

MHLS REPORT TO MEMBER LIBRARY DIRECTORS - NOVEMBER 2018

The format of this report is based on the MHLS service priorities as determined by MHLS stakeholders.

1 DELIVERY SERVICES

1.1 WINTER IS COMING...

- a. Just a reminder that if walks leading from the street to your library are not shoveled delivery drivers may not be able to make a delivery to your library.
- b. If weather is predicted to be severe the drivers may deploy the night before to ensure delivery keeps running smoothly. In these cases a message will be sent to the MHLS-ALERTS list to let you know.

2 INTEGRATED LIBRARY SYSTEM & CATALOGING SERVICES (LAURIE)

2.1 [ILS COMPARISON WHITEPAPER](#) DELIVERED

- a. Working group surveyed independently agreed that compelling evidence to migrate was not found based on their participation in demos.
- b. After reviewing the documentation and chart found that the Proposed Sierra package was the best path forward to update and future proof our ILS

2.2 SIERRA 4.1 UPGRADE SCHEDULED FOR 3AM TUESDAY NOVEMBER 28

- a. This upgrade is small in comparison to some we have seen and should not require more than a minor delay in restarting. You should allow some additional time for starting up sessions 1 at a time and you can expect that there will be some minor delay as files are downloaded.
- b. The following updates are included in this release:
 - From the View Cancelled Holds table, staff can right-click on a cancelled hold to view the record and place a new hold. The table also includes Date Placed. This is the initial enhancement for the Idea Lab Public Services Workflow Challenge (Winning Idea) from December 2017. (The next release will add the ability to place a new hold using information from a cancelled hold, and insert that hold either at the end of the hold queue or in order by the original hold's placed date.)
 - Customization of facets -Libraries can now customize which facets they want to appear in the SDA. This is a universal setting, not per login. Facets can be changed through SDA under Admin > Settings or through Admin App > Sierra Facets.
 - System limit expansions: Paid fields: Removed the limit of 125 paid fields attached to 1 order record.
 - Staff can copy an entire field, including MARC fields and subfields, to the clipboard for pasting

- Staff can use keyboard shortcuts or menu dropdowns to find text within a record
- libraries can generate a new Key in the Admin App for accessing via Telnet. To do this got to Admin > System Files > Admin Corner a new "Create New Private Key File". This will prevent access for any user using the old key. on
- With the new Localized Time Display feature, Sierra can display times in the PC's time zone and shows the time zone used (e.g. "06-20-2018 12:46PM PDT"). This display applies to the SDA, Sierra Web, and WebPAC.
- The Sierra Desktop Application installer and download page have been streamlined to simplify the installation process.
- Sierra Web: Sierra Web will support 30 concurrent users & Macro support has been added.

2.3 ENCORE RELEASE 4.7 SP3 SCHEDULED 3AM THURSDAY NOVEMBER 29

- Finally, a fix for the facet sort is available!
- Additionally, the update includes
 - Previously, the Publication Date facet position was fixed to the bottom of the facet panel. With this release, this facet can be re-positioned to appear anywhere within the facet panel.
 - Sorting: Within the facet pop-out menu, a patron is able to sort available facets by count or alphabetically on demand.
 - Apply Button: The addition of an apply button within the facet pop-out menu. This enhancement enables patrons to multi-select facets without the page refreshing between each selection.
 - New patron login button to provide greater visibility of whether the user is logged in or not.
 - Fix for My Cart clearing previously added items unexpectedly.
 - When emailing a record in Encore, the call number hyperlink received in the email now works with Encore Suites. [ENCORE-9024](#)
 - Correction of issue where selection of Article PDF button brings a patron to the EBSCO Metadata page rather than the actual PDF. [ENCORE-9002](#)

2.4 PRE - MILLENNIUM FINES PURGE

- The purging of fines will take place on Monday December 17

2.5 DECEMBER SUPPRESSION OF 'LOST & PAID', 'DISCARD', 'CLAIMS RETURNED' OLDER THAN 3 MONTHS WILL TAKE PLACE DECEMBER 17TH [DA 6/2015]

2.6 DAYS CLOSED UPDATES FOR 2019

- Please send in your days closed using the form located at <http://kb.midhudson.org/daysclosed> or edit the table in directly in Sierra.

