



FINGER LAKES
LIBRARY SYSTEM



MEMBER LIBRARY BI-WEEKLY BULLETIN

No. 19.23

Friday, November 22, 2019

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Announcements & Reminders

Applications are now being accepted for Family Literacy Mini-Grants and Outreach Mini-Grants. See page 9 for details!

Links to Make You Think

[ALA endorses Kansas City Public Library Director Crosby Kemper III as new IMLS director nominee](#)

[Crash Course: Recent poetry books for younger readers](#)



[The Complicated Role of the Modern Public Library](#)

[From the Library with Love](#)

[2019 National Book Award Winners Announced](#)

[Can You Solve These Anagrams Of Children's Book Titles?](#)

[Japanese Architect Designs Slanted Book Cases You Can Climb Up To Get Your Books](#)

From The Director



Last week was the New York Library Association Conference in Saratoga Springs. I attended the annual conference in addition to Nora Burrows from FLLS, as well as library staff from the Cortland and Ovid libraries. I would like to share with you some of the items we discussed at our State meetings before the conference started.

PULISDO – the Public Library Directors Organization met with our new State Librarian, Lauren Moore, along with State Library staff members. This was our first official meeting with the State Librarian and we used our meeting time with her to discuss her vision for her job. Lauren has been on the job since August and has been using her time to meet with State Library staff, learn policies and procedures and start thinking about the direction that Library Development will be taking. She has already made changes to the public hours of the State Library and has closed Saturday hours to the public except for one Saturday a month.

Lauren would like to see a strong partnership between systems and the State Library and more partnership work and projects. Lauren believes that all our libraries in New York State are great libraries run by great directors. She is committed to visiting libraries throughout the State and is working on easing travel restrictions that have plagued State Library staff in previous years.

The topic of Macmillan and support of a boycott of Macmillan e-content purchasing was discussed at length both in our meeting and in her public presentation at NYLA on Friday. Lauren explained that the way our State Library is set up, she cannot make statements that would be considered lobbying in any form, so she is refraining from making a public statement. She is recently back from a national conference of fellow State Librarians, and the topic was discussed there also. Lauren's recommendation is that public library systems be the ones having conversations about this topic and making statements. This is something FLLS is working on with our Directors' Advisory Council and the Finger Lakes Library System Board.

NYALS – I also attended the New York Alliance of Library Systems meeting on Wednesday afternoon. NYALS is made up of public library system directors, school library system directors, and directors of our nine regional library councils. During our meeting, we heard from the Executive Director of NYLA and we were introduced to their new government operations staff person. NYLA will be sending out a press release shortly introducing everyone to their new hire.

The legislative priorities for 2020 remain the same from last year – a \$200 million ask for library aid, a \$75 million ask for construction aid, and a legislative priority for recommending school librarians in all of our schools. Talking points are being worked on and will be out shortly. A reminder that Advocacy Day 2020 is on a different day – Tuesday, February 25, 2020. Look for more information shortly from FLLS about our Advocacy Day bus.

NYALS also is planning a two day conference for NYALS directors in August 2020. FLLS and South Central Regional Library Council have tentatively offered to host the conference in Ithaca for the group.

I hope you have a wonderful weekend and upcoming Thanksgiving!
Sarah



Member Library News

Seneca Falls Library & Seymour Library Patrons Love Miss Martha!



"Miss Martha is our beautiful, amazing reading dog and has been working with me at the SF Library for over 8 years! She has literally changed the lives of hundreds of kids in our community!!! The Seymour Library doesn't have a reading dog and reached out to us, asking if we would share Miss Martha with their younger patrons. We were happy to oblige! Jill Hand & I created a Read with Martha program at Seymour Library for the month of November to see how their community reacted. It was beautiful. The families LOVED Martha—they shared stories with her, brushed her, and even dressed her up with Mr. Potato Head pieces!!! As you can see from the picture, Martha enjoyed every second of the attention. The program went so well that we are trying to continue the partnership in the coming months."

