



MEMBER LIBRARY BI-WEEKLY BULLETIN

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Friday, May 11, 2018

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Jenny's updates from the 2018 Outreach Coordinator's Conference will be available in the next bulletin!

Reminders

Are you planning on applying for a **construction grant**? Please note that there has been an update to the SAM registration process. BOTH new and existing entities must send in a notarized letter assigning an administrator of the account. For more information, please go to www.SAM.gov or contact Kristi at kdownham@flls.org.

The **2018 Bulk Buy** order form is now available on our website: <http://www.flls.org/computer-network-services/bulkcomputerpurchase/>. The deadline for orders is May 25th. If you have any questions on the order form, please contact the CNS department. We're also setting aside time at the FALCONS meeting on May 17th for any questions you may have about this year's order.

Links to Make You Think

[FLLS Job Opportunities Page](#) *Jobs available in and around our system!*



[6 Free Ways to Support Your Library](#)

[2018-2019 Outreach Mini-Grants Awarded](#)

[Manhattan Beach is New York's Next All-City Read](#)

[Bringing Wikipedia into the Library](#)

From The Director



On Wednesday, May 2, I attended the Space Planning for the 21st Century Library workshop at the Dunham Public Library in Whitesboro. Hosted by the Central New York Library Resources Council and Mid York Library System, this all-day workshop was led by Alex Cohen, President of the Aaron Cohen Associates library consulting firm. Alex has worked with the Waterloo Library in our system.

Most of the attendees were from small and rural libraries who have either done minor expansions for youth areas or programming rooms, and almost everyone attending expressed the desire to do more with their current library spaces. Some libraries were exploring adding makerspace areas, while others were looking for ideas for flexible shelving and group study/work areas.

During the morning session, we learned a process called appreciative inquiry. This is when you look at your library space and determine four factors. Discover is when you look at your library and ask yourself what is the best part of the existing library? Dream is referring to what might be, or envisioning the future of your library. Design is when you actually determine what your library should be, including your space and your services. Deliver is the last stage of the process and makes your vision a reality.

Over the past few decades, collection space is shrinking in libraries, but user seating is growing. More and more patrons are using our libraries for meeting spaces, group study spaces, or just a quiet place to read or work. We also discussed service areas, such as circulation desk and reference desks, and space for staff not only for working, but also for offices and break rooms.

In the afternoon, Alex taught us how to do a visual scan of a library. Since we were at the Dunham Library, we scanned that library for over an hour. During a visual scan, participants are led around a library and “grade” each area they are brought to. For example, the group went outside to the parking lot to look at an area at the side of the library with a neglected picnic table, cones, and signs instructing people that they can’t enter at that side of the library and must walk around to the front of the building. Since this is the main area that people park in to enter the library, is it friendly? Right away you are confronted with a negative feeling. Our group graded this area a “D” and offered suggestions for improvement to the library director. Another example is the foyer area of the library. We learned that the first ten feet of entering a space is considered a dead zone, where library patrons don’t typically pay attention. Patrons are more focused on entering the building, returning materials, etc. The Dunham Library had seating, busy bulletin boards, and more negative signs telling patrons things they cannot do instead of welcoming them to the library. The group was able to offer quick aesthetic feedback to the director who made some immediate changes to the foyer area of her building.