3 COORDINATED IT SERVICES (LAURIE)

3.1 NOVEMBER 15 DEADLINE FOR PURCHASING EQUIPMENT

- a. Please send in all equipment purchases by November 15th.
- b. The request [form](#) is located on topics page of midhudson.org

3.2 SUPPORT CONTRACT RENEWALS

- a. Libraries who contract with MHLS for tech support will be contacted to discuss the support expectations for next year. The contact will be followed by a proposed renewal contract for 2019.

3.3 AEROHIVE FINAL STAGES

- a. MHLS has completed the distribution of all Aerohive routers
- b. We will be reviewing current installations and contacting libraries who show evidence of disrupted service. Any units that are not in use after the review should be returned to MHLS to be used elsewhere. A final System wide review of the project will be completed according to the action plan.

3.4 ACCESSIBILITY BEST PRACTICES FOR MHLS-MANAGED MEMBER WEB SITES

- a. In the last quarter of 2018, MHLS will review our current templates and member sites for accessibility. We will provide a report to each library on where their site is not compliant with current accessibility standards.
- b. MHLS will publish best practices for Accessible web sites
- c. MHLS will review reader services and test examples

4 PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION (REBEKKAH)

4.1 LEGAL ISSUES WORKSHOP & WEBINAR SERIES

- a. [Legal Issues for Directors](#) – Full Day Workshop, Thursday, November 29th, 2018
- b. Save the Dates! **Human Resources (HR) Legal Issues Webinar Series 2019 presented by Shari Fallon, PHR, SHRM-CP of Cornell University:**
 - o Friday, January 11 from 10:00am-12:00pm - Fair Labor Standards Act (FLSA)
 - o Tuesday, February 12 from 2:00-4:00pm – NYS Sexual Harassment Prevention Law & NYS Family Paid Leave Act
 - o Tuesday, March 26 from 2:00-4:00pm – Key Employment Legislation & Compensation Issues

5 CONSULTING & DEVELOPMENT (REBEKKAH)

5.1 2019 TURNING OUTWARDS PROGRAM REGISTRATION NOW OPEN

- a. A [recording](#) of the November 1st **introductory webinar** is now available.
- b. Dates to save **if you plan to participate**:
 - December 1: [Self-nomination form](#) due
 - December-February 2019: Homework
 - March 1: Full day, in-person event @MHLS
 - April 11: Online Support Meeting
 - April - June: Community Conversations & Ask Interviews conducted locally*
 - May 9: Online Support Meeting
 - June 12: Online Support Meeting
 - July 24: Full day, in-person event @MHLS
 - August 8: Online Support Meeting
 - September 12: Online Support Meeting
 - October 9: Online Support Meeting
 - November 19: Online Support Meeting

5.2 2019 LAB PROJECT

- a. MHLS Lab Projects invite a small group of library directors to work on developing methods for rapidly improving a particular metric. Together, the group, along with MHLS staff, will explore best practices, develop action plans and receive support for the implementation of their action plans. At the conclusion of the Lab Project there will be a System-wide event to share the key learnings from their experiences. Participation involves attendance at 3 in-person events to develop ideas and plans and multiple online events to report on action plan progress.
- b. 2019 Focus: **Increasing Program Attendance**
- c. Interested directors may contact Rebekkah: rsmith@midhudson.org

5.3 SEXUAL HARASSMENT PREVENTION POLICY & TRAINING REQUIREMENTS FROM NEW YORK STATE

- a. As of October 2018 all employers in New York State are **required to adopt a sexual harassment prevention policy pursuant to Section 201-g of the Labor Law**. The Department of Labor in consultation with the Division of Human Rights has established a model sexual harassment prevention policy for employers to adopt, available [here](#). Or, employers may adopt a similar policy that meets or exceeds the [minimum standards of the model policy](#).
- b. This law also requires all employers to provide sexual harassment prevention training to employees. The first annual training deadline is October 9, 2019. Training instructions can be found in the [Sexual Harassment Prevention EMPLOYER TOOLKIT](#) from New York State.
- c. See Item 12.1 in this report for information about a reduced pricing opportunity on a NYS compliant online sexual harassment training program.

