

## **DIRECTOR REPORT February-March 2024**

### **Administration**

The Rockwell Falls Public Library hired a library manager, and the library opened on March 1, 2023. SALS staff have been working with the new manager and have provided some training.

Erica Freudenberger, Jack Scott, and I met with three of the five Rockwell Falls Public Library trustees, and we spent about two hours providing an orientation to SALS services, the duties of a trustee, and other topics.

SALS, trustees, and member library staff visited our Assembly and Senate representatives via Zoom. Pamela DelSignore scheduled the meetings for us. Two school librarians joined us. Appreciation to Erica Freudenberger and Jack Scott for the informative slide deck.

This is the first time, in my memory, that the Executive Budget included an increase in library funding. We are starting in a better place.

All legislators are familiar with their districts' libraries. This shows the excellent work being done locally and the impact libraries have on the people who reside in the Senate and Assembly districts.

Speaking of advocacy, I will be traveling to Washington DC to meet with staff in Congress members Stefanik, Jeffries, and Malliotakis and Senator Schumer's offices. Talking points will focus on increased Federal Funding (Library Services and Technology Act). The money is used to support statewide initiatives and services. We will ask for \$232 million for LSTA – an increase of \$21 million. NY receives approximately \$8 million. Federal aid also supports literacy and rural broadband access.

The 2023 SALS satisfaction, use, and value survey has been collected and summarized. Here is a link to the Executive Summary <https://salsblog.sals.edu/wp-content/uploads/Executive-Summary-of-SALS-2023.pdf>

The SALS staff are working on the SALS Annual Report for 2023. It will be reviewed at the SALS board meeting and, upon approval, submitted to the NYS (New York State) Division of Library Development. Colleen Smith and Pamela DelSignore are working with member library staff and trustees to assist with the member library annual reports. The review is time intensive. Colleen and Pamela spend a lot of time answering emails from member library personnel.

Colleen will complete the Comptroller's AUD report and facilitate member library participation in the Traliant Sexual Harassment Prevention Training. All employees in NYS must complete sexual harassment training. It is highly recommended that SALS Trustees also complete the training.

### **Automation**

The board of the Schenectady County Public Library voted on February 29, 2024, to withdraw from the Joint Automation Project. The JA department is beginning the planning process to make a smooth transition.

Staff have begun getting quotes for the first group PC order for 2024.

The JA staff continues to work with Schenectady County Public Library on existing projects, including new RFID equipment, gates and the installation of a sorter.

The issues caused by Spectrum blocking some email addresses seems to have been addressed. The JA staff will continue to monitor.

The computer room AC started having humidity errors in early February. TBS determined there was a leak with the canister and parts are needed before it can be repaired. JA staff is waiting for parts and the unit is being monitored.

The SALS cyber insurance contact at Upstate Agency, Kevin O'Brien, has left the company. The new contact is Lee Leibowitz.

Dave MacFarland has been investigating adding Microsoft accessibility features to the next public PC image.

Updates were applied to the firewall due to a new vulnerability.

Chris Mundell worked with the Whitehall Library staff to try to determine options for wiring for a new office space.

Microsoft imposed changes to the storage limits for users, with very inadequate notice. The change went from 1TB per user to 100GB, a very drastic reduction. A small number of shared storage accounts and user accounts were over the new limits. Licenses were purchased for those accounts to accommodate storage needs.

Chris Mundell is working with Crandall on their LibraryCalendar email setup.

Chris has been working with several libraries to find a solution for industry email changes that are affecting how services such as MailChimp, Constant Contact etc. send out mailings on behalf of libraries.

He is working with the MEC library to find a wireless solution for an area by a local dock on the river. Chris did a site visit and provided estimates for a solution.

Jesse Jensen made some updates to the monthly patron and item cleanup processes to streamline work for the trainers

After upgrading software for the GoDaddy website hosting site, disk space issues were discovered. Jesse worked with Jack Scott to make the necessary changes.

SALS website was infected with malicious code causing all hosted sites to slow down. Jason Thomson and Jack were able to resolve the issue.

Work has begun planning the next Polaris ILS upgrade for mid-April. An announcement will be made when the date is confirmed.

Jesse has completed creating the new JA Council website for public information about the JA Council.

Member libraries continue to ask for information regarding cyber security insurance.

JA staff continue to make site visits.

There have been 360 SysAid calls since February 8, 2024. The calls with the most counts were email, Polaris and PCs. The calls that took the most time were Polaris, PCs and email.

### **Cataloging and Training**

Jill Ryder met with the new Rockwell Falls Public Library Manager, Marion Allan, for Polaris training. Jill and the JA staff worked to "reopen" the library in the Polaris software before the physical building reopened on March 1st.

Jill consulted with the Town of Johnsburg Library on a collections project and assisted them in adding new collections and bulk changes to the items in those new collections.

As part of her day-to-day work, Jill assists library staff with running reports, changing Polaris system administration settings, bulk changing library items in the catalog, database cleanup, and answering any Polaris questions that arise.

