



FINGER LAKES LIBRARY SYSTEM



MEMBER LIBRARY BI-WEEKLY BULLETIN

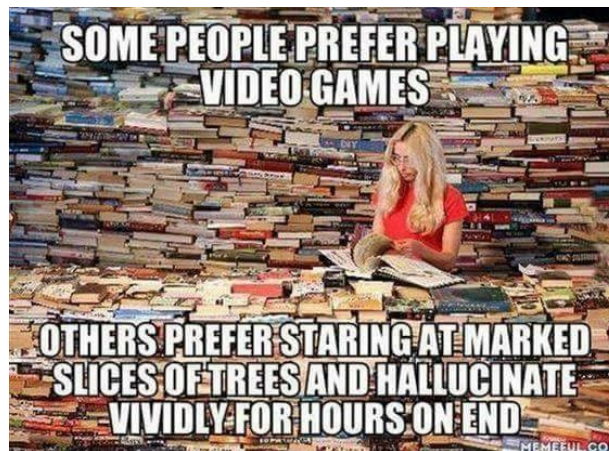
No. 18.12

Friday, April 27, 2018

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Taken from [Goodwill Librarian](#)

Reminders

Please contact Kristi (kdownham@flls.org) if you are planning on applying for construction grant (except Ovid, Groton, or Poplar Ridge). Include a description of the project and if you have an estimate of cost, that would be great as well. Please get this information to her as soon as possible. She would like to get the paperwork started, as some of the required pieces can take several months to get back.

Come work with us! If you are passionate about helping rural and small libraries grow and succeed, we have a Member Services Librarian position open! For more information, please visit our [Job Opportunities](#) page.

Links to Make You Think

[Lemony Snicket Prize for Noble Librarians Faced with Adversity Recipients Named](#)



[These Are America's 10 Worst Cities for Allergy Sufferers](#)

[The 32 Best Books to Read This Summer](#)

[Remembering Bernie Margolis, NY State Librarian](#)

[The Arrest of a Golden State Killer Suspect, and the Writer Who Never Gave Up](#)

Did you miss an issue? Check www.flls.org/bulletin
for archived Weekly Bulletins

From The Director



I attended the RIPL Conference at the MidYork Library System in Utica, NY on April 18 and 19 and came back with some great information that will be useful not only for our system, but also to our member libraries. RIPL is short for the Research Institute for Public Libraries, and was started in 2015 by the Colorado State Library and the Colorado Library Consortium to look at public library data and evaluation. The New York State Library received an IMLS grant to bring this conference to NY State and was available to all 23 public library system directors and library leaders in surrounding states. The outcomes of the two day conference were for us to acquire skills and tools for evaluation, gain confidence in building evaluation into workflow and to develop a network of colleagues for future discussion about evaluation.

The first day of the conference was spent discussing the data trifecta – input, output and outcomes. Input refers to quantifying your efforts, such as funding numbers, number of programming sessions, and number of staff. Output refers to quantifying the levels of services or materials we were able to provide, such as the number of summer reading programs held, and the number of people attending a book discussion group. Outcomes refer to the quantifying the effect of the program or resource, such as 100 children felt they were going to continue to read 30 minutes or more due to participating in our summer reading program.

We also spent a large part of the first day practicing conducting a community needs assessment. Starting with data, we looked at where libraries could find valuable community information and statistics, such as the Census, Kid's Count, the National Center for Education Statistics, Pew Research Center, and the Bureau of Labor Statistics. It is also important to look at local records, such working with local planning departments, your county or city demographer, schools, and local non-profits. Your library has a wealth of data you will use for a community needs assessment such as your strategic plan, your ILS records, e-book, electronic materials and subscription database use, programming statistics, computer and Wi-Fi use, and previous surveys and trend data.

How you gather information is the next step in a community needs assessment. Your library could create surveys – either paper surveys, or electronic surveys. Focus groups are a great way to gather community members to guide your library on a project. We learned how to conduct personal interviews with key stakeholders, such as your mayor, county legislators, and non-profit leaders. Social media tips, such as how to engage constituents in a conversation and not just pushing out information, were also discussed in the afternoon session.

The second day of the conference was spent digging deeper into telling your library story with data. We analyzed surveys and learned top tips for writing survey questions. Some examples are: use short questions when possible, use common vocabulary and avoid using library jargon and acronyms (such as circulation, PAC), making sure there is a response choice for everyone completing the survey, when using a response scale, there should be an equal number of positive and negative response options, avoid using double-barreled questions (when there are questions that combine 2 or more topics), avoiding questions that ask respondents to rank items, and to use mainly close-ended questions.

There was a huge amount of information, and this just gives you a small look into RIPL Conference. If you would like more information on a particular topic discussed above, please just send me an email.