5.4 TAX CAP FORMS ARE DUE FOR MANY LIBRARIES

- a. Libraries with calendar fiscal years, who have their own board and have ever held a public vote on their budget, are required to submit the online Property Tax Cap form prior to the adoption of their 2019 budget.
- b. For more information: <https://www.osc.state.ny.us/localgov/realprop/localgovernments.htm>

6 COOPERATIVE COLLECTION DEVELOPMENT & DIGITAL COLLECTION ACCESS (MERRIBETH)

6.1 TOP OVER DRIVE HOLDS

- a. As of 11/6/18 here are the top 10 OverDrive titles with the highest copy to holds ratio. **If you have not already purchased an Advantage copy of this title, you may want to check to see how many of your patrons are in the holds queue for these.**

Title	Author	Format	Total Holds	Number of Copies	Consortium Ratio*	Price
Nine Perfect Strangers	Liane Moriarty	Audiobook	54	1	54	\$74.99
The Reckoning: A Novel	John Grisham	eBook	39	1	39	\$55.00
Nine Perfect Strangers: A Novel	Liane Moriarty	eBook	97	3	32.333	\$60.00
Target: Alex Cross: Alex Cross Series, Book 26	James Patterson	eBook	31	1	31	\$87.00
We Were the Lucky Ones	Georgia Hunter	Audiobook	27	1	27	\$95.00
Obsession: Steel Brothers Saga, Book 2	Helen Hardt	eBook	26	1	26	\$20.00
Where the Crawdads Sing	Delia Owens	Audiobook	69	2	23	\$66.50
Look Alive Twenty-Five: Stephanie Plum Series, Book 25 (unabridged)	Janet Evanovich	Audiobook	22	1	22	\$47.50
Look Alive Twenty-Five: Stephanie Plum Series, Book 25	Janet Evanovich	eBook	84	4	21	\$55.00
Long Road to Mercy	David Baldacci	Audiobook	41	2	20.5	\$59.99

* The "Consortium Ratio" indicates "All Holds" / copies of the title in the shared collection (including Advantage Plus shared copies).

6.2 STREAMING VIDEO FROM OVERDRIVE

- a. The MHLS OverDrive collection has traditionally carried 2 format types: E-Books & Audiobooks. OverDrive also offers the format of Streaming Video. OverDrive streaming technology allows videos to play right in the browser, so the videos are available to any device with a modern web browser and an internet connection. Patrons can check OverDrive streaming video titles out for 3 or 5 or 7 days, but it is mandated that they only have it for "48 hours after first playback". Streaming Video purchasing is similar to copies of DVDs in that one patron can check out the title at a time.

- b. MHLS member libraries can make the individual decision if they want to purchase titles in this format. If you do, please contact our OverDrive Account Manager Kristin Preyss at (216) 573-6886 x1293 or kpreyss@overdrive.com to let her know you are intentionally purchasing this format (so they don't think you did it by mistake).
- c. Over 30,000 streaming video titles are available and prices vary by supplier. To view titles to purchase, perform a Basic Search on the left hand side of Marketplace for "Format = Video". You may also want to check out this OverDrive page where it breaks the available OverDrive video into groups: <https://resources.overdrive.com/library/collection-development/streaming-video/>. At this point it is not recommended that MHLS libraries purchase these through the 'One Copy/One User' model as those titles cannot be added to the MHLS catalog.