*Tara Montorey
Youth Services Coordinator*



Edith B. Ford Memorial Library Annual Fall Festival

"We had a haunted gingerbread house and a haunted trail this year; with Harry Potter experiments, a Puppet Show, Trunk-or-Treat, and a Village Costume Party!"

*Rebekah Abbey
Administrative Assistant*



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Scam Alert!

The Bad Guys Have a New Favorite Online Service to Exploit (and It May Be One You Never Heard of)

Over the past few years malicious actors have apparently decided that the future of phishing lies in exploiting trusted online services. Your users have undoubtedly seen the upshot of that decision in their inboxes: an endless stream of malicious emails pushing links to malicious content hosted on services like Dropbox, Sharepoint/OneDrive, Box, Constant Contact, and Evernote -- to name just a few.

Now the bad guys have a new favorite online service to exploit: Microsoft Sway.

What is Sway?

Never heard of it? Or maybe you have heard the name but are still a bit fuzzy as to what it is? It's time to make introductions, because the bad guys are increasingly hip to Sway.

Released in 2015, Sway is an online service or productivity tool that you can think of as a cloud-based mash-up of Publisher, PowerPoint, and Frontpage. Indeed, Microsoft encourages its use for many of the same kinds of things as Publisher and PowerPoint, particularly online newsletters and short marketing presentations.

The Wikipedia page on Sway usefully summarizes it like this: *"Office Sway is a presentation program and is part of the Microsoft Office family of products. Sway was offered for general release by Microsoft in August 2015. It allows users who have a Microsoft account to combine text and media to create a presentable website. Users can pull content locally from the device in use, or from internet sources such as Bing, Facebook, OneDrive, and YouTube."*

Best of all, though, "The program also provides native integration with other services, including YouTube, Facebook, Twitter, Mixcloud, and Infogram." Because what's the point of offering an exploitable online service to everyone with a Microsoft account if it doesn't integrate with social media and other online productivity tools?

During the last month or so customers using KnowBe4's free Phish Alert Button (PAB) have reported a rapidly rising number of phishing emails that leverage Microsoft Sway.

So far the bad guys have not yet fully exploited Sway's integration with other online services. (Give them time.) What they are doing, though, is skillfully deploying Sway to leverage the inherent trust that users place in Microsoft in order to trick them into clicking through to slick, convincing web pages that offer your employees an inviting opportunity to cough up their login credentials. Nice, huh?

Let's take a look at the screenshots on the KnowBe4 Blog:

<https://blog.knowbe4.com/the-bad-guys-have-a-new-favorite-online-service-to-exploit-and-it-may-be-one-you-never-heard-of>



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Webinars, Workshops, & Events

FLLS Events

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

Challenging Conversations

Wednesday, January 22

10:00am-12:00pm

Finger Lakes Library System

What makes having a challenging conversation so hard? Maybe it is the topic, the fear of confrontation, the other person's potential reaction, having time or maybe it's you... dare I say yes perhaps maybe it is YOU! All too often our approach to these challenging conversations is embedded with stories that have fueled our feelings and are now driving our actions. In this workshop we will work on strategies to identify our stories, understand what we are feeling and why and develop an approach that will take the challenge out of challenging conversations.

PLEASE REGISTER AND HAVE THE BELOW SURVEY COMPLETED BY DECEMBER 4:

<https://www.surveymonkey.com/r/PPSYBDS>

Conferences & Outside Trainings

ALA Midwinter Meeting 2020

January 24-25

Philadelphia, PA

Three days of exploring the many futures of academic, public, school, and special libraries for the Symposium on the Future of Libraries.



PLA Conference 2020

February 25-29

Nashville, TN

Join your colleagues in Nashville to do more than develop new skills and talk about how far our libraries have come—be a part of inventing what comes next. The advanced registration rate is available to everyone through January 31, 2020. Public Library Association (PLA) and Tennessee Library Association (TLA) personal members get exclusive access to the Early Bird discount through December 20, 2019.

Webinars

Libraries and Homeless Patrons

Wednesday, December 4, 12:00pm

Do you want:

- 1) MORE CONFIDENCE working with troubled patrons?
- 2) LESS PROBLEMATIC BEHAVIOR in your library?
- 3) AN INCLUSIVE LIBRARY, capable of serving everyone?

Join us for this introductory training on how to effectively (and compassionately) manage problematic behavior from troubled patrons. Presented by Ryan Dowd, author of the American Library Association book, *The Librarian's Guide to Homelessness*.

Doing the Work Externally and Internally: Race, Equity, Diversity and Inclusion

Thursday, December 5, 3:00pm

How does a library respond to a community in deep crisis around race and social justice? Hearing how Richland Library moved the needle on honest dialogue, empathy, and equity with their staff and community, you will be inspired to dig in and do the work at your own library.

Community Health Challenges: Training, Language and Programming for Libraries

Tuesday, December 17, 3:00pm

Public libraries are uniquely positioned to help their communities address substance misuse, homelessness, and mental health concerns, by connecting residents with accurate information and resources. Libraries are seen by many as safe, neutral spaces; but some topics carry fear and stigma that can have an outsized impact on staff and community members' ability to respond. Compassionate training, policies, programming, and choice of terminology can help remove barriers that prevent people from seeking help for themselves or others, and give library staff the information and support they need to address this and other public health crises. This webinar will use several examples of library responses to the opioid crisis to highlight approaches, resources, and programs that can help reduce stigma and fear and promote healthier communities.



Programming Ideas & News

Program Idea for Families: Family Portrait Day

Description: “I wanted to share a first for our library: Family Portrait Day. Last year the children’s librarian, Emily Bryan-Reeder, and I noticed that at our annual holiday storytime, families were bringing in their cameras and using their limited time with Santa to take family photos. With a line of eager kids waiting to see Santa, it was not the ideal atmosphere for a nicely crafted family photo. We thought: why not offer a dedicated program for family portraits? We held our first Family Portrait Day this past Saturday from 10 a.m. - 2 p.m. (extended an hour due to popularity).

For prep, Emily brought in her personal DSLR camera and tripod, I schlepped in some furniture from home, we purchased wintry props from the store and bought the cloth backdrop on Amazon.

We were able to take portraits for 16 families, with each assigned a 15-minute time slot. They were so grateful for the service. Some had never had a family picture taken due to cost. Others wanted to test drive how their young kids would handle our free little studio before committing to a pro photographer.

We are in the process of editing the best photos. Each family will be emailed 6-7 photos where everyone is looking at the camera and smiling!

We want to offer this program again. Family Portrait Day can be easily replicated and done anytime of the year.”

Taken from Programming Librarian Interest Group: <https://www.facebook.com/groups/ProgrammingLibrarianInterestGroup/permalink/2514995221911696/>



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Census 2020 Update

New Feature!

In each bulletin, we will feature important information and news about Census 2020.
The topic for this bulletin is timelines!

FLLS Support Timeline

- October 2019: A Needs Assessment Survey was distributed to all member libraries.
- November 2019: A discussion was held at the FALCONS meeting and a web page with helpful Census information went live: <https://www.flls.org/census-2020/>
- December-January 2019: Official Census 2020 marketing materials will be distributed. Technology assistance will be provided.
- February 2020: A Q&A Webinar will be held.
- February-April 2020: Member libraries will be encouraged to promote the Census.

Census 2020 Mailings Timeline

This timeline below, taken from the flyer: [How the 2020 Census will invite everyone to respond](#), shows a approximate timeline for when patrons will start receiving mail from the Census Bureau.

WHAT WE WILL SEND IN THE MAIL	
On or between	You'll receive:
March 12-20	An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)
March 16-24	A reminder letter.
	If you haven't responded yet:
March 26-April 3	A reminder postcard.
April 8-16	A reminder letter and paper questionnaire.
April 20-27	A final reminder postcard before we follow up in person.

In the News

- [More than \\$1 billion in library funding to be allocated based on Census results](#)
- [Governor Cuomo Announces \\$60 Million to Support Counting Every New Yorker in the 2020 Census](#)
- [Webinar Opportunity - Census 2020 and Adult Education: Call to Action](#)
- [ALA to host free webinar on library outreach, programs in 2020 Census](#)

Questions? Comments? Concerns?

Consulting, Resources, Training:

Jenny Shonk

jshonk@flls.org or 607-273-4074 x236

Technology:

Rex Helwig or Eric Franks

rhelwig@flls.org or efranks@flls.org or 607-273-4074 x237

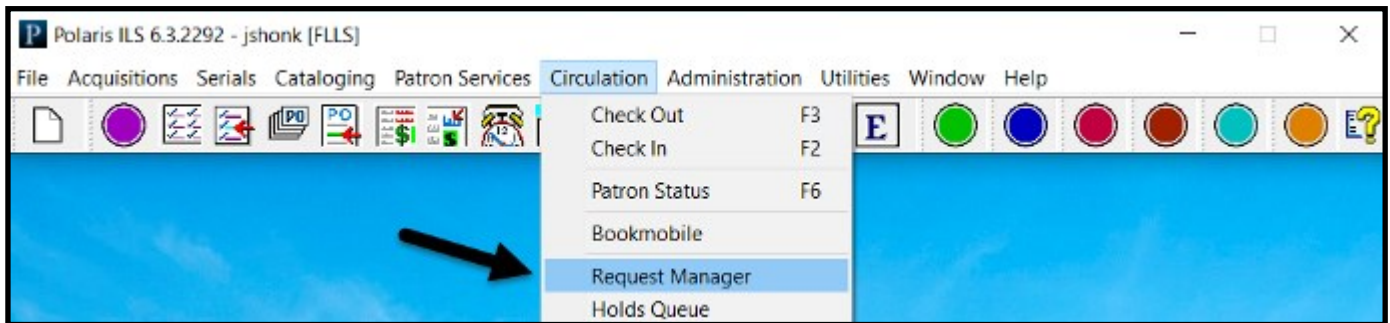
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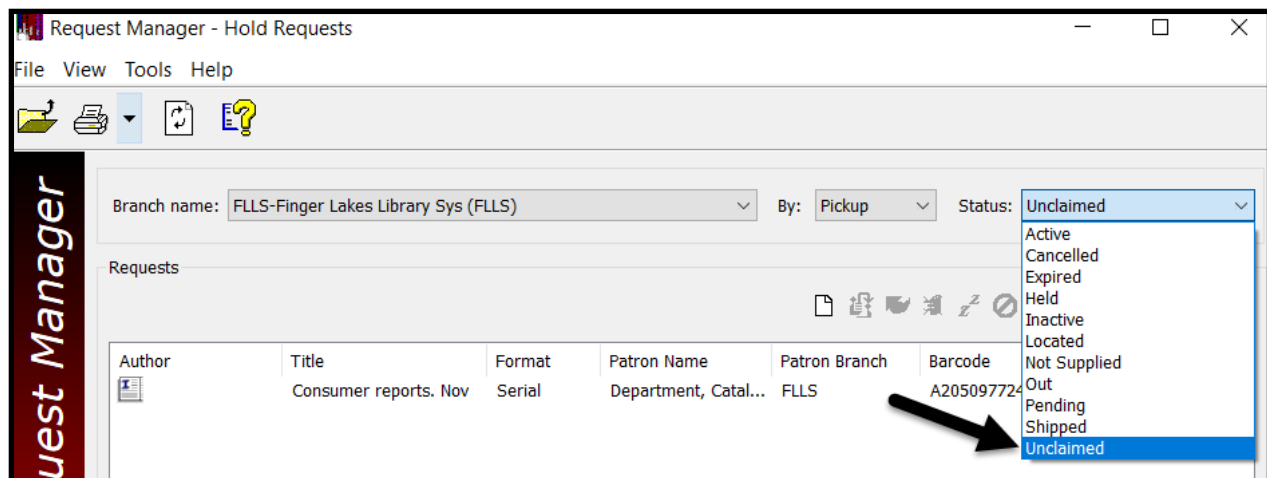
Polaris FAQ

Polaris Hold Requests & Maintenance

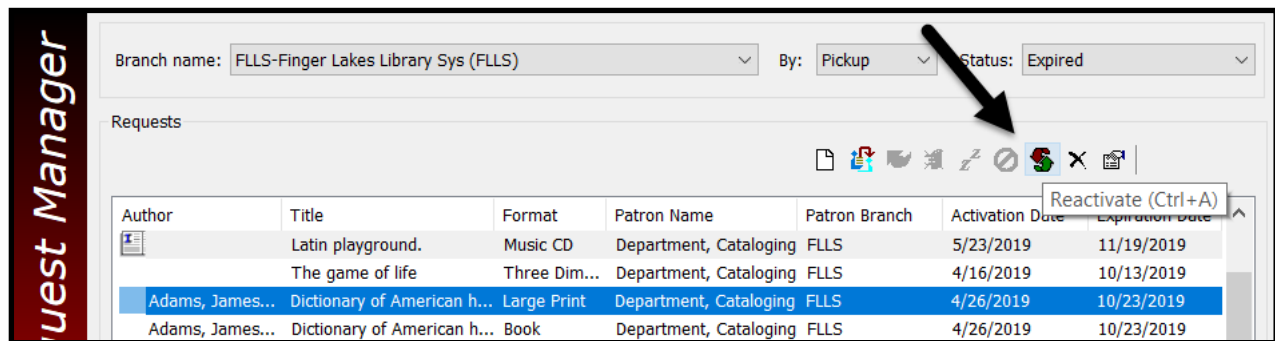
Find unclaimed holds in the Request Manager!



Open Request Manager by going to **Circulation > Request Manager** on the Polaris toolbar. Click on **Status:** and select **Unclaimed**. Please remove any of the items listed there from your holds area and check them in so that they are sent to the appropriate library. Some libraries have a procedure in place to call and remind patrons about their holds prior to the unclaimed date. Please be mindful of unclaimed items to ensure that all patrons are receiving their hold requests in a timely manner.



You can also change the **Status:** to **Expired** and click on an item and then the **Reactivate** button to reactivate a hold. Change the **Status:** to **Not Supplied** and check if your library is now able to fill any hold requests listed there.



Have something to share?

Please send submissions to Jenny by 9am on December 6 to be featured in the Bulletin!

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Awards, Contests, & Grants

2019-2020 Family Literacy Mini-Grants

The Finger Lakes Library System is offering mini-grants to member libraries as part of the 2019-2022 New York State Family Literacy Library Program: *Ready to Read at New York Libraries* through Public Library Systems. For the 2019-2020 grant year, \$6,000 is available for mini-grants and each member library may apply for up to \$350. The mini-grants may be used to purchase supplies and materials to support the library's early literacy work. **Applications are being accepted from November 12 through December 20, 2019.**



Grant requirements:

- applicants must be libraries that are members of the Finger Lakes Library System,
- materials to be purchased must support the early literacy work of the library,
- applications must clearly indicate what is to be purchased (e.g. "storytime supplies" is not a sufficient description, but "child safety scissors, glue sticks, and storage bins" would be acceptable),
- purchased materials must be labeled "Purchased with funds from the New York State Library's Family Literacy Library Services Program" (pre-printed labels will be available from FLLS),
- the grant will NOT cover food or taxes on purchases,
- to be reimbursed for grant purchases, recipients must fill out a Reimbursement Request and attach receipts,
- all purchases for reimbursement must be made by May 1, the reimbursement paperwork completed by May 15, and the final report submitted by June 1.

Visit the [Early Literacy](#) page for more information and to apply!

2020-2021 Outreach Mini-Grants



It's that time again! Do you have an idea for an outreach project but lack funding? Member libraries in our service area can apply for an Outreach Mini-Grant! Applications are **NOW OPEN** for the 2020-2021 grant cycle. **All applications are due March 20, 2020.** Visit the [Outreach Services](#) page to download an application or to view the FAQs and Tips. *Have a question? Stuck on an idea?* Read our FAQs/Tips or email Jenny Shonk at jshonk@fls.org.