

MHLS Report to Member Library Directors | April 2021

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

1. Delivery Services

- a. Thank you, as always for returning extra accumulated delivery bins.
- b. Temporary Allowance for magazine donations for correctional facility libraries through the MHLS Delivery: Item 11a below goes into more detail on this, but this is a reminder that this will be a temporary solution due to the lack of in-person meetings at MHLS due to COVID-19. This arrangement will run through December 31, 2021.

2. Integrated Library System & Cataloging Services

- a. **MHLS Staff attend Virtual IUG:** Like many things this year, the IUG was a virtual event. Recorded updates to products and services were provided by Innovative, users put on virtual sessions and Birds of feather and Forums were mediated over web-based conference software. There was even an exhibit hall. The unusual venue made it possible for nearly the entire Technology Operations team to attend at some level, something we couldn't do while covering services, with onsite venue. This year, though less immersive, was still a very good opportunity to get excited about what is coming, share and learn with peers, as well meet with key Innovative staff to help shape our future.
- b. **Next releases are in Beta testing:** Sierra and Encore 5.3 are in beta testing and should be announced for general release in the very near future. You can find a complete list of what the upgrade includes on the [MHLS Knowledge Base](#).

Sierra Holds

- You will be able to see if holds are frozen in the staff view
- When staff place title holds they will simply page – no more “page title?” pop up.

Sierra holds reporting improved

- The View Outstanding holds report will be renamed Rename the feature "Manage Holds"
- Search and display real-time hold information (IUG ballot winner)
- Modify, cancel or place holds from the "Manage Holds" window
- Update limits to better meet library needs for managing holds, including
- Move limit selection to a separate tab to make more space for viewing hold information
- The report will be able to export

Updates to Create list

- Double click on empty review file to start a search
- Create List - It's all about me! Limit view to my login (MHLS Idea lab)
- Create Lists: Have the 'Stop' range be a wildcard (*)
- Enlarge the classic search query window in Create Lists
- Copy and paste a line for searching several different values of the same field
- Don't clear Search Criteria if you change the Store Record Type

- Preserve view when skipping to next/previous record

Printer failure – no problem!

- When staff find that they have sent circulation notices to a printer that is unavailable and need to reprint, Sierra will offer the ability to select a different printer.

- c. **IDEA LAB:** MHLS has remained involved with the enhancement process for Idea Lab, Innovative User Groups organized enhancement request process for promoting good ideas for products into enhancement reality. Each year members are selected to be moderators who review the submissions that reach the threshold of support for promotion to Innovative staff for review. After a year off, Laurie Shedrick returns to serve as a moderator, so we have less friction in getting items approved!

3. Coordinated IT Services

- a. **New Staff Announcement: Henry Barish** has joined the MHLS staff in the role of IT Support Specialist. Henry began with us on 4/5/21 working part time in the afternoons. He has experience working in public libraries as well as IT. Most recently, Henry served as the Interim Director at the Livingston Manor Public Library. We believe he has a great deal to add to the Technology Operations team at MHLS!
- b. **Aerohive Project Update:** You will recall that we reported last time that Aerohive Access points bought in the first year of the MHLS sponsored purchase were set to expire in October, and that those libraries should be prepared to repurchase new units. The projected price was over \$900 for a unit with a 5 yr service contract. The Equipment pricing was being driven up by external issues due to trade with China and later Covid19. Aerohive was only just purchased by Extreme Networks, who we knew would require us to migrate to their platform once they merged operations.

In the brief interim between this report and last, a lot has changed as pricing has come down and Extreme Networks has worked through their merger and has provided us with an improved path forward!

- The license fee is being decoupled from the hardware fee. This means that it is possible to extend the service without replacing your unit, if your unit is still working well.
- We have been offered a very good rate on 5 year service licenses per unit (\$55 per unit, per year - the regular rate is \$97per unit, per year).
 - The purchase would bring all sites into the same renewal period
 - Libraries with remaining years would receive a prorated price to add on the necessary 3 or 4 years (depending on the original start date of their contracts)

- This has the benefit of syncing aligning our commitment, making it easier for us to negotiate in the future.
- The hardware pricing is currently \$550 per unit if replacement or expansion is required. If we get enough units to order it may be reduced.

MHLS will be issuing an action memo to all members for renewal – not only first year enrollees.

You can review the projected cost for license renewal your library before the action memo [here](#) .