6.3 OVERDRIVE STAFF SUPPORT

- a. Sign-up for monthly live webcasts and view on-demand staff training recordings at <https://resources.overdrive.com/library/staff-training-live-webcasts/>

6.4 HOW TO SUPPORT YOUR PATRONS WHO HAVE OVERDRIVE ACCESS ISSUES

- a. As reported by the Central Library/Collection Development Advisory Committee in their 1/12/18 minutes, the majority of the issues patrons experience are due to expired cards, incorrect PIN numbers or incorrectly entered barcodes. These are things that can be corrected by the library immediately. A [guide](#) has been created to support this.
- b. Libraries with issues that they cannot resolve through this guide can use the MHLS ticket system (email to techsupport@midhudson.org) for support. A reminder that patrons should not be calling MHLS Tech Support directly.

6.5 PURCHASING OVERDRIVE CONTENT CREDIT

- a. At times (like the end of the year) you may wish to purchase OverDrive content credit to use for future spending. Instructions via OverDrive Marketplace Help at https://help.marketplace.overdrive.com/customer/en/portal/articles/2669855-how-topurchase-content-credit?b_id=15212.

6.6 E-MAGAZINES NOW CHECK-OUT AUTOMATICALLY

- a. As of October 10, the RBdigital E-Magazines that every MHLS member library has access to (formerly known as Zinio), has a new feature that now enables patrons to automatically check out new issues of magazines as soon as they are available.
- b. When checking out a magazine, patrons are able to select if they want to be notified via email of the availability of future issues and have those automatically checked out and available for reading in the RBdigital app and web patron interfaces. If your patron has already opted to be notified when future issues of their favorite magazine are available, now they will be emailed AND the magazine will automatically be checked out for them.
- c. The RBdigital collection (previously known as Zinio) was fully funded in 2018 with support from New York State (through Central Library Development Aid, Central Book Aid and Family Literacy

Funds), Columbia County Library Association, East Fishkill Public Library District, Poughkeepsie Public Library District, Putnam County Library Association and Ulster County Library Association.

7 AWARENESS & ADVOCACY SERVICES (REBEKKAH)

7.1 CENSUS 2020

- a. The 2020 Census will have far-reaching impacts on political representation and government funding: ensuring a complete and accurate count is critical. The 2020 Census will take place primarily online, even as many residents lack home internet access or the digital literacy skills to fill out online forms.
- b. The New York library community is focused on getting libraries into the mix as the Governor and legislators are planning to include funds in the next state budget to aid with a complete count. , NYLA is working to position libraries to receive some of that funding. Be sure to mention to your state legislators that libraries not only are good partners in the work but are likely to be impacted by community demand for assistance in this effort.
- c. To learn more and find out how your library can help check out this [new briefing from the American Library Association](#) that is appropriate to help both library leaders and legislators understand that libraries are ideal partners to help address these challenges.

7.2 2019 ADVOCACY EFFORTS

- a. **Real People. Real Dollars.** MHLS will once again be seeking volunteers to aid with a Real People. Real Dollars. Campaign leading up to the passage of the state budget on April 1st. To learn more: <http://midhudson.org/real-people-real-dollars/>
- b. **Love Your Library Fund:** A contribution to the “Love Your Library Fund” will be an optional check off box on NYS Tax Forms in 2019. These funds are designated to be spent on summer reading programs statewide.
- c. **Save the Date: Advocacy Day in Albany: February 27th**

8 INTERLIBRARY LOAN SERVICES

8.1 NO REPORT FOR THIS MEETING

- a. If you have a question about this service area, contact Tara Stohr (ill@midhudson.org).

9 CONSTRUCTION PROGRAM SERVICES (REBEKKAH)

9.1 NEW ADDITION TO THE MHLS FACILITY STEWARDSHIP SERIES NOW AVAILABLE ON DEMAND:

- a. [Overview of the Americans with Disability Act \(ADA\) for Library Facilities](#) presented by Jennifer Perry, Access Specialist, Northeast ADA Center on October 5th for MHLS member libraries is now archived and available on demand. Here are the [Presentation Slides](#)

- b. Earlier webinars in this series also available:
 - o [Drafting a Basic Facility Plan](#) | [Presentation Slides](#) [PDF] | [Basic Facility Plan Outline](#) [MS Word]
 - o [Sustainable Facilities: An Introduction](#) | [Presentation Slides](#) [PDF]

