

Director's Report for Meeting: August 17, 2022

Sarah Glogowski will give a verbal report.

Rex Helwig

CNS Department Stats for June, July 2022:

Rex's Help Desk Tickets, June 2022:

Open at beginning of month:	9
Created during month:	28
Closed during month:	33
Still open at end of month:	4

Eric's Help Desk Tickets, June 2022:

Open at beginning of month:	12
Created during month:	12
Closed during month:	9
Still open at end of month:	15

Rex's Help Desk Tickets, July 2022:

Open at beginning of month:	4
Created during month:	16
Closed during month:	12
Still open at end of month:	8

Eric's Help Desk Tickets, July 2022:

Open at beginning of month:	15
Created during month:	14
Closed during month:	16
Still open at end of month:	13

Rex's site Visits: 6/13/2022 - NEVA - Install new color all in one printer and remove a B&W printer and a fax machine.

7/19/2022 – BERK - Pplan loaner wireless access point install for Blueberry festival

7/21/2022 – BERK - Install loaner wireless access point for Blueberry festival

7/29/2022 - POP - Upgrade Cisco Meraki equipment for ARP grant

7/29/2022 – MOR - Install Cisco Meraki Router and 2 Wireless Access Points and FIOS install

Eric's site Visits: 7/7/2022 – BERK - Remove Circ computer and install loaner after fake support was allowed remote access to the computer

7/11/2022 - BERK - Remove loaner Circ computer and install wiped, reinstalled and pushed up to Windows 11 computer.

Deb Geier

JUNE:

Cataloging:

During the month of June, I edited and imported 7802 bibliographic records. I continued to bulk import and edit bibliographic records to replace incomplete records. I completed cataloging all Korean language books.

JULY:

Cataloging:

During the month of July, I edited and imported 2692 bibliographic records. I continued to bulk import and edit bibliographic and authority records to replace incomplete records in the catalog. I focused on updating authority records.

ILL: I reviewed and edited settings in OCLC WorldShare to prepare for ILL services beginning in August. I reviewed WorldShare and Polaris documentation and viewed WorldShare videos.

Deb Geier, cont.

Meetings/trainings:

6/15 – FLLS directors' meeting

7/20 – FLLS directors' meeting

7/26 – Staff meeting

7/13 -- Transforming metadata webinar, Introduction to WorldShare ILL webinar, WorldShare ILL Borrowing webinar, WorldShare ILL Lending webinar

Jenny Shonk

JUNE:

- Answered (25) reference/consulting questions for member libraries and correctional facilities focusing mainly on Polaris and other technologies.
- Assisted Heidi with Museum Pass project by creating (96) item records and (3) record sets. Assembled (2) new adult book group kits and added them to the catalog.
- Attended the SCRLC Diversity, Equity, Inclusion, and Justice committee meeting. Attended state-wide The Great Give Back informational session (June 7). Attended FLLS eContent Committee meeting.
- Developed both an Inclusion, Diversity, Equity, & Accessibility (IDEA) statement and digital IDEA toolkit for FLLS with Heidi's assistance. Both items will be edited and approved by the FLLS IDEA committee and then passed on to Sarah and the FLLS Board for final approval.
- Facilitated Data Collection II webinar with Heidi and Best Practices for Serving LGBTQ+ Patrons webinar with Lisa Koenecke.
- Hosted the monthly Member Library Support Group with Heidi's assistance. We discussed LGBTQ+ Pride Month, youth services updates, and summer reading. Co-hosted the monthly Director's meeting. Took notes for each meeting that were distributed.
- NYS liaison reviewed and approved section 15 of TCPL's report. Since all member library reports have been approved, they were uploaded to the Annual Reports webpage.
- Organized content for the bi-weekly bulletin. Moved materials from the Promotional Materials page of the website to For the Public and then removed the former page. Updated and created various procedural documents relating to outreach, annual reports, etc.
- Placed (4) orders and scheduled (2) deliveries for Cayuga Correctional Facility and Five Points Correctional Facility. Held the Annual Authentication meeting (June 10) and filed signed agreements for Auburn Correctional Facility, Cayuga Correctional Facility, and Five Points Correctional Facility. (Willard Drug Treatment Campus was closed March 2022.)
- Provided materials to a Talking Book & Braille Library (TBBL) patron.