The purpose of the group buy will be to align our service contracts and establish the number of new Access Units that will be purchased in order to reduce the per unit cost from \$550.

- Libraries who are not enrolled currently can choose to purchase units and 5 year service contracts. (\$825 per unit)
- Libraries can commit to purchasing replacement units ay \$550 or less
- Libraries can commit to services contracts that extend their current contracts through October of 2026 at \$55 per unit per year

MHLS will continue to support the Access Point Initiative by providing centralized remote support, purchasing and statistical reports. Troubleshooting inquiries can be sent via the ticketing system. Any fixes that would require a site visit would be included for libraries with Tech Support Contracts, for those libraries without a Tech Support Contract with MHLS there would be a cost for a site visit as per the published menu of costs.

4. Professional Development & Continuing Education

a. MHLS Online Trustee Education Series

- **Trustee Essentials** | [Register](#)
 1. Thursday, May 13th | 10:00-11:30 am
 2. Tuesday, May 18th | 5:30-7:00 pm
- **Core Values & Ethics** | [Register](#)
 1. Tuesday, May 25th | 5:30-7:00 pm
 2. Thursday, May 27th | 10:00-11:30 am
- **Intermediate Level Workshops:**
 1. **Financial & Fiduciary Responsibility** | [Register](#)
 - a. Tuesday, June 8th | 10:00-11:30 am
 2. **Legal Issues: Open Meetings Law & Freedom of Information Law (FOIL)** | [Register](#)

a. Tuesday, June 15th | 5:30-7:00 pm

- **Advanced Level Workshop:**

1. ***Seven Habits of Highly Effective Boards*** | [Register](#)

a. Wednesday, June 23rd | 10:00-11:30 am

b. **Records Retention and LGS-1 for Libraries** | Wednesday, May 12th | 2:00-4:00pm | [Register](#)

- At this webinar, representatives from the New York State Archives will review best practices for records management and provide an overview of relevant parts of the Retention and Disposition Schedule for New York Local Government Records (LGS-1). Public libraries are required to use LGS-1 in managing records, and while the schedules prescribed in LGS-1 are not required for association libraries, they are considered best practice.

c. **The MHLS Reimagining Library Services Series** continues to explore the new services libraries have found to support their communities and new ways to deliver services people have come to rely on through the pandemic and the recovery.

- **eBooks** | Friday, April 30th | 10:00-11:30 am | Online | [Register](#)

In the pandemic, eBooks took centerstage in collections as libraries met patrons' needs amid stay-at-home orders and the pandemic. Understanding patron expectations and habits around eBooks will be critical in building relevant, sustainable collections that serve the people in our communities at a reasonable cost. At this workshop, we'll review strategies for understanding eBook collection use at your library, eBook collection development, and budgeting to meet patron demand for electronic materials.

- **Online Programming Like a Pro** | Tuesday, May 11th | 10:00-11:30 am | Online | [Register](#)
programming started as a stop-gap solution to connect with patrons safely during the pandemic, but many libraries have found it's an effective way to reach people who might not be able to make it to the library building and plan to continue providing programming online even as the risk of COVID is reduced and social distancing restrictions are lifted. At this online workshop we'll review best practice and technique for creating engaging and secure experiences for your participants whether it's storytime or your board meeting.

d. **SAVE THE DATE: Friday, June 4th from 10-11:30am: Intellectual Freedom in the Context of Discussions Around Equity Diversity & Inclusion (EDI)** with guest speakers:

- Deborah Caldwell-Stone, Director, American Library Association's Office for Intellectual Freedom & Executive Director of the Freedom to Read Foundation. Ms. Caldwell-Stone is an attorney and former appellate litigator.
- [Emily Knox](#), Interim Associate Dean for Academic Affairs & Associate Professor, School of Information Sciences at the University of Illinois at Urbana-Champaign.