9.2 STATE AID FOR LIBRARY CONSTRUCTION

- a. [2017-2018 Awards have been announced by the NYS Library](#)
- b. All MHLS member libraries who applied for the 2018-2019 funding round [have been recommended for grants by the MHLS Board of Trustees](#). Those applications are now under review by the NYS Division of Library Development
- c. The New York Library Association and the Board of Regents will both be advocating for an increase in construction aid for libraries in the coming NYS budget. To aid with this advocacy be sure to have photos of your library that help tell the story of why this construction aid is necessary in our region. Post-Election Day you are encouraged to reach out to your State Senator and Assemblyperson to help them better understand the need for this aid in our region.
- d. The NYLA Legislative Committee has prioritized reducing the match, even further, for libraries that meet the “economically disadvantaged community” definition. This will be a legislative priority in budget advocacy in the 1st quarter of 2019.

10 COMMUNICATIONS AMONG MEMBER LIBRARIES

10.1 NO REPORT FOR THIS MEETING

11 SPECIAL POPULATIONS (MERRIBETH)

11.1 OUTREACH 2018 MINI-GRANT RECEIPTS & FORMS – DUE NOVEMBER 15

- a. 34 member libraries were notified of the approval of their 2018 Outreach Mini-Grants (funded by NYS 2018 Outreach Categorical Aid, administered by MHLS) - Adriance, Amenia, Beekman, Brewster, Cairo, Chatham, Claverack, Clinton, D.R. Evarts, Esopus, Grinnell, Highland, Howland, Hudson, Hunter, Hurley, Kinderhook, Kingston, LaGrange, Mahopac, Marlboro, Millbrook, Mountain Top, Olive, Patterson, Pawling, Philmont, Pine Plains, RoeJan, Sarah Hull Hallock, Saugerties, Staatsburg, Tivoli, West Hurley.
- b. A reminder that the Receipt Form with all receipts attached (dated 1/1/18 – 11/1/18) must be sent in to MHLS Business Office before November 15, 2018 for reimbursement.

11.2 ANNUAL HOLIDAY BOOK DRIVE HAS COME TO A CLOSE

- a. Many of your libraries have participated in the Annual Holiday Book Drive through the Empire State Center for the Book in partnership with Poughkeepsie Barnes & Noble. Please note that after 11 successful years, this book distribution program has now come to a close.

- b. Over the life of this program over 65,000 books have been purchased by Barnes & Noble patrons, and put into the hands of kids through public libraries, schools, literacy organizations, food pantries, and social service agencies. A big thank you to Ellen Rubin who has spearheaded this program for the region.
- c. As you continue to support literacy in your community, you may like to know a source for books for youth at deep discounts. Enrolling in the Scholastic FACE (Family and Community Engagement) 'take home book program' will give you 43-72% discounts (and free shipping) for books that will be given to children to take home and keep. Register for a free membership at <http://teacher.scholastic.com/products/face/become-a-member.html>

11.3 DAYBYDAYNY BOOKMARKS NOW AVAILABLE IN SPANISH

- a. Promotional bookmarks for DayByDayNY (the NYS Family Literacy Calendar) are now available for downloading at http://www.nysl.nysed.gov/libdev/earlylit/rtr_bookmark.htm in both English and Spanish.

11.4 THE CHALLENGES OF REACHING OUR TARGET AUDIENCES

- a. The MHLS Outreach Council is a group of area service providers who bring their experience and understanding of the region to help identify community needs. At their October meeting they had a group discussion about the obstacles of reaching target audiences, and methods that work. An excerpt from their meeting discussion will be available at the DA meeting, and is also linked [here](#).

12 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS (REBEKKAH)

12.1 KNOWBE4.COM GROUP PRICING

- a. MHLS has worked with the Suffolk Cooperative Library System to coordinate reduced pricing for a product that provides NYS compliant Sexual Harassment Prevention training for employees online. This product also requires employees to sign off on your policy and tracks employee attendance at this training through an online dashboard. In addition to this training KnowBeFor also offers more than 700 training programs, including cybersecurity training highly suggested by the Office of the State Comptroller.
- b. Pricing for access to all of the features noted above is \$11/employee annually.
- c. An action memo will be issued to gauge member library interest in this product.

