

**Director's Report for Meeting: September 21, 2022**

**Sarah Glogowski** will give a verbal report.

**Rex Helwig**

**CNS Department Stats for August 2022:**

<u>Rex's Help Desk Tickets, Aug 2022:</u>	
Open at beginning of month:	8
Created during month:	28
Closed during month:	33
Still open at end of month:	9

<u>Eric's Help Desk Tickets, Aug 2022:</u>	
Open at beginning of month:	13
Created during month:	11
Closed during month:	11
Still open at end of month:	13

**Rex's site Visits:**

- 8/2/2022 MCGR - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/9/2022 HOM - Install new Meraki Network Equipment [Router & 2 Access Points]
- 8/9/2022 MARA - Install new Meraki Network Equipment [Router & 2 Access Points & network cable]
- 8/15/2022 DRY - Install new Meraki Network Equipment [Router & 2 Access Points]
- 8/15/2022 NEVA - Install new Meraki Network Equipment [Router & 1 Access Point]
- 8/15/2022 CAN - Install new Meraki Network Equipment [Router & 3 Access Points]
- 8/16/2022 APAL - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/16/2022 OWE - Install new Meraki Network Equipment [Router & 2 Access Points]
- 8/19/2022 GRO - Install new Meraki Network Equipment [Router & 3 Access Points]
- 8/22/2022 SPE - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/22/2022 WAV - Install new Meraki Network Equipment [Router & 2 Access Points & 2 network cables]
- 8/22/2022 NIC - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/24/2022 SENF - Install new Meraki Network Equipment [Router & 2 Access Points]
- 8/24/2022 WAT - Install new Meraki Network Equipment [Router & 2 Access Points & network cable]
- 8/25/2022 CIN - Install new Meraki Network Equipment [Router & 2 Access Points]
- 8/25/2022 MARA - Replace defective Meraki Access Point and run new network cable
- 8/25/2022 MCGR - Replace loaner network switch and network cable for access point
- 8/29/2022 WEED - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/29/2022 CATO - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/29/2022 FAIR - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/31/2022 AURO - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/31/2022 UNS - Install new Meraki Network Equipment [Router & 1 Access Point & network cable]
- 8/31/2022 PORT - Install new Meraki Network Equipment [Router & 2 Access Points]
- 8/31/2022 WEED - Install new 5 port 1Gbps network switch at Circ Counter for 2 computers

**Eric's site Visits:**

- 8/19/2022 GRO - Install new Circ computer and other computer work

**Deb Geier**

Cataloging: During the month of August, I edited and imported 2703 bibliographic records.

ILL: I trained the new ILL associate, which I continue to do.

Meetings/trainings:

8/17 – FLLS directors’ meeting

8/17 – FALCONS meeting

2022	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL YTD
<b>ILL</b>													
Items Circulated	0	0	0	0	0	0	0	14466					14466
Total requests submitted	0	0	0	0	0	0	0	14506					14506
% Filled								99.7%					99.7%
<b>Out-of-System ILL</b>													
Items Borrowed/Copied	0	0	0	0	0	0	0	151					151
Items Loaned/Copied	0	0	0	0	0	0	0	172					172

**Jenny Shonk**

- Correctional Facilities: Finalized the new account with Ingram, placed an order, and scheduled a delivery for Cayuga Correctional Facility.
- County Jails: Received jail figures from Jim and updated the 2022-2023 spreadsheet. Contacted facilities about placing orders. Renewed a subscription for Tompkins County Jail.
- Diversity, Equity, & Inclusion: Finalized and submitted the IDEA (Inclusion, Diversity, Equity, Accessibility) statement and toolkit to Sarah. Submitted a Code of Conduct to the IDEA committee. Completed the Diversity, Equity, & Inclusion Self-Assessment (DEISAA) Audit survey for SCRLC. Hosted the Social Justice Book Club discussion (August 31) with Heidi’s assistance; we discussed "All the Real Indians Died Off": And 20 Other Myths About Native Americans by Roxanne Dunbar-Ortiz and Dina Gilio-Whitaker. Completed an on-demand Library Journal Course Equity in Action: Solidarity in Social Justice; course was valuable but no credit was awarded, free with the purchase of a separate course.
- Meetings: Hosted the monthly Member Library Support Group (August 9) with Heidi’s assistance; discussed Summer Reading and Youth Services. Co-hosted the monthly Director’s meeting (August 17). Took notes for each meeting that were distributed. Attended Falcons Meeting (August 18).
- Outreach: Provided materials to a Talking Book & Braille Library (TBBL) patron. Updated Accessibility brochures for website: <https://www.flls.org/accessibility/>. Planned out the COSAC meeting.
- Promotion: Organized content for the bi-weekly bulletin. Created flyers in Canva to promote upcoming webinars and Ryan Dowd webinar series; the series had 92 views in August, a 73% increase over the previous month.
- Reference and Consulting: Answered (11) reference/consulting questions for member libraries and correctional facilities focusing on technology.
- Miscellaneous: Assisted Heidi with updating the annual Summer Reading survey. Began implementing a plan to improve the FLLS website with Heidi; created an outline and pared down the content on several pages.