JULY:

- Answered (22) reference/consulting questions for member libraries and correctional facilities.
- Began developing a land acknowledgment statement and a code of conduct policy for FLLS.
- Collaborated with Heidi and member library staff to schedule/plan fall webinars focusing on teen services, social media, and grant writing: <http://www.flls.org/calendar-2/>.
- Created a new adult book group kit: The Sirens of Mars by Sarah Stewart Johnson.
- Created an Interlibrary Loan (ILL) instructional handout and video for member library staff. Updated both Polaris New User and Polaris Leap handouts to include ILL. Created an ILL instructional handout for patrons and updated both PAC brochures. Uploaded materials to the FLLS website; materials for the public can be found on <https://www.flls.org/public/> under the "SEARCH THE POWERPAC CATALOG" logo.
- Hosted the monthly Member Library Support Group with Heidi's assistance; discussed The Great Give Back and Summer Reading. Hosted the Inclusion, Diversity, Equity, & Accessibility Committee meeting with Heidi's assistance; finalized the IDEA statement and toolkit for FLLS. Co-hosted the monthly Director's meeting. Took notes for each meeting that were distributed.
- Organized content for the bi-weekly bulletin. Created a flyer for upcoming NYALS conference.
- Provided materials to a Talking Book & Braille Library (TBBL) patron.
- Scheduled (2) deliveries for Cayuga Correctional Facility.

Jenny Shonk, cont.

Workshops & One-on-One Trainings Held (June & July):

Date	Topic	Location/Library	# of Attendees
6/3/2022	Item Maintenance	Online/NIC	1
6/8/2022	Item Maintenance	Online/SENF	1
6/13/2022	Item Maintenance	Online/SENF	1
6/16/2022	Item Maintenance	Online/AUB	1
6/22/2022	Data Collection II	Online/FLLS	8
6/28/2022	General Polaris	Online/NIC	1
6/29/2022	Best Practices for Serving LGBTQ+ Patrons	Online/FLLS	24
7/7/2022	New Librarians Meetup	Online/FLLS	5
7/8/2022	Polaris Item Maintenance	Online/POP	1
7/18/2022	New Librarians Meetup	Online/FLLS	6
Total:			49

Meetings Hosted (June & July):

Date	Topic	Location	# of Attendees
6/10/2022	Annual Authentication Meeting with Correctional Facilities	Online/FLLS	5
6/14/2022	Member Library Support Group (MLSG)	Online/FLLS	9
7/12/2022	Member Library Support Group	Online/FLLS	8
7/27/2022	Inclusion, Diversity, Equity, & Accessibility Committee	Online/FLLS	6
Total:			28

Heidi Eckerson

June was a busy month. I'm grateful for the help of my colleagues as we were able to get the Museum Pass Kits out to the member libraries in time for Summer Reading. They've already started circulating! I've been marketing them on our social media and other channels, including the Humans Services of Tompkins County Coalition Listserv. After seeing the post, the Tompkins County History Center reached out about partnering with our libraries in a similar way in the future.

FLLS will receive \$3994 from NYS's Love Your Library State Aid for Summer Reading program. I attended a meeting with other Youth Services consultants around the state to discuss how we might use this funding in an impactful way. FLLS has decided to use the money for OverDrive e-content for children, young adults, and emerging adults. The OVID librarian invited me to work their table at the town's Strawberry Festival. I had a great time meeting folks in the community, giving away Summer Reading merch, and connecting with the staff.