5. Consulting & Development

a. Reminders About Recent COVID-19 Updates

- **The Centers for Disease Control and Prevention (CDC) downgraded the cleaning and disinfecting protocols for facilities** in acknowledgement that transmission through "fomite" surfaces is low, compared to direct contact, droplet or airborne transmission. The CDC director noted there is "little scientific support" for routine disinfectant use to prevent surface contact infection. New guidance on [Cleaning and Disinfecting Your Facility](#) is available from the CDC.
- **Tax credits for leave consistent with the Families First Coronavirus Response Act (FFCRA) have been extended through September 30, 2021, but this leave is not mandated.**
- [NYS COVID Vaccinations](#)
 1. As of April 6th, people 16 years-old and up who live, work, or attend school in New York State are eligible to receive a vaccination.
 2. Governor Cuomo signed legislation (S.2588-A/A.3354-B) [granting public and private employees](#) time off to receive the COVID-19 vaccination. Under the new law, employees will be granted up to four hours of excused leave per injection that will not be charged against any other leave the employee has earned or accrued. This legislation went into effect March 12, 2021 with an expiration date of December 31, 2022.

b. 2021 Municipal Ballot (414) Votes

- 414 Vote Libraries Meetup | Friday, May 21 | 10:00-11:30am | [Register](#)
At this meetup we'll check in with library teams going for a 414 vote this year, share best practices and ensure your team is on track to hit all of the required milestones for a successful vote. This is also an opportunity to learn from your peers also working on 414 vote campaigns this year.

- Libraries that plan to go out for a vote in 2021 should contact MHLS Library Sustainability Coordinator, Casey Conlin, if they have not done so already.

c. **The Great Give Back will be Saturday, October 16th, 2021.** MHLS will be working to support libraries in



providing library patrons with opportunities to participate in meaningful service-oriented experiences, and to highlight libraries engaging this work through the Great Give Back. Webinars in July and September will provide an overview of the GGB for all interested library staff, help libraries generate ideas for successful GGB programs and partnerships, and help libraries successfully implement those programs.

d. **Salary & Benefits Survey**

- Responses from the Salary & Benefits have been collated into the [DRAFT 2020 Salary & Benefits Survey](#). In some cases, responses have been adjusted to make the data more easily comparable. Please review the draft document before April 30th and direct any questions, feedback, or corrections to MHLS Library Sustainability Coordinator, Casey Conlin. The finalized Salary & Benefits Survey data will be released in May 2021.

e. **Update on The Library of Local Project**

- Thanks to a partnership with Lifeboats HV, funded by the Local Economies Project of The New World Foundation we are pleased to report that The [Library of Local](#) (LOL) Project, formerly discussed last year as “The Resilience Hubs,” is now live offering know-how, and tools for local self-sufficiency and community resilience through specially curated collections, programming and resources.
- The pilot program this year includes the development of specially curated collections at four member libraries, programs that all member libraires can advertise and invite their communities to, and a speaker’s bureau of local presenters you can tap into to schedule your own local programs.
- Each of the four libraries chosen for the specially curated collections have custom designed “pods” (shown below) that house resources including books, DVD’s, tools, and seeds, and a schedule of in-person and virtual educational events. The pod libraries for 2021 are Hudson Area

Library, Kingston Library, Morton Memorial Library in Rhinecliff, and Mountain Top Library.



Above: Library of Local Pod at the Morton Memorial Library & Community House in Rhinecliff

- The Library of Local theme for 2021 is *Sow, Grow, Reap, Repeat! Gardening and Foraging for Resilience*. MHLS member libraries are welcome to direct patrons to LOL anchor events, which will be advertised in the Bulletin and will take place over the course of the year. The first event, [*Seeds of Community with K Greene*](#), will be online on Saturday, April 24th. Anchor events are produced in cooperation with Dirty Gaia, and MHLS member libraries will also have access to a speaker's bureau of presenters on topics related to cultivating and foraging food locally.

6. Cooperative Collection Development & Digital Collection Access

- RBDigital platform no longer has eMagazines.** The site remains accessible but there is no content currently there. There is messaging for patrons to use OverDrive but there is no link. It is important that we are no longer pointing patrons to this dead end and have all links updated to our OverDrive platform.
- eMagazines offer language options:** An unexpected bonus of having switched over to OverDrive magazines is that we can now offer more magazines in foreign languages. The advanced search can be used to limit to specific languages. In March we had checkouts in Chinese, Danish, French, German, Italian, Japanese, Russian and Spanish!
- OverDrive documentation expanded**
OverDrive information has been revised on the Knowledge Base. Now that we have more resources in

the OverDrive platform, there was reason to separate the information to improve access. Usage statistics for all circulation is combined in a single report. A new tab has been added for eMagazines.

