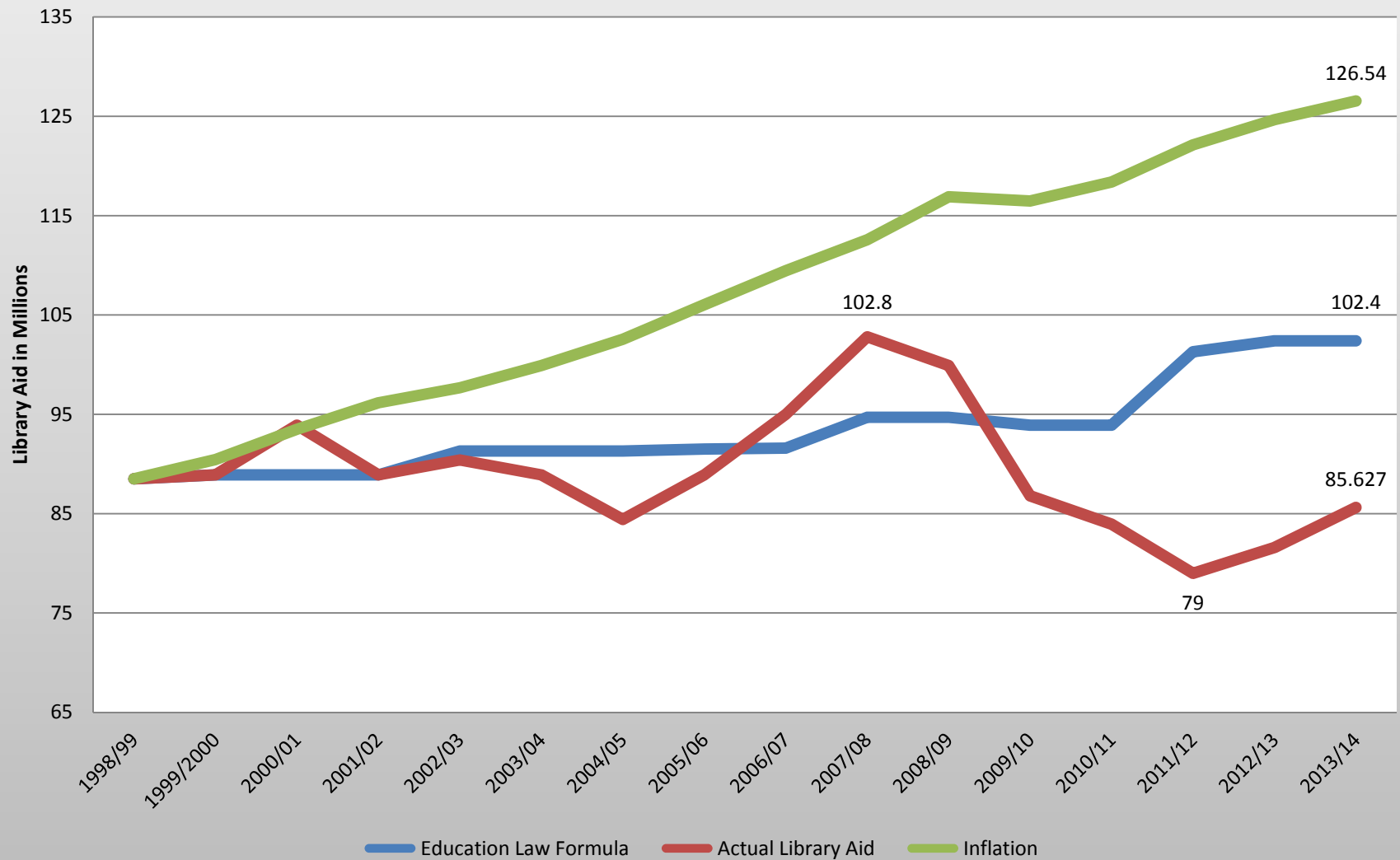Includes public library systems as entities that are eligible to apply for local government efficiency grants.

EDC Study
Charges the Economic Development Corporation to conduct a study of the economic impact of public libraries and library systems in NYS.

Digital Literacy
Substitutes the term "digital literacy" for the dated term "internet safety" in Education Law to better prepare students to effectively use technology.

History of Library Aid - Formula versus Actual: 1998 - 2014

Library Aid in Millions

126.54

102.8

102.4

85.627

79

Year
1998/99
1999/2000
2000/01
2001/02
2002/03
2003/04
2004/05
2005/06
2006/07
2007/08
2008/09
2009/10
2010/11
2011/12
2012/13
2013/14

— Education Law Formula   — Actual Library Aid   — Inflation

NEW YORK LIBRARY ASSOCIATION
Voice of the Library Community

Robert Drake, Information Technology Coordinator

1. **Holiday Credit Card Fraud Resources:** "Target says 40 million credit and debit cards may have been compromised. If you shopped at a U.S. Target store between November 27 and December 15, you should assume you're at risk and keep a close watch on your account statements. It's not clear whether every Target store was affected, but at least one card issuer says it's seeing signs of fraud all over the United States…"
A few links that may be helpful for patrons with questions about Credit Card theft:
   - Lost or Stolen Credit, ATM, and Debit Cards: http://www.consumer.ftc.gov/articles/0213-lost-or-stolen-credit-atm-and-debit-cards
   - Protecting Against Credit Card Fraud: http://www.consumer.ftc.gov/articles/0216-protecting-against-credit-card-fraud
   - Free Credit Check once per year: http://techland.time.com/2013/12/19/the-target-credit-card-breach-what-you-should-know/
   - More information about the Target: http://techland.time.com/2013/12/19/the-target-credit-card-breach-what-you-should-know/