July is Summer Reading Season and I've been visiting several of our libraries to participate in programming. I've been sharing our member libraries' activities - there are so many creative ideas and opportunities for their communities. More programs are being held as pandemic restrictions have eased and folks are coming out for them. Ken, our delivery driver, had the idea to create a photo album of libraries' displays and decorations for the Oceans of Possibilities theme. We went a step further and turned it into a contest with 3 random winners. Eighteen libraries submitted nearly 100 photos of what's happening in their libraries. Here's a look:

<https://docs.google.com/presentation/d/1jA8eyqKbfiApqmgX3ZtKw6uwgwyiLOXvAinZxf13nZ4/edit?usp=sharing>
Congratulations to our libraries in WAV, TRU, and MARA who won the random drawings. They'll each receive a gift card to treat the staff.

I've been busy coordinating and developing workshops for libraries. Our upcoming workshops on Social Media and Teen Programming feature speakers from within the system. Our Early Literacy workshop features the director of LODI as well as the organization Teach My Kid to Read (of which she is a member.) The focus will be on the role of libraries in literacy for struggling readers.

Heidi Eckerson, cont.

June:

- Facilitated our quarterly eContent Committee meeting. June's meeting featured a demo of BiblioBoard, a community engagement tool for libraries to create digital displays and collections. We also started reviewing our econtent collection development policy.
- Collaborated with Jenny Shonk to create a draft of FLLS' DEI Statement.
- Worked with FLLS team to catalog, process, assemble, and deliver 96 Museum Pass Kits that were funded by the Myrtle Dee Nash Memorial Fund.
- Participated in monthly Seneca Shares meeting with Seneca County directors and trustees.
- Attended the Great Give Back webinar. I'll be working with Jenny Shonk on this.
- Joined Youth Services Section (NYLA) Conference Planning Team; met to plan April 2023 meeting.
- Attended a grant writing workshop
- Participated in the quarterly Youth Services meeting, which focused on Summer Reading updates, including the Love Your Library funds.
- Co-hosted monthly Member Library Support Group meeting with Jenny Shonk.
- Attended the Trustee Handbook Book Club, which focused on PR and advocacy.
- Went to OVID to help table at the Strawberry Festival. Over 75 folks signed up for Summer Reading
- Co-facilitated the Data II Workshop, about Project Outcome, a survey tool for libraries.
- Met with Kaylee Rollinson, new director at NIC, to assist with grant report and Summer Reading.
- Attended Best Practices for Serving LGBTQ+ Patrons with Lisa Koenecke. (FLLS sponsored)
- Promoting member libraries' events on social media.
- Coordinated a conversation between OVID and TCPL about hosting the Craft Beverage Memory Project exhibit in Ithaca. The project is funded by a \$50,000 IMLS grant.

July:

- Facilitated meeting with Beth Bevars (LODI), Marion Waldman, and Tracy Young from Teach My Kid to Read (TMKTR), a non-profit group focusing on literacy strategies for struggling readers.
- Participated in Seneca Shares meeting with Seneca County library directors and trustees.
- Met with Amber Pasiak (OVID) and Jenny Shonk to discuss Amber's teen programming workshop to be presented to our members in September.
- Co-led two New Librarian Meet-up Workshops with Jenny Shonk.
- Attended Small Library Summer Symposium at Pioneer Library System
- Visited SENF and AURO libraries as part of the Tiny PowerHouse Tour. Led STEAM activities for youth at both locations.
- Worked with OverDrive re new models to reduce wait time by alleviating holds on popular titles.
- Worked with youth librarians at TCPL, to build OverDrive collections for patrons birth-21 using our Love Your Library funds.
- Participated in Stephanie "Cole" Adams' workshop Ready, Set, Policy on Collection Development policy writing.
- Attended July's Director's Meeting.
- Met with Sabrina Hoster at SENF to draft her workshop proposal for the NYLA- Youth Services Spring 2023 Conference.
- Spoke with Sara Knobel from GRO about her idea to bring social workers into her library.
- Participated in FLLS' Inclusivity, Diversity, Equity, and Accessibility meeting to discuss our statement.
- Promoting member libraries' events on social media.
- Met with Zoe VanNostrand from the Tompkins County History Center. We're hoping to collaborate.
- Helped sort in the delivery room.
- Conferenced with Sarah on several member library situations involving personnel, trustees, charters, and more.
- Coordinating a Social Media Workshop for FLLS members to be held in October.
- Coordinated Summer Reading 2022 Photo Album and Contest for member libraries.