13 ADMINISTRATIVE (REBEKKAH)

13.1 2019 DRAFT BUDGET

- a. [2019 Draft Budget](#)
- b. Operating Receipts for the coming year are based on the assumption of flat funding from NYS from the previous year.

- 2019 Budget: 1.1% increase in 2018
- 2018 Budget: 0% increase in 2017
- 2017 Budget: 4.3% increase in 2016
- c. Operating Expenses:
 - Implementation of the MHLS Plan of Service (18 service areas)
 - Staff Salaries and Benefits based on negotiations with Civil Service Employees Association Inc., Local 1000, AFSCME, AFL-CIO
 - Assumption of an increase in the cost of the delivery services contract
- d. Operating Fund Balances
 - Operating Reserve Fund: 100% funded in 2019 (as it has been in 2018 and 2017)
 - *MHLS Operating Reserve Fund Policy: The Reserve Fund goal will be to achieve and maintain no greater than eight (8) months (66%) of the Costs of Funding Services and Operations as defined in Section IV.*
 - Operating Contingency Fund: 44% funded in 2019 (39% funded in 2018; 62% funded in 2017)
 - The Contingency Fund goal will be to achieve and annual maintain in reserve ten (10%) of Program Funding and Operating Costs as defined in Section III.

13.2 2019 ACTION PLAN

- a. Based on input from the System Services Advisory Committee and results from the Stakeholder Surveys an [updated draft 2019 Action Plan](#) is now available.
- b. Update highlights include:
 - Integrated Library System & Cataloging Services (Service Priority 2 & 3)
 - The addition of two new continuing education items for 2019-2021:
 - Sierra Users Group Meetings
 - Core Competency Trainings to be held regionally
 - Professional Development and Training (Service Priority 5)
 - A. Trustee Education Program
 - Additional intermediate offering for 2019 and 2020
 - Additional advanced offering for 2019 and 2021
 - B. Operational Management & Leadership Development Program for Library Directors & Staff
 - Additional training on legal topics for directors for 2019
 - C. Community Engagement/Project Outcome Program for Library Directors & Staff
 - Extension of Project Outcome support through 2019
 - D. Library User Experience Tools/Resources
 - Evolution of this outcome from an event to the development of tools and resources
 - Integration of this action with the multi-year Lab Project findings
 - Consulting and Development Services (Service Priority 6)
 - A. Community Based Planning Project
 - Extension of the Turning Outwards program through 2021

- B. New Director Orientation & Support
 - Continue fine-tuning of new director onboarding through 2019
 - Awareness and Advocacy (Service Priority 9)
 - A. “Professional Development for Library Advocates” has been evolved to “Building Our Base of Support Outside of the Traditional Library Community.” Our action will be to develop relationships and partnerships with like-minded stakeholders in the Hudson Valley not currently broadly affiliated with the library community. “Like-minded” meaning those whose core values align with ours.
 - Communications Among Member Libraries (Service Priority 12)
 - A. Roundtables: addition of a social media roundtable for 2019

13.3 MILEAGE EQUALIZATION GRANT PROGRAM DEADLINE: DECEMBER 15TH

- a. [Information & Details](#)
- b. [Claim Form](#) (due July 15 & December 15)
- c. [Mileage Chart](#)
- d. [Library Resolution Details](#)

13.4 MHLS TRUSTEES

- a. MHLS members elected three MHLS Trustees at the 59th Annual Membership Meeting. Their respective county library associations nominated the three trustees:
 - a. Columbia County: Janet Schnitzer (5-year term)
 - b. Putnam County: Michele Ment (5-year term)
 - c. Ulster County: Stuart Auchincloss (5-year term)
- b. The MHLS Nominations & Elections Committee is recommending the following slate of 2019 MHLS Board Officers/Executive Committee Members