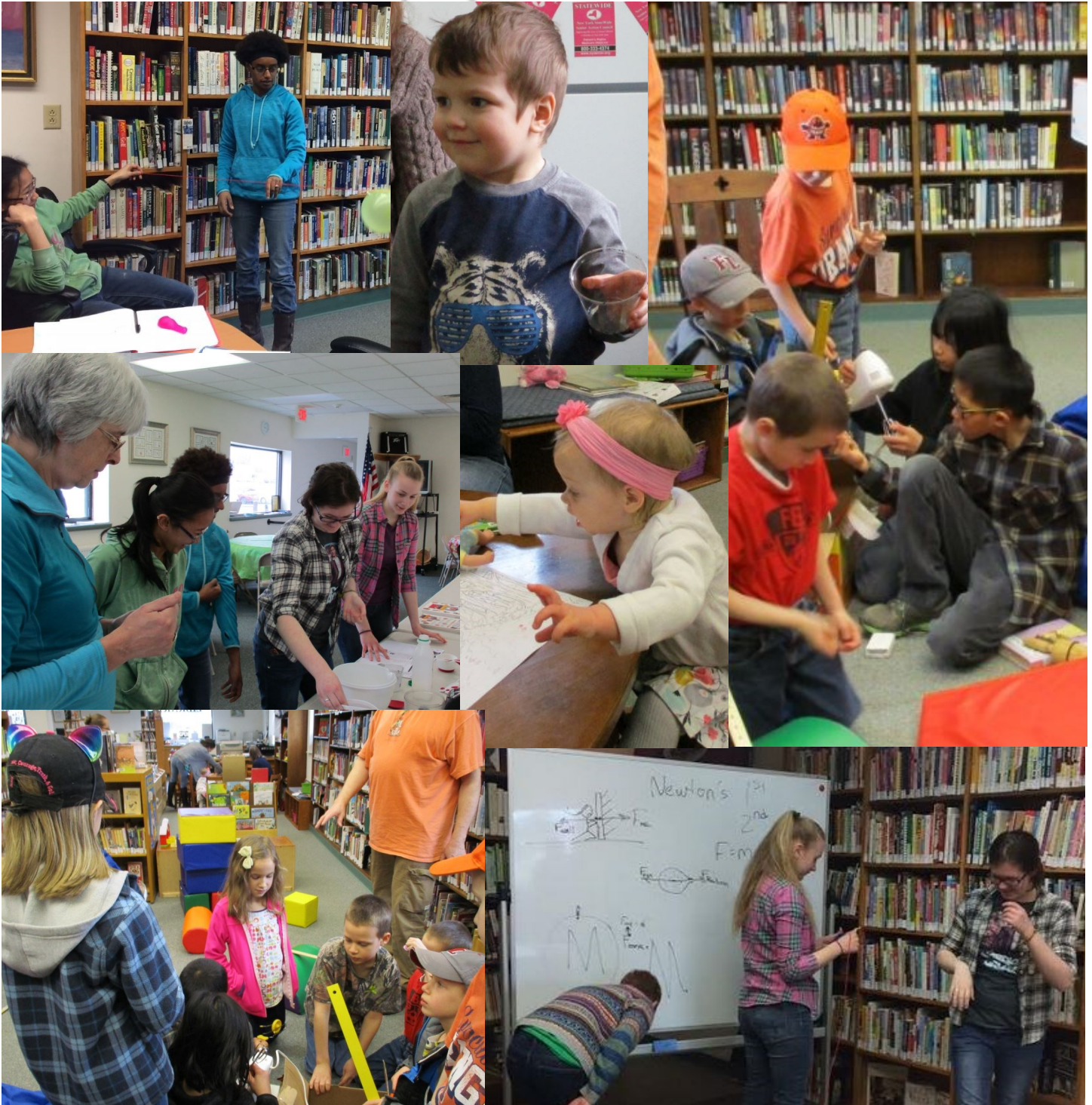
As more of our libraries think of expanding or changing their spaces, this workshop was a useful opportunity to hear what other libraries were planning for their libraries.

Sarah



Member Library News

Port Byron Library just wrapped up their homeschool science program. The Physics Bus is coming on the 12th and that will conclude their Rosen Grant, "Exploring Science at the Library," which consisted of programs for middle and high school students. Great feedback and great fun! This series included many extras as homeschoolers often bring the whole family. This summer they will begin season II with forensic science!



Have something to share? Send it to Jenny by 9am on May 25 to be featured in the Bulletin!



Scam Alert!

No. 1 Criminal Phishing Botnet Turns Even More Tricky

The notorious Necurs botnet is one of the oldest and largest spam and phishing delivery systems in existence. It controls millions of machines that the criminal botmasters use to send malicious payloads. Necurs has now adopted a retro trick to make itself more evasive and less likely to have its phishing intercepted by your filters.

It's begun emailing archive files that unzip to a file with a .URL extension. This commonplace Windows shortcut opens a page directly in a browser. The advantage of this approach is that it's typically overlooked by email filters which are hunting for more complicated infection chains. The final destination of this link is a remote script file that downloads and automatically executes a malicious payload.

This common Windows shortcut is the social engineering tactic which tricks your users into thinking the email file attachment they just unzipped has created a folder that they need to enter and view the actual file.

Unfortunately, this is what crooks want because trying to access this faux folder will launch the infection chain. This time, they are exploiting the power of simplicity.