Heidi Eckerson, cont.

eContent Highlights, June: OverDrive’s Big Library Read starts July 13 and features Audrey Blake’s historical fiction work *The Girl in His Shadow*. Finger Lakes Library System card holders can borrow the ebook and audiobook for free without waiting on the Libby app or visit the FLLS OverDrive Digital Collection. Readers can then discuss online at <https://biglibraryread.com/join-the-discussion/>.

eContent Highlights, July: We invested our Love Your Library funds into OverDrive econtent for patrons birth-21 years as per NYS guidelines. I reached out to Youth Services librarians Kate Devoe and Regina DeMauro-Axel at TCPL and asked if they would select content for their respective audiences. Together, they curated a brilliant collection of 98 titles, many of which have already circulated. I’ve been showcasing this collection on the FLLS blog as well as social media.

I’ve been re-thinking our OverDrive selection process and have been in discussion with our Collection Development rep as well as my colleagues at FLLS, selectors at TCPL, and several individual members of the e-Content Committee. My goal is to shorten user wait times and alleviate hold requests by using a mix of different lending models. Staying within our current budget of around \$2500 per month, I will invest in Cost-per-Circ and Metered Access Concurrent Use plans to meet demand. I’ll have more information in August and September as the plan unfolds.

eContent Stats for June 2022

Product	Usage	Notes
HeritageQuest	1408 Total Unique Searches	Down 483
Mango Languages	4663 Total Sessions (2596 Web Sessions; 2067 Mobile)	Up 100
OverDrive: FLLS	16,698	Down 70
OverDrive Reciprocal Lending Arrangement	FLLS patrons as Visitors to: OWWL: 498, and STLS: 718 OWWL / STLS Visitor Checkouts from FLLS Collection: 466 / 417	
OverDrive Sora checkouts	366 Total <i>Sora</i> is the public school library app to check out books (includes RLA partners)	
TumbleBooks	30 book views	Down 68
TeenBookCloud (free trial)	Free trial runs from May 15 to Aug 15, 2022. e-content for Teens	19
JobNow	Total Usage: 112	

eContent Stats for July 2022

Product	Usage	Notes
HeritageQuest	1405 Total Unique Searches	Down 3
Mango Languages	4748 Total Sessions (2617 Web Sessions; 2131 Mobile)	Up 185
OverDrive: FLLS	18,482	Up 1784
OverDrive Reciprocal Lending Arrangement	FLLS patrons as Visitors to: OWWL: not reported and STLS: 666 OWWL / STLS Visitor Checkouts from FLLS Collection: 412 / 414	
OverDrive Sora checkouts	142 Home Users , 103 Visitor Users <i>Sora</i> is the public school library app to check out books	
TumbleBooks	69 book views	Up 39
TeenBookCloud (free trial)	Free trial runs from May 15 to Aug 15, 2022. e-content for Teens	0 zero
JobNow	Total Usage: 37	Down 75

Heidi Eckerson, cont.

Workshops/Meetings/Training Sessions:

June 2022

eContent Committee Meeting

Data II: Project Outcome

July 2022

New Librarian Meet Up: 2 (co-hosted with Jenny)

Consulting and Technical Assistance Services:

June 2022

Grants, State, and Federal Funding: 4

Automation and Technology: 5

Youth Services: 6

Personnel Issues: 1

Reference: 6

July 2022

Grants, State, and Federal Funding: 2

Automation and Technology: 1

Youth Services: 9

Personnel Issues: 1

Reference: 2