- Ebooks, Audiobooks & Video [advantage accounts]
Includes: Guidelines, instruction, marketing and more
- eMagazines
Includes: Title list, FAQs and Marketing info
- Reciprocal Lending Agreement (under construction)
Includes: Info, sample view, system stats

7. Awareness & Advocacy Services

a. 2021/2022 State Budget Outcome

- Library Aid: \$94.1 million
- Construction Aid: \$34 million
- Digital Inclusion Program (new!): \$15 million
- Bullet Aid
 1. Senate: \$5 million
 2. Assembly: \$8 million

b. American Rescue Plan Act (ARPA) (federal)

- \$200 million for IMLS, with \$178 for Library Services Technology Act (LSTA) which helps to fund the New York State Library
- \$7.172 billion Emergency Connectivity Fund through the E-rate program which will reimburse eligible libraires for 100% of the costs of equipment necessary to provide “off-campus” connectivity to patrons, including Wi-Fi hotspots, routers, laptops, and more.

c. Build America’s Libraries Act Advocacy

- \$5 billion to “repair, modernize, and construct” public library facilities
- Known Details:
 1. Would be administered by the Institute of Museum and Library Services (IMLS)
 2. Prioritizes funds for libraries serving marginalized communities (i.e. high poverty levels)
 3. Includes funds for: needs assessment/master planning; new facilities; bookmobiles; HASTER: health, accessibility, safety, tech, environmental impact (e.g. energy efficiency measures, sustainable design), resilience (I would guess that looks like ensuring facilities are resilient and part of the first restorer role in the face of extended power outages, floods, hurricanes, etc.)
- This has not been folded into President Biden’s infrastructure plan.
- We are still in need of more support for this bill from our Congressmen:

1. [Congressman Sean Patrick Maloney](#), 18th Congressional District [Facebook](#) | [Twitter](#)
2. [Congressman Antonio Delgado](#), 19th Congressional District [Facebook](#) | [Twitter](#)

d. **County Funding Advocacy Meeting** | Friday, April 23rd | 10-11:30am | [Register](#)

- This event is designed for those working to advocate for county-level funding for member libraries. Directors, staff, trustees and Friends are welcome. Each county is encouraged to send at least one representative to this event.

At this event we will discuss:

- County funding updates from each county
- Effective strategies to position libraries to receive county funding
- Grassroots advocacy efforts that work

8. Interlibrary Loan Services

a. We continue to tweak our new **Sierra Interlibrary Loan** process to better meet your needs.

- MHLS will be providing a barcode with each loan to be used in checking out. This eliminates any issues that may have taken place with incompatible barcodes that were affixed to the items. Please return the barcodes with the item, after you have checked it in from your patron
- Return to MHLS routing slip is included with your material. Our delivery sorters and drivers will recognize these immediately to return to MHLS. Do not use or send the return slip the slip that is generated upon check in. The formatting is not acceptable for delivery purposes, and we are hoping to get it turned off.
- New Material type request forms will soon be available. We have added **Sound Recording**, and **Video Recording**.
- Required fields are now labeled, so please fill them in (thank you!).
- We are now requesting a staff email address which can be used to reach library staff in the case that more information is required. That email may be used at anytime in the ILL process for that loan.

9. Construction Program Services

a. **Status of 2020-2021 Applications**

- 2020-2021 are currently being reviewed by the Division of Library Development. If you are contacted by MHLS Library Sustainability Coordinator, Casey Conlin to update your application please make the changes as soon as possible and notify him when they have been completed.

Contact Casey with any questions about your application.

b. Getting Ready for the Next Application Round (2021-2022)