Your email filters usually apply preset rules, and this particular vector is probably not among them, so update your filter settings. Interestingly, Necurs does not infect computers using Russian as a language.

I suggest you send this email to your employees, friends and family. You're welcome to copy/paste/edit: There is a new email scam you need to watch out for. Bad guys are sending emails that have an archive file as an attachment. They often look like a voice mail message you have missed. Assume these attachments files are guilty until proven innocent!

Do not click on the zip file to listen to the message. Delete the file or click on the Phish Alert Button which forwards it to IT and deletes it from your inbox.

Example screen shot of this attack at the KnowBe4 blog:

<https://blog.knowbe4.com/scam-of-the-week-worlds-largest-phishing-botnet-grows-evasive>

New Exploit: PDF Files Can Be Abused to Steal Windows Credentials

PDF files can be weaponized by malicious actors to steal Windows credentials (NTLM hashes) without any user interaction and only by opening a file, according to Assaf Baharav, a security researcher with cyber-security company CheckPoint.

This means a curious end user who opens a PDF attachment they did not ask for can be pwned in about 15 seconds. Good thing this nasty is not in the wild *just yet*...

Baharav published research this week showing how a malicious actor could take advantage of features natively found in the PDF standard to steal NTLM hashes, the format in which Windows stores user credentials.

"The PDF specification allows loading remote content for the GoToE & GoToR entries," Baharav told Bleeping Computer. More detail and links at the KnowBe4 blog:

<https://blog.knowbe4.com/pdf-files-can-be-abused-to-steal-windows-credentials>



Webinars, Workshops, & Events

FLLS Events

Sign up here for all FLLS Workshops unless otherwise noted: www.flls.org/calendar-2/

PAC & Databases

May 23 @ WEED

May 30 @ CORT

FALCONS Meeting

Thursday, May 17

9:30am - 11:30am

FALCONS Meeting

Thursday, August 16

9:30am - 11:30am

Youth Services Advisory Group Meeting

Thursday, September 27

1:00pm - 3:00pm

Conferences, Outside Trainings & Fun Stuff

NYLA Public Libraries Section 2018 Spring Conference

Friday, June 1

Canandaigua Inn on the Lake

Get Ready to Break Down Some Barriers!
Join us at Canandaigua's Inn on the Lake for this one day conference where we will discuss breaking down barriers of all kinds to make libraries more accessible to patrons, whether they are fines, biases, or physical.

2018 NYLA Annual Conference and Trade Show

November 7-10

Rochester, NY

Join us for over 12 hours of Continuing Education credit, various networking events, and access to the latest and greatest library products!



We have a board for that! Check out our [Pinterest Page](#) with more ideas! Let Jenny know if you want to contribute to any of our boards or have an idea for a new board!

Webinars

Click on the titles for the links to the training pages.

Business Insights: Essentials Refresher

Tuesday, May 15, 1:00pm

Business Insights: Essentials offers a wide variety of resource to support business research. It's got great support for company, market, and industry research but can also be an excellent professional development tool for a variety of industries. In this session, we'll follow several paths for supporting reference business needs.

Effective Programs for Reaching and Engaging Underserved and Hard to Reach Populations

Thursday, May 17, 12:00pm

This session will focus on successful case studies for reaching, engaging and maintaining membership of hard to reach and marginalized populations; such as rural, racial/ethnic minority and LGBTQ populations.

Gale's PowerSearch Refresher

Friday, May 18, 3:00pm

What is Gale's PowerSearch? PowerSearch offers a way to search several of your NOVELNY resources at once! In this session, we'll explore what Gale's cross-search tool can do for you!

Building a Culture of Learning with Library Boards

Thursday, May 24, 3:00pm

Libraries that cultivate a culture of learning encourage their staff to participate in continuing education. But shouldn't this learning culture also extend to library boards? At the State Library of Iowa, we say yes! Trustees can and should play a key role in fostering a culture of learning at their libraries—beginning with themselves. When library boards embrace a learning culture, they become more receptive to supporting continuing education, in policy, planning, and budgeting. This webinar presents ideas for growing board learning into a blossoming culture that motivates board members to see education and training as a natural part of their trusteeship.