SALS catalogers (Jill Ryder and Johanna Hall) modified 2,784 bibliographic records in the catalog during February 2024. Three thousand five hundred twenty-six new bibliographic records and 13,870 new item records were added to the database during the same month. This work is done by cataloging and technical processing staff at the System offices and the 61-member libraries. Bib records represent the individual works (a book or a DVD, etc.), and item records represent each library's copy of that work.

Jill oversees purchasing eBooks and eAudiobooks for the shared OverDrive collection; 209 titles were purchased in February 2024. Popular titles purchased include Kristin

Hannah's Vietnam War era novel, *The Women*; the latest psychological thriller from B. A. Paris, *The Guest*; and Sara J. Maas' third novel in the Crescent City fantasy series, *House of Flame and Shadow*.

### **Outreach**

Erica Freudenberger reports that she participated in a trustee training session with the new Rockwell Falls Public Library trustees and conducted a new library director orientation with the newly appointed Rockwell Falls Public Library manager. The Farm-2-Library program will be reinstated in the Rockwell Falls Public Library in March 2024.

She is also working with the Pember Library board to investigate a potential Chapter 259 Referendum.

Erica facilitated a program entitled "I Work in a Library But: Interactive." The audience is human resources, finance, and marketing professionals who work in libraries.

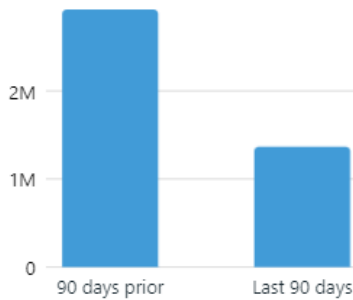
In February 2024, the SALS Facebook posts reached 1.4 million users (a decrease from January 2024, partly due to a short month). The most successful post had a reach of 273.7 thousand viewers. While our reach was down, engagement with our content has increased substantially.

## Reach

### Post reach ⓘ

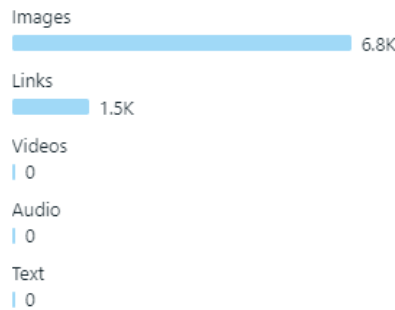
1.4M ↓ 53.3%

Total from last 90 days vs 90 days prior



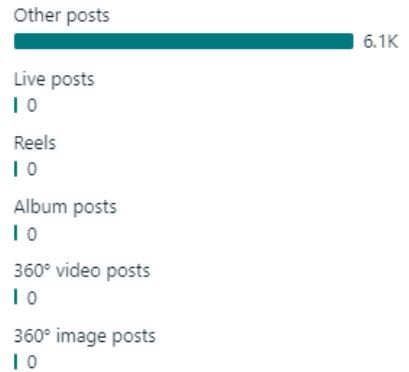
### Median post reach per media type ⓘ

For posts created in the last 90 days



### Median post reach per content format ⓘ

For posts created in the last 90 days

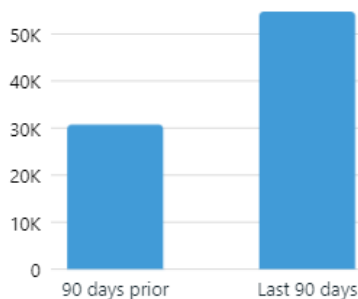


## Engagement

### Post reactions, comments and shares ⓘ

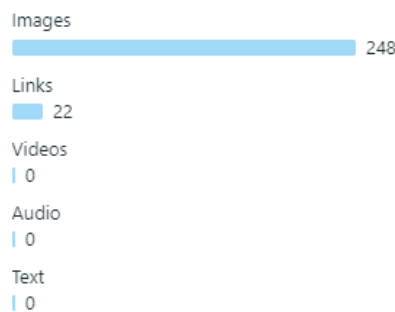
54.8K ↑ 78.2%

Total from last 90 days vs 90 days prior



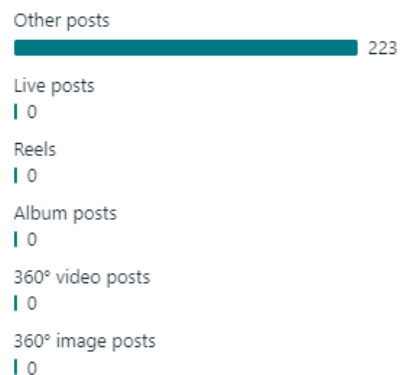
### Median post reactions, comments and shares per media type ⓘ

