

# Director Report

June, July, August, September 2024

## ADMINISTRATION

I am visiting member library board meetings. Discussion topics include an overview of SALS and Joint Automation services, recent changes and fees for 2025, required Trustee continuing education, and solid and enforceable policies.

Members of the Audit and Finance Committee and the Personnel Committee met on August 20, 2024, to review the 2025 SALS Budget Draft. The 2025 draft budget is included in the SALS Board packet. After the board reviews the draft budget at the September meeting, it will be shared with the member library directors. Comments will be shared at the October SALS Board meeting.

The SALS Building Committee will meet before the SALS Board meeting on September 17, 2024, to review the NYS Public Library Construction applications and the SALS Parking lot project. The committee will then review the submitted applications and determine the funding allotment to be voted upon at the board meeting.

I have been working with Jill Ryder, Michele Largeteau, and Eric Trahan regarding Schenectady County Public Library's decision to leave the JA. As it stands now, this is expected to occur in mid-December 2024.

I was appointed to the ALA Executive Director search committee and attended some virtual and face-to-face meetings.

I began my third and final term as a member of the ALA (American Library Association) Executive Board. The board meets virtually once a month and face-to-face four times a year. I liaise with United for Libraries (ALA Division), the Freedom to Read Foundation, the Social Responsibilities Roundtable, the Sustainability Roundtable, the Sustainability Committee, the Committee on Legislation, the Executive Board Finance and Audit Subcommittee (all virtual), the five core values interpretation working groups, and the Executive Board Effectiveness Committee.

Colleen Smith worked with Bob Jeffords to develop a draft 2025 budget. She also shared information with Michele Largeteau to help develop the 2025 JA budget.

Colleen and Bob are working on responding to two follow-up questions from the annual Comptroller's AFR report filed in April.

Working with NYCON's HR partner, John Kuznia, Colleen is overseeing a complete revision of the SALS Employee Handbook.

Pamela DelSignore has been answering questions from member library trustees and staff to help them complete the NYS Library Construction applications.

Working with Paul Mays, Pamela has completed the SALS parking lot construction application. Colleen Smith and Pamela are now collaborating on member library invoices in QuickBooks.

Delivery has a new driver for the north route, and he is working out very well.

Pamela contacted the four county jails so they could expend their yearly funds. Colleen has placed magazine orders for two of the jails.

All items loaned to the Great Meadows facility have been returned. No more requests will be submitted.

## AUTOMATION JA

All computers from the beginning-of-the-year group PC order will have been delivered. Dave MacFarland has started requesting vendor quotes for the end-of-year order, which will be announced sometime in October.

Updates regarding the SCPL withdrawal:

- o There were several planning meetings to prepare for the 2<sup>nd</sup> transition team meeting.
- o SCPL requested an initial data pull, which JA staff prepared in less than one week, but SCPL decided they did not need
- o The second transition team met with SCPL and County IT staff. SALS, MVLS, and JAC leadership attended the meeting.
- o SCPL provided updated dates for their withdrawal. There were some emails to clarify specific dates for some of the later tasks of their withdrawal, such as network cutovers, the last day on the Polaris ILS, and the full end of JA support.
- o Jill Ryder, Sharon O'Brien, Jason Thomson, and Michele Largeteau continue to meet to clarify decisions and tasks necessary to facilitate SCPL's withdrawal from the Polaris ILS with the least disruption to patrons and library staff.
- o Chris Mundell has been documenting and testing procedures preparing for the SCPL network cutovers and disabling of SCPL accounts on 12/31/2024.
- o The plan to disable reciprocal borrowing as of 8/31/2024 was announced to member libraries.
- o Jill and Michele started working on goals for the second transition team to discuss item and delivery planning.

The draft 2025 JA budget is being prepared. Chris worked to get estimates for renewing our firewall maintenance and support, renewing the Barracuda backup appliance maintenance and support, and renewing our KnowBe4 security training. Michele has been working with Ill to negotiate a new multi-year contract for our Polaris-hosted ILS and associated products. Colleen Smith and Eric Trahan provided numbers from the systems.

A cyber insurance poll was done for Argyle and shared with member libraries.

Microsoft finally accepted the SALS (JA) tax-exempt status.

Based on comments made by member staff about how Barracuda blocks important emails, JA introduces a new Barