FINGER LAKES LIBRARY SYSTEM

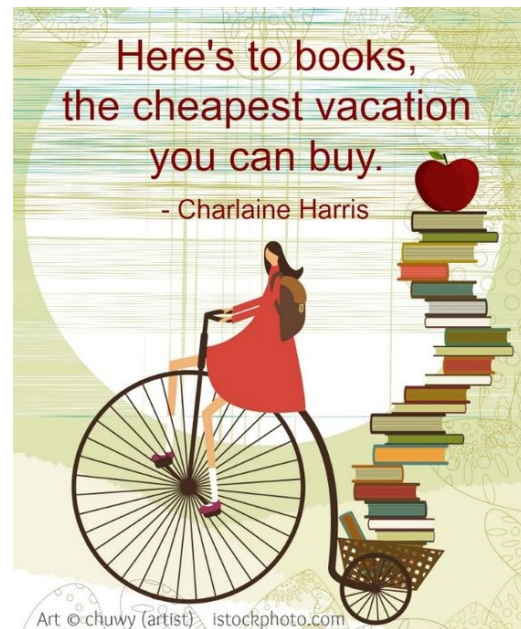# MEMBER LIBRARY BI-WEEKLY BULLETIN

No. 19.24   Friday, December 6, 2019

Table of Contents

You can click on each link below to quickly navigate to your favorite bulletin sections!

Here's to books, the cheapest vacation you can buy.
- Charlaine Harris

Art © chuwy (artist) istockphoto.com

Announcements & Reminders

There are several new webinars and workshops coming up in December and January. See page 5 for details!

Links to Make You Think

Ex Libris Signs Definitive Agreement to Acquire Innovative

2019 Holiday Gift Guide for Librarians and Book Lovers

Helping Patrons Navigate Online Banking

When a Program Fails

No, We're Not Going to Run Out of French Fries

Multicultural Picture Books: A Deeper Look at Your Collection

It's a Wrap! Wikipedia + Libraries: Health and Medical Information Course

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

From The Director

I hope everyone had an enjoyable and relaxing Thanksgiving holiday. I would like to update you on a few things we have been working on over the past two weeks.

Hoopla Ending – We have been working with both our member libraries and Hoopla about finalizing the termination of Hoopla for the majority of our libraries at the end of December. The libraries that are continuing to offer Hoopla are Apalachin, Auburn, Candor, Groton, and Seneca Falls. This week we sent out a direct email to registered Hoopla patrons of the libraries who are not continuing Hoopla on their own. While we received a handful of emails expressing sadness of discontinuing the service, we also received positive emails thanking us for evaluating our resources, clearly communicating to our patrons, and for working on reducing holds in OverDrive.

South Central Regional Library Council Workshop – On Friday, December 6 the Finger Lakes Library System hosted a workshop and all committee meeting of the South Central Regional Library Council. SCRLC is our regional library council and it is located in downtown Ithaca. By State Education law, I sit on their board, along with librarians from the Southern Tier Library System and Four County Library System, who are the other two public library systems in SCRLC's service area. All of the librarians at FLLS sit on an advisory board of SCRLC. I am currently SCRLC's Treasurer and sit on their Awareness and Advocacy Committee, Diversity, Equity and Inclusion Committee, Bylaws Committee, Executive Committee, and Chair of the Finance Committee. Jenny Shonk sits on their Educational Services Committee. Nora Burrows will be serving on their Strategic Planning/ Plan of Service committee that is starting up in early 2020. Deborah Geier recently has joined the Resource Sharing Committee.

Kirby Edmonds, managing partner of TFC Associates, gave a presentation to the group on supervisory skills and situational leadership. The situational leadership model addresses when and how to use four different leadership styles: directing, coaching, supporting and delegating. The group discussed communication, observation, listening skills, planning, conflict management and building consensus along with other skills. We then spent the afternoon hearing from the various committees at SCRLC on their 2019-2020 actions and goals.

Ex Libris to Acquire Innovative – On Thursday, December 5, we received notice that Ex Libris, a Pro Quest company, has signed an agreement to acquire Innovative, our Polaris provider. Innovative will become a business unit within Ex Libris and the acquisition is expected to close in early 2020. According to their press release, "Ex Libris is a global provider of cloud-based solutions that enable libraries to increase productivity, maximize the impact of research activities, enhance teaching and learning, and drive student engagement. The Innovative team is looking forward to joining an organization that shares our vision of innovating for our customers and for the library industry." Innovative also believes that being part of Ex Libris will enable them to deliver a wider set of choices, including additional platforms and complementary solutions, to its users. FLLS is monitoring the acquisition and immediately reached out to our Innovative representatives. We will keep you updated on any further developments. The full press release is available on page 1 of this bulletin.

I hope you have an enjoyable weekend!

Sarah

Member Library News

Cats vs. Dogs
Voting Practice at Cortland Free Library

Official ballot!

Children who visited Cortland Free Library Youth Services last month were able to vote in the library for their favorite animal: cats vs. dogs! Each child filled out a ballot and received an "*I Voted Today*" sticker after voting. This is an excellent way to teach children about their constitutional rights.

The results are in: **Dogs won!** There were 100 votes (56 for dogs and 44 for cats).

Miss Tammy found this great idea on Pinterest.
Visit https://legolibrarian.com/2018/11/17/kids-programming-kids-vote/ for more info!

> ***Have something to share?***
> Please send submissions to Jenny by 9am on December 20
> to be featured in the Bulletin!

Scam Alert!

In Just 3 Months, Google Alerted 12,000 People About Phishing Attacks by Nation-States

Google's Threat Analysis Group (TAG) delivered thousands of alerts of government-backed attempts to spearphish Gmail users over just a three-month period earlier this year.

TAG director Shane Huntley revealed that from July to September 2019 his team sent 12,000 warnings to users in 149 countries. From a heat map attached to the blog post, you can see that most were located in the US, South Korea, Pakistan and Vietnam.

"Over 90% of these users were targeted via 'credential phishing emails'... attempts to obtain the target's password or other account credentials to hijack their account," he added.

"We encourage high-risk users — like journalists, human rights activists, and political campaigns — to enroll in our Advanced Protection Program (APP), which utilizes hardware security keys and provides the strongest protections available against phishing and account hijackings. APP is designed specifically for the highest-risk accounts."

Google's TAG tracks over 270 targeted and government-backed threat groups across 50+ countries in an attempt to detect a variety of dodgy activities like intel collection, IP theft, targeting of dissidents and activists, destructive cyber-attacks, and spreading coordinated disinformation.

He also detailed efforts to detect and remove coordinated influence operations by Russian state hackers in Africa using "inauthentic news outlets to disseminate messages promoting Russian interests in Africa." A total of 15 YouTube channels were removed as a result.

Stepping high-risk users through new-school security awareness training is something that KnowBe4 would like to add as an absolute necessity as part of any organization's defense-in-depth strategy.

Blog Post with Heat Map:
https://blog.knowbe4.com/google-sent-12k-nation-state-phishing-warnings-in-three-months

Webinars, Workshops, & Events

FLLS Events

Digital Census Preparation Training
Friday, January 24, 9:30am-4:00pm
Held at Finger Lakes Library System
Made possible by Empire State Library Network. For anyone who intends to work with communities towards a complete count during Census 2020. If you or your organization is considering providing internet access or digital tools and services, we will help you create safe digital and non-digital pathways to participation for your patrons or community. Modules in these sessions include public-facing FAQs, reference interview materials, physical space security, holistic IT, secure participation kiosks, and more. *Registration and lunch are free, and made possible by funds granted from the Charles H. Revson Foundation. The statements made and views expressed, however, are solely the responsibility of Empire State Library Network.* REGISTER!

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

#eBooksForAll Campaign Update
Tuesday, December 17, 2:00pm (FREE)
Join the ALA Public Policy & Advocacy Office and the Public Library Association (PLA) for a free webinar to update you on the #eBooksForAll campaign, planned next steps with Congress and data gathering to build the library case, and specific actions you can take to advance these efforts. Bring your questions and your front-line experience to inform national planning and communications.

Applying Trauma-Informed Concepts to Reduce Harm
Wednesday, December 18, 2:00pm ($43-59)
This webinar—the third in a series—will dive into how a trauma-informed service philosophy can reduce harm for library staff and patrons. Panelists will address specific scenarios and help participants begin to use trauma-informed concepts to address concerns before they arise and when they arise. By incorporating concepts and research covered in the first two webinars, attendees will learn how to look through a trauma-informed lens and will gain ideas to consider when approaching an interaction. Webinar registrants will receive a form to describe specific scenarios they might like the group to address; the webinar will aim to address roughly 4–5 attendee-submitted scenarios.

Engaging Families with Nature Based Library Programming
Tuesday, January 28, 2:00pm (FREE)
Learn about ways to engage children and their families in nature based library programs as we discuss programs and partnerships that get library patrons outside of traditional library based programs and into the community. Discover how programs like snowshoeing owl prowls and frog watches connect families with nature and how these programs are collaborations with outside organizations. Also learn how to get your library patrons to enjoy the great outdoors with lending items like bird watching backpacks, family outdoor game lending libraries and more.

Programming Ideas

Program Idea for Teens/Tweens:
Nailed It / Failed It: Holiday Snacks Edition

Description: "This program was inspired by Netflix show "Nailed It!", which features amateur bakers trying to bake crazy cakes and treats.

Our program encouraged teen and tween participants to create decorative, fun snacks. Since the program was being held in December, we challenged them to make holiday-themed marshmallow pops: a reindeer, a Santa and a snowman."

Taken from Programming Librarian:
http://www.programminglibrarian.org/programs/nailed-it-failed-it-holiday-snacks-edition

Program Idea for Adults:
Obituary Writing Workshop

Description: "After seeing a post on the Programming Librarian Interest Group Facebook page about a write-your-own obituary program, I reached out to our local college's writing center director. After introducing myself via email, I told him I was interested in offering a class about writing an obituary. He was intrigued with the idea, and we met to brainstorm ideas. He proposed to run this as a two-part workshop. The first class would be a learning class, a general session on what is expected from an obituary and how to maintain accuracy, as well as providing participants with a few examples of good obituaries. The students were then to be given homework for the second session. For the second class, the writing director would come back with two student writing tutors to go over the actual writing of the obituaries and offer constructive criticism. Our goal was for participants to leave with a decent obituary."

Taken from Programming Librarian:
http://www.programminglibrarian.org/programs/obituary-writing-workshop

We have a board for that!
Check out our Pinterest! Page!

Census 2020 Update

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

In-Person Trainings

- *Digital Census Preparation Training* on Friday, January 24, 9:30am-4:00pm, at Finger Lakes Library System. This program is free and made possible by Empire State Library Network. More details can be found on page 5.

Webinars

- *FLLS Census Q&A Webinar*—TBD (February)
- *ALA Library Programs and Partnerships in the 2020 Census*—December 16
- *ALA Connecting Your Community to 2020 Census Jobs*—Recording
- *ALA Preparing Your Library for the 2020 Census*—Recording

In the News

- Governor Cuomo Opens Applications for 2020 Census Outreach Funding

JOIN THE 2020 CENSUS TEAM

Learn about jobs & apply in person!
Thursday, December 12th, 3-6 pm
Tompkins County Public Library, Ithaca

$18 Hour / 58¢ Mile

APPLY ONLINE!
2020census.gov/jobs

United States Census 2020

The U.S. Census Bureau is an Equal Opportunity Employer.

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

Polaris FAQ

Please Update the Dates Closed Table ASAP

It is time to start updating your Dates Closed table in Polaris Admin for 2020. The process is not difficult and there are detailed instructions on the CNS webpage: http://www.flls.org/computer-network-services/. Click on the **Updating the Polaris Dates Closed Table** link on the top left box under the Polaris heading. Please enter your 2020 closed dates for any days you would normally be open. If you aren't open on Mondays, you won't need to enter a date for a Monday holiday since Polaris already takes that into account. If you have any questions please don't hesitate to contact the CNS department for assistance: rhelwig@flls.org/efranks@flls.org or 607-273-4074 x237.

FLLS 2020 closed Dates:
Wednesday, January 1 – New Year's Day
Monday, January 20 – MLK Jr. Day
Monday, February 17 – Presidents' Day
Monday, May 25 – Memorial Day
Friday, July 3 – Fourth of July
Monday, September 7 – Labor Day
Monday, October 12 – Columbus Day
Thursday, November 26 and Friday, November 27 – Thanksgiving
Thursday, December 24 and Friday, December 25 – Christmas
Thursday, December 31 – New Year's Eve

Warning: There are Record Lock problems on the "Dates Closed" table when two people try to work on it at the same time. We have learned that only one person at a time (system wide) can work on the table. So that everyone can get their Dates Closed entered, please follow these procedures:
- If you are working on the Dates Closed table, make your changes as quickly as possible and then save them and close the table.
- If you get an error message that the table is in use, please just wait for a while and try again later (the fact that the table is busy does not mean that someone else is changing your dates closed).

Awards, Contests, & Grants

2019-2020 Family Literacy Mini-Grants

Deadline: December 20, 2019

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.

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.

Deadline: February 3, 2020

The Libraries Transform Communities Engagement Grant is an annual grant to recognize, promote and support innovative and meaningful community engagement efforts in libraries. Community engagement is the process of working collaboratively with community members – be they library patrons, residents, faculty, students or local organizations – to address issues for the betterment of the community.

The intent of the grant is to provide support for a school, public, academic, tribal or special library to expand their community engagement efforts. Libraries are invited to apply by designing and outlining activities for a library-led community engagement project. Proposed projects should focus on creating innovative and meaningful community engagement efforts. Visit http://www.ala.org/tools/programming/LTCEG for more information.