For posts created in the last 90 days



### Median post reactions, comments and shares per content format ⓘ

For posts created in the last 90 days

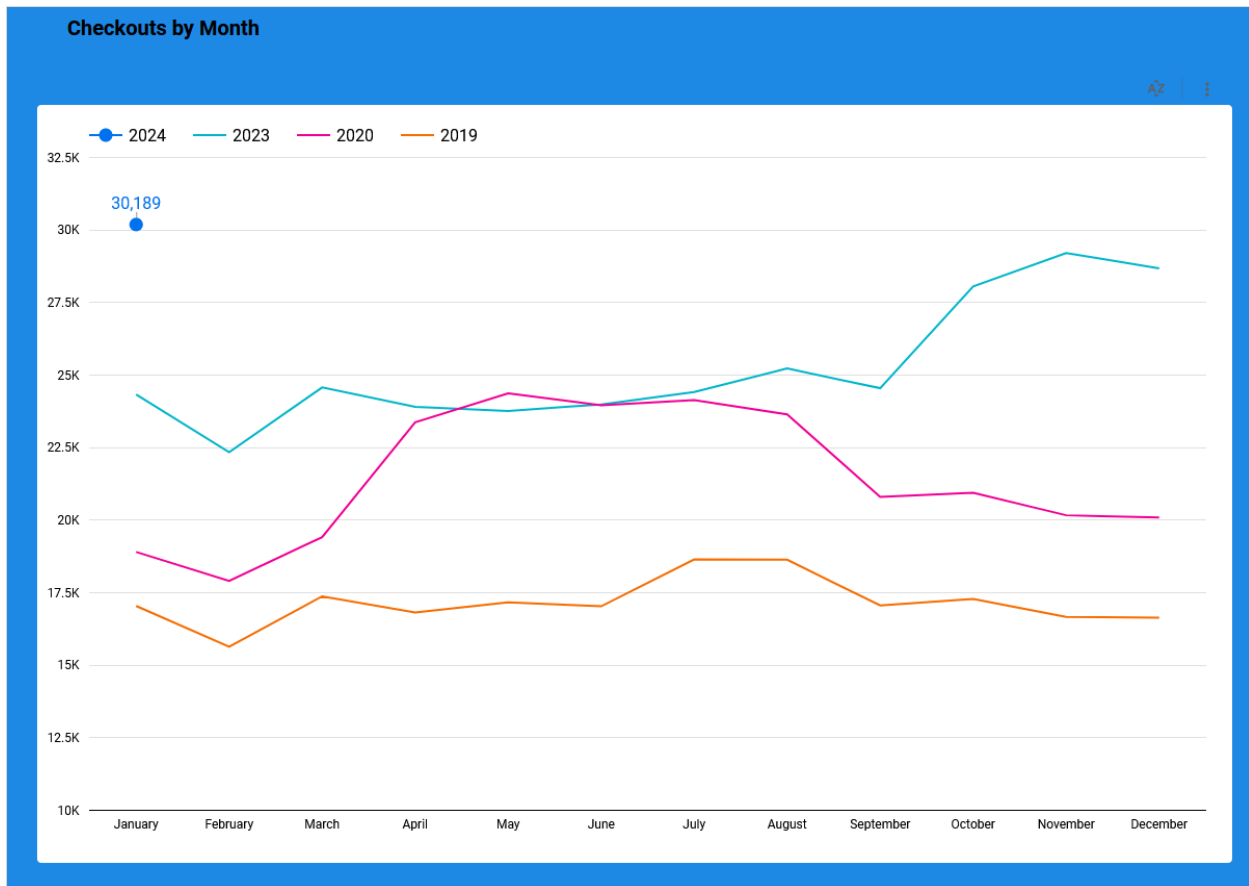


The Bloomin' 4 Good campaign launched in the last week of February, and Erica will post weekly to promote the partnership with Hannaford for March.

## Technology & Youth Services

Niche Academy was viewed 91 times in February. The most popular categories and lessons were A Trauma-Informed Approach to Dealing with Difficult People, Polaris/Leap, Tech Talk: Streaming, The Central Library, and Gale Courses.

In February, 30,189 items were downloaded by 6,834 users, with 10,100 holds placed. In January, SALS borrowed 1,138 items from other systems and shared 450 items with other systems.



There were 1,366 searches in Gale databases in February. Ancestry saw 1,014 searches in February.

SALS partnered with MVLS & UHLS to conduct a Summer Reading Nuts & Bolts webinar on February 29th. The focus was on how to start hosting a summer reading and ways to create a less stressful one for everyone. Fifteen people attended.

The Children’s Summer Reading Programs Collaboration, held on February 15, had 234 attendees.

SALS has joined the Smokey Bear Reading Challenge. SALS will distribute incentive kits to interested member libraries.

Jack Scott attended the School Library Council on Feb 8th and Feb 28th. He joined their automation review committee, learned a fair amount about their process for reviewing their automation needs, and met with several vendors. My term on the School Council will close at the end of the school year unless they are unable to fill my seat.

### Meetings

February 22, 2024

Rockwell Falls Trustee Training

February 29, 2024

March 5-8, 2024

March 15, 2024

March 19, 2024

United for Libraries winter board meeting

ALA Congressional Fly-in, Washington, DC

CDLC Board Meeting

ALA Intellectual Freedom Summit

SALS Board Meeting

Respectfully Submitted,

Sara Dallas

March, 2024