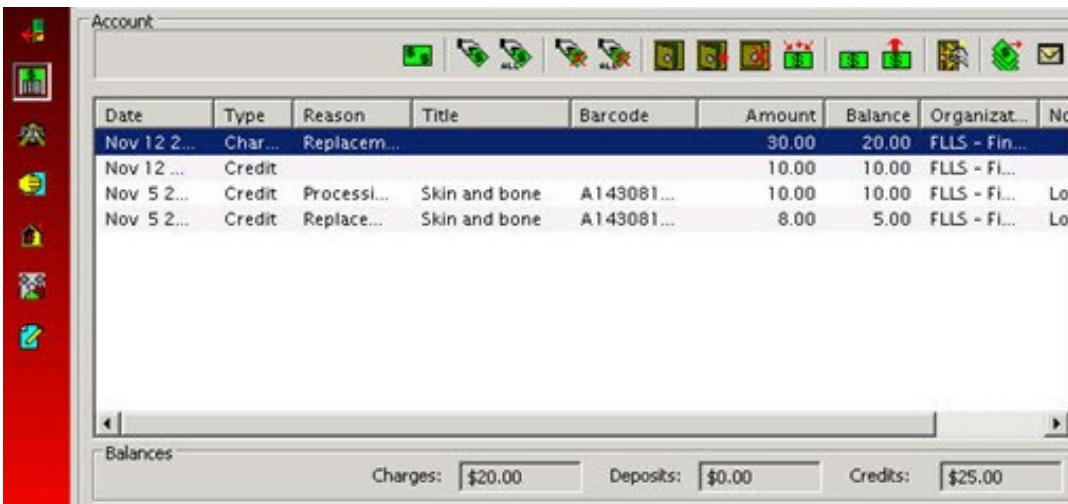
Polaris FAQ

Paying a Fine from Check Out

- If the patron wants to pay the fine at checkout, click on the patron **Account** button while you are in the check out screen. You will notice that these options are greyed out until a patron is selected.



- The Patron Status screen will display, opened to the patron Account.



- To pay a specific fine, click on the fine and then the **PAY** icon. To pay all fines, click on the **PAY ALL** icon. You may also choose to waive fines, depending on your library's policies.



- Select the method of payment, add a note if needed, and click **OK**.

A screenshot of the 'Pay' dialog box. It contains fields for 'Balance' (\$3.00), 'Amount' (\$3.00), and 'Method' (Cash). There is a 'Note' text area. At the bottom are 'OK' and 'Cancel' buttons. A red arrow points down to the 'Method' dropdown menu, and another red arrow points right to the 'OK' button.

Pay

Balance: \$3.00

Amount: \$3.00 Method: Cash

Note:

OK Cancel

Don't forget about the Polaris Documentation online!
ALL HANDOUTS HAVE BEEN UPDATED FOR 2018.
Visit www.flls.org and click on Staff Login.
Contact Jenny or Eric for the login information.

Awards, Contests, & Grants

Click on the titles for the links to the grant pages.



Best Buy Community Grants Program

Deadline: May 31

The Best Buy Community Grants Program provides support to community-based organizations that are located within 25 miles of a [Best Buy facility](#). Grants focus on out-of-school time programs that create access to technology education and tools that teens will need to be successful in their future schooling and careers. Programs should include hands-on learning opportunities and engage the youth, ages 13-18, in experimenting and interacting with the latest technologies to build 21st century skills. The average grant amount is \$5,000; grants will not exceed \$10,000. Visit the Best Buy website to review the program guidelines and take the eligibility quiz.

Visit: www.flls.org/grants for more grant resources.



5 Minute Staff Training

The goal of *5 Minute Staff Training* to help you become proficient in database usage. In turn, you will be better prepared to assist your patrons. In each bulletin there will be a new challenge for you to complete. Please pass along to all library staff!

Featured Database:



Challenge: Visit the [TumbleBooks](#) database. Are there any works by Robert Frost in the TumbleBooks Library? If so, please include a title with your answer.

Previous Answers

April 13: Hej or Hallå

April 27: Java, JavaScript, SQL, C++

Member library staff can send their answer to jshonk@flls.org for a chance to win a prize!

[lynda.com](#) is available to **all member library staff in the FLLS area** for free.

View [all the courses](#) and to reserve your 'seat' – contact Jessica Phillippe at (jphillippe@scrhc.org). Please include your phone number and library's name. You can take as many courses as you like during your two-week access.

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