2. **E-Rate**
   If you have not already, please consider scheduling an appointment with me to go through your E-Rate application. See my previous E-Rate report for steps on completing Form 470. The due date for this form is early February however it is recommended to this during January.
   Please note: "Mindlessly checking all certifications can lead to at least one interesting problem. In designing the E-rate forms, the FCC has cleverly included one check-off box — we call it the "Gotcha" box — which, if checked, certifies that the applicant has committed a serious competitive bidding violation (or at least raised a concern worthy of USAC investigation)."

The specific certification is:
   Check this box if you are receiving any of the funds in Item 25e directly from a service provider listed on any of the Forms 471 filed by this Billed Entity for this funding year, or if a service provider listed on any of the Forms 471 filed by this Billed Entity for this funding year assisted you in locating funds in Item 25e
   Regardless of the situation, an applicant checking the "Gotcha" box is going to get some serious questions from USAC. This is just one more reason to carefully read E-rate form certifications.
   Above information care of E-ratecentral.com.

3. **Aerohive Wireless Access & Captive Portal**

   What is it?: Aerohive is a centrally manageable wireless router that supports captive portal, multiple networks with different policy, and has improved reporting

   Pros
   - **Captive Portal** allows you to force patrons to approve your wireless access policy before being given access to the wireless network.

   - **Cloud Manager** allows MHLS to modify this policy and other wireless settings remotely without necessitating a visit

   - **Easy Replacement –** Since the policies are backed up externally from the device, if a wireless access point goes down, a new one can be shipped and plugged in. It can then have the same policies as the previous device pushed down – again removing the need for a visit.

   - **Multiple networks –** any single device can host multiple networks each with separate policy, for example a public network with a captive portal that is only available 9am – 5pm, and also a separate staff network without a captive portal, available always.

   - **Improved reporting –** reports on usage showing number of devices, bandwidth used, etc can be generated.

Costs

Final costs are dependent upon the number of libraries participating, locations, and number of devices needed. If your library is interested, the first step is to contact rdrake@midhudson.org. For the next 1-2 months I will be gauging interest, before proceeding with specific quotes.

Approximate costs are likely to be $400-$500 per device with a yearly maintenance fee.

Eric McCarthy, Automation Coordinator

1. **Suffolk County Library System Visit on 12.20.2013:** Rebekkah and I visited the Suffolk Cooperative Library System to meet with their Automation Coordinator Emily Clapser, Administrator of Technical Services Ruth Westfall and lead union catalog manager to discuss Encore and Boopsie. What we learned:

   - We found that not all libraries are currently using Encore, there seems to be some resistance to the product. They have been on Encore since the product was first launched by Innovative.
   - Emily was on staff when SCLS migrated to Encore and verified that search results improved dramatically.
   - They are in the process of moving to the latest version of Encore and working on tweaking the results lists to better include articles, programs and physical materials. They are currently using Innovative's Program Registration module and some users are complaining that results are weighted to articles and programs rather than physical materials.
   - They are currently running Boopsie as a mobile application for the union catalog and results of early (and extremely limited) testing are mixed:
     o Boopsie currently offers two versions of the catalog interface. The one SCLS initially went forward with, would involve a full catalog export and they would rely on Boopsie's indexing. The export is hands-on and takes several hours per week. If we implemented Encore first, then Boopsie becomes a shell for the Encore interface and we could then take advantage of Encore's indexing.
     o SCLS was unhappy with the database integration. Patrons are forced to log into databases as they navigate to different database portals , the authentication does not "stick". It was unclear to me that they hadn't fully investigate a proxy authentication of if Boopsie allowed for that. The format of Boopsie's database layout requires the user two or three "clicks" to access databases. SCLS was much happier with Innovative's Encore database integration.
     o Encore will not allow for federated search of Mango, Peterson's or Chilton's.
     o To pay fines in Boopsie would require the purchase of an additional module from Innovative. I need a quote from Innovative but the cost will be substantial. The Encore interface is able to use eCommerce, currently running on WebPAC Pro.
     o The Boopsie interface is currently formated for phones and not optimized for tablets.
     o Boopsie's "Booklook", allowing users to photograph a barcode and link to a bibliographic record, is not available with Encore.
     o Innovative is not likely to grant an API with Boopsie making Application development limited.

2. **Year-End Data Maintenance:** I will be working on year end data clean-up. Please refer to the document here: http://kb.midhudson.org/?p=2008 to review the Yearly Administrator Checklist. If you are unable to run any of the necessary lists, please get in touch with us. I can perform deletions after you have created the list of data you choose to purge.

3. **Annual Report Circulation:** This week I am working on Annual Report statistics. When I apply the anonymous renewal stats (terminal 800), I am using your library's percentage of overall system circulation. If you would like these statistics to assist in running reports, please get in touch. I can supply you with your percentage and the overall number of anonymous renewals.