- **The Construction Needs Update & Intent to Apply for State Aid for Library Construction Action Memo was sent to the MHLS-Notice list on April 5th.** This will be the first step to apply in the next funding round. All directors are asked to please fill out the survey found at <https://mhls.wufoo.com/forms/mhls-action-memo-2102/> (Yes, even if you do not plan to apply for a construction grant this year. Thank you!) Submissions are due by May 24th.
- **Introduction to the State Aid for Library Construction Program Webinar** | Wednesday, April 28th | 10:00-11:30 am | [Register](#)
- To get ready for the next round of grant funds:
 1. Update (or create) your library's board approved, prioritized facility plan. (Need help getting started? Check out this [sample outline for a facility plan](#) from MHLS)
 2. Directors were sent a 2021 Construction Needs/Intent to Apply Action Memo from MHLS via the MHLS-Notice list. Completion of this is the required first step for eligibility in MHLS.
 3. Register for a [NYS Directory Service Account](#) (necessary to access the online application)
 4. **FEIN and SED Vendor Number:** In order for a public library to apply for funding from the NY State Library's Public Library Construction Grant Program, the library must have its own **FEIN** number, which will enable the library to receive a NY State Education Department **vendor number**. A public library must be assigned a vendor number in order to receive construction grant funds.
 5. **Is your building more than 50 years old?** Check out the State Historic Preservation Office (SHPO) Approval Documentation
 6. NYSERDA Program for environmental priority
 - a. Green Jobs Green New York Energy Studies - provides Energy Studies to identify and analyze opportunities to make buildings more efficient, which lowers associated energy costs. Small Businesses with 100 or fewer full-time equivalent employees or Not-For-Profit Organizations of any size are eligible for this costshare program. Pricing: 10 FTE or less: \$100, over 10 and less than 50 FTE: \$250, over 50 FTE: \$500. More info at <https://on.ny.gov/2QD2G8u>.
- **Construction Grant Technical Assistance Workshop** | Tuesday, June 22nd | 2:00-3:30 pm | Online | [Register](#)

- c. For more information: <https://midhudson.org/nysconstructiongrant/>.

10. Communications Among Member Libraries

- a. No report this month. Please contact Casey Conlin (cconlin@midhudson.org) with any questions.

11. Special Populations

- a. **Magazine Donations:** To allow member libraries to continue to support correctional facility libraries by donating discarded magazines, **a temporary allowance is being made for the transportation of discarded magazines to MHLS via MHLS delivery.** Member libraries can support correctional facility services and collections by donating discarded magazines for use in correction facility libraries. These donations were formerly accepted only by in-person delivery to MHLS facilities, but the pandemic and the suspension of in-person MHLS meetings and trainings means most libraries can't transport these magazines to the MHLS facility.

Discarded magazines in good condition are welcome according to the guidelines below.

- Only discarded magazines will be acceptable for delivery. No other discarded media or formats have been approved for transportation through delivery.
 - This is a temporary solution due to the lack of in-person meetings caused by the pandemic, and this will run through December 31st, 2021 at which point magazines will not be permitted to go through MHLS delivery.
 - Discarded magazines being donated to correctional facilities should be bundled together and addressed to Tara Stohr, MHLS ILL/Cataloging Specialist.
 - Discarded magazine bundles should be no more than 10 inches thick.
 - Discarded magazine bundles may not be placed into Monday or Tuesday pickups due to high volume on these days.
 - Libraries may not send more than one discarded magazine bundle per week.
- b. **Talking Book and Braille Library (TBBL):** Until recently, individuals with reading disabilities were required to have a diagnosis and signature from a doctor of medicine to approve their eligibility for service. As part of an update to the application process, librarians, social workers, school psychologists, counselors, reading specialists, speech pathologists, and educators may now certify the eligibility of applicants with reading disabilities. [NYS TBBL applications](#) have been updated to include the new certification language.

12. Cooperative Efforts with Other Library Systems

- a. **The OverDrive Reciprocal Lending Agreement (RLA)** is still moving forward, but not as rapidly as we had hoped. In the original contract, OverDrive required that certain purchasing thresholds be maintained. We pushed back on that and we understood that element would be removed the contract. We are waiting for that no contract. Also, Westchester reported that there was still discussion among the membership to take place before approval. At this time MHLS, the Ramapo Catskill Library System (RCLS) and Upper Hudson Library System (UHLS) stand ready to begin when the contract is available.

13. Administrative

a. Financial Planning

- With several puzzle pieces of our financial situation now clear, MHLS Staff is working to “rebuild” after the deconstruction of our budget to mitigate the forecasted cuts to our budget due to the state’s response to the pandemic last year.
- MHLS has received the 20% previously withheld during FY 2020 from New York State. We have secured a second Paycheck Protection Plan forgivable loan. We know approximately how much to expect in state revenue this year.
- We are working to:
 1. Address currently empty position of which there are three due to the hiring freeze in play last year: one on the Tech Support Team, one on the Library Sustainability Team, and one in the Business Office
 2. Address reserves to minimize future risk
 3. Design for the next Plan of Service (2022-2026)

b. Plan of Service:

- Themes Report from March 2021 Community Conversations is attached to this report.
- Upcoming Timeline attached to this report.