Sarah



REGISTER TODAY! \$55 members/\$75 non-members:
<https://scrlc.org/events/view/5941>

Location: Hopshire Farm & Brewery in Freeville, NY

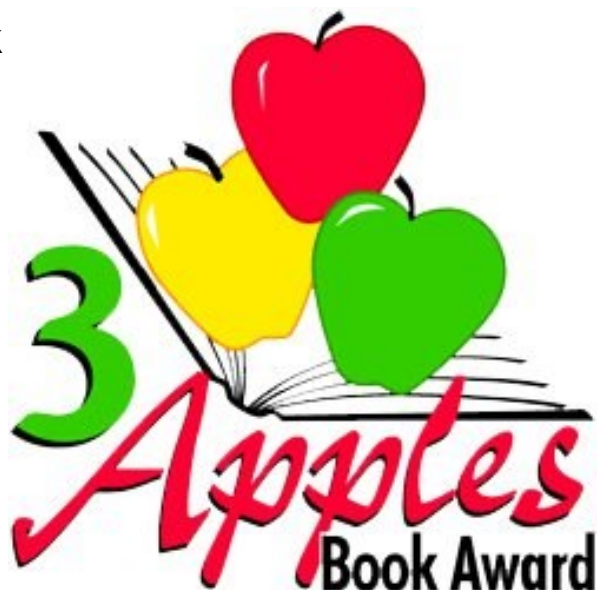
Description: Reflecting on Reference is a one-day conference for participants to learn about and discuss the most pressing issues in reference services today, including user-centered design, reference and "fake news" and how we respond professionally to uncomfortable or inappropriate reference interactions.



The New York State Children's Choice Book Awards, 3 Apples, has announced their 2018 nominations.

Why should you care? This is the only book award where the titles are chosen entirely by participating youth!

Follow 3 Apples on [Facebook](#) and [Pinterest](#) for updates and programming ideas.



VOTING IS NOW OPEN!



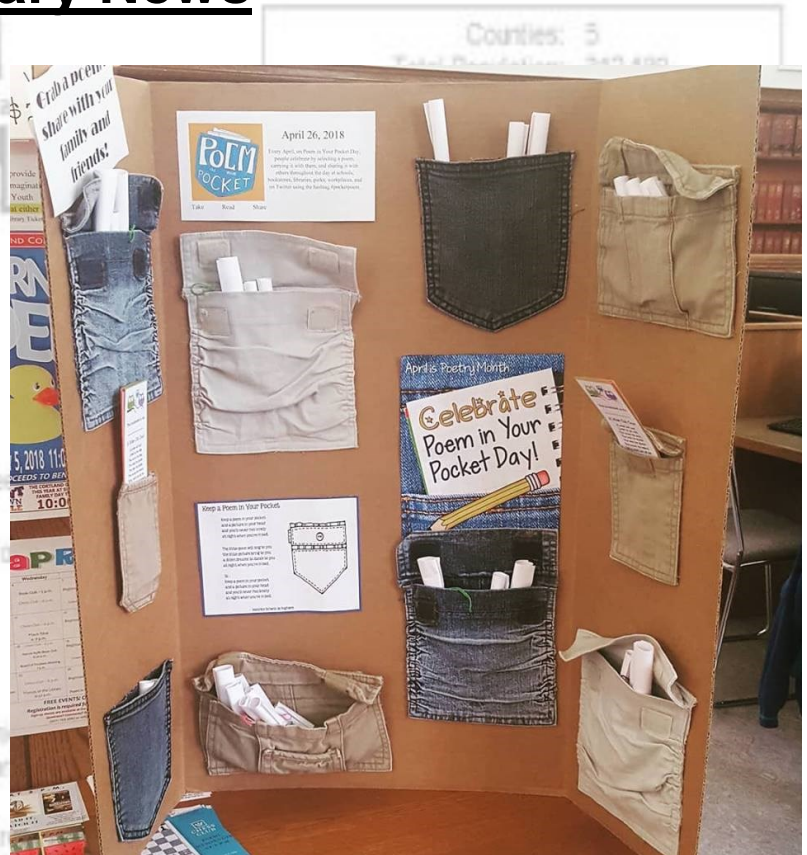


Member Library News

Thursday, April 26 was Poem in Your Pocket Day! Learn more about this event and National Poetry Month [here](#).

Cortland Free Library

celebrated with this awesome display!



Tompkins County Public Libraries and Finger Lakes Library System attended the Friends of the Tompkins County Public Library book sale pick day on Tuesday, April 24th. Apalachin was the winner of the Plus One Raffle.

[The Friends are now on Instagram](#), please follow them and help promote the upcoming sale!

Have something to share? Send it to Jenny by 9am on May 11 to be featured in the Bulletin!



Scam Alert!

New Large Email Security Gap Analysis Shows a Massive 15% Failure Rate

We thought it was bad when we saw Cyren's recent analysis that 10.5% of bad emails made it through the filters.

It could even be worse than that.