**Jenny Shonk, cont.**

**Workshops & One-on-One Trainings Held (Aug 2022):**

Date	Topic	Location/Library	# of Attendees
8/29/2022	Item Maintenance	Online/HOM	1
<b>Total:</b>			<b>1</b>

**Meetings Hosted (Aug 2022):**

Date	Topic	Location	# of Attendees
8/9/2022	Member Library Support Group	Online/FLLS	7
8/31/2022	Social Justice Book Club	Online/FLLS	2
<b>Total:</b>			<b>9</b>

**Heidi Eckerson**

I've been finalizing and marketing our Fall workshops: Engaging Teens with Connected Learning, Social Media 101, and the Lodi Literacy Hub, where we'll celebrate National Dyslexia Month with a look at what the Whittier Library in Lodi is doing to support all readers. Eric Franks and I are also reviving "Lunch and Learns" in October with "Hybrid Programming Hacks". A few of our directors have requested this.

Jenny Shonk and I are also looking at planning a Library Roadtrip for 2023 based on similar models in the Mid-York, Upper Hudson, and Chautauqua-Cattaraugus Library Systems. This had been on my mind and then was also suggested by a member library.

- Visited the Newfield Public Library and facilitated an Escape Room in the Tiny PowerHouse
- Co-hosted August Member Library Support Group meeting with Jenny Shonk
- Met with Amber Pasiak (OVID) to discuss their September workshop "Engaging Teens with Connected Learning"
- Met with Emily Belle from Cornell Cooperative Extension to debrief on the Tiny PowerHouse program. We created a survey and have plans for other projects including Sustainability workshops
- Zoomed with Beth Bevars (LODI) to review her Lodi Literacy Hub workshop slated for late October
- Connected with Eric Franks to develop a Lunch and Learn about Hybrid Programming with a focus on equipment on a budget. This was requested by a member library.
- Facilitated a meeting between Teresa Vadakin @ TCPL and Sara Knobel @ GRO on the possibility of bringing social workers into their libraries.
- Strategized with OverDrive econtent Selectors at TCPL about filling holds and alleviating wait times
- Sent out 2022 SRP Final Evaluation Survey. Jenny and I worked to have the questions align with what will be asked on the Annual report. Libraries have been requesting this for a while.
- Attended Directors Mtg
- Visited Hazard Library in Poplar Ridge and had fun at their Ukulele Camp Concert.
- Working with Jenny Shonk to overhaul aspects of FLLS website. Many users have commented on its format
- Planned for upcoming econtent quarterly meeting in September
- Announced winners of SRP Photo Contest, worked with Jim Stebbins to award prizes to WAV, TRU, and MARA
- Created Sept/Oct 2022 Trustee Newsletter
- Excited to be selected to join the ALA Sustainability in Libraries Book Club taking place this November and December. I have plans to take what I learn and share with our members
- Collecting and coding surveys from the Museum Pass Project. We've had an overwhelmingly positive response to this first-time program.

**Heidi Eckerson, cont.**

**eContent Highlights:** 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. Using several OverDrive reports (Holds Manager) as guides, I have been investing in Cost-per-Circ and Metered Access Concurrent Use plans to meet demand on items with high holds and high holds ratios. Typically I make these titles available every Friday. This patron-driven acquisition model has had positive, almost immediate responses: I have gone through my allotted weekly budget in around an hour!

I am documenting the process and making adjustments as I go.

Additionally I have been reviewing all things OverDrive including our Catalog and Contribution process. Deb Geier has been helping me with the catalog end of things. I have been working with Diana Leigh and Jim Stebbins to streamline our Contribution process.

**eContent Stats for August 2022**

<b>Product</b>	<b>Usage</b>	<b>Notes</b>
HeritageQuest	1249 Total Unique Searches	Down 156
Mango Languages	4809 Total Sessions (2652 Web Sessions; 2206 Mobile) Spanish is the number one language patrons are accessing.	Up 61
OverDrive: FLLS Home Users	18,164 (all formats) Breakout of Cost-per-Circ Lending Model: 169	Down 318
OverDrive Reciprocal Lending Arrangement	FLLS patrons as Visitors to: OWWL: 517 and STLS: 426 OWWL & STLS Visitor Checkouts from FLLS Collection: 403 and 540 respectively.	
OverDrive Sora checkouts	239 Home Users (up 97) 155 Visitor Users (up 52) Sora is the public school library app to check out books	
TumbleBooks	93 book views	Up 24
TeenBookCloud (free trial)	Free trial runs from May 15 to Aug 15, 2022. e-content for Teens	0 zero
JobNow	Total Usage: 28	Down 9

**Consulting and Technical Assistance Services: Aug 2022**

Grants, State, and Federal Funding: 2

Funding and Governance: 2

Automation and Technology: 4

Youth Services: 14

Reference: 3