"Mimecast's latest ESRA (email security risk assessment) report found more than 14,277,163 pieces of spam, 9,992 emails containing dangerous file types, and 849 unknown emails with malware attachments -- all missed by the incumbent providers and delivered to users' inboxes.

Overall, the Mimecast security service determined that more than 14 million of the more than 95 million emails, or 15%, were in fact "bad" or "likely bad."

In other words, the overall false negative rate in aggregate for the incumbent security systems that were tested was 15% of all emails inspected by Mimecast.

Ouch. Full story and link to report (PDF) at the KnowBe4 blog:

<https://blog.knowbe4.com/new-large-email-security-gap-analysis-shows-a-massive-15-failure-rate>

Why Human Vulnerabilities Are a Higher Cyber Security Risk Than Software Flaws

Jonathan Greig at TechRepublic wrote an article based on recent Proofpoint research:

Cybersecurity firms and analysts have been sounding the alarm on vulnerabilities in most web-based systems, pointing to loopholes and lapses in security. But a recent report from Proofpoint, a cybersecurity firm, said most cyberattacks are designed to take advantage of human error instead of flaws in hardware or software.

In their 2018 Human Factor Report, Proofpoint analyzed cyberattacks throughout 2017, looking into attempted attacks on nearly 6,000 organizations across the world. They found that almost every industry suffered from a growth in the number of attacks, ranging from phishing to ransomware and cloud application breaches.

Most fraudulent emails used brand names like Dropbox and DocuSign to get users to click on malicious links. Hacking attempts focused on human vulnerabilities in a system instead of lapses in software or hardware.

"Email remains the top attack vector...Attackers are adept at exploiting our natural curiosity, desire to be helpful, love of a good bargain, and even our time constraints to persuade us to click," the report said. Full story at the KnowBe4 blog:

<https://blog.knowbe4.com/why-human-vulnerabilities-are-more-dangerous-to-your-business-than-software-flaws>



Webinars, Workshops, & Events

FLLS Events

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

PAC & Databases

~~April 30 @ WAV~~ **Cancelled**

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

Library Legislative Day

May 7-8

SCRLC: Reflecting on Reference

Friday, May 11

Hopshire Brewery

Reflecting on Reference is a one-day conference for participants to learn about and discuss the most pressing issues in reference services today, including user-centered design, reference and "fake news" and how we respond professionally to uncomfortable or inappropriate reference interactions.

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.

Webinars

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

Britannica for Teens

Wednesday, May 2, 3:00pm

Bring research and non-fiction reading to life for your young adult and teen patrons. We'll explore ideas and strategies to uncover content, engage reluctant readers, and provide support to ALL users.

Supporting Adult Critical Thinking with Opposing Viewpoints In Context

Friday, May 11, 10:00am

In today's complicated world, Opposing Viewpoints In Context can help folks think deeper about issues and help them make confident, opinionated decisions.

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.

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

Using the Polaris Leap Picklist

The Picklist is similar to Request Manager in the regular Polaris client. In the upper right hand corner, click on **Utilities → Picklist Processing**. You will be presented with a list of items that are requested at other libraries. You can view **Pending**, **Located**, **Unclaimed**, and **Holds to Transfer**.

Picklist

FLLS-Finger Lakes Library System

REFRESH

CLOSE

Pending (11)

Located (0)

Unclaimed (0)

Holds to Transfer (0)

Located

Ask Me Later

Missing

Deny

Properties

Filter requests

Total items | 11 total

	COLLECTION	SHELF LOCATION	CALL NUMBER	AUTHOR	TITLE	MATERIAL TYPE	PICKUP BRANCH	ITEM BARCODE
<input type="checkbox"/>	Z-HQ Adult Blu-ray		Blu-Ray DRAMA True d. 1-3		True detective. [Season 1] d. 1-3	DVD	AUB	A20519090706
<input type="checkbox"/>	Z-HQ Adult Blu-ray		Blu-Ray MYS Donnie Darko d.		Donnie Darko d. 1	DVD	TCPL	A20518099016

To manage an item on the Picklist, put a check mark in the box next to it and then select a command button.

Command Button	Action
Located	Indicates that the item has been selected and is on the way to a processing location where it will become held for the patron or go in-transit. The pending request moves to the Located list, which you can view by selecting Located at the top of the page. The items would then have to be checked in at a regular Polaris workstation.
Ask Me Later	The hold request is removed from the pending list, and it moves to the next step in the Request to Fill (RTF) process.
Missing	The item is set to Missing.
Deny	The hold request is denied, and it is removed from the pending list. *You should never use the Deny function as this request will never return to your library.
Properties	Provides you with information like the hold status, patron, pickup branch, and more.

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.

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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 [JobNow](#) database. Check out *SkillSurfer*, under the *Career/ Career Resources* heading. What computer programming languages are available in the *Computers and Technology* topic?

Previous Answers

March 30: Nova Scotia

April 13: Hej or Hallå

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 (jphilippe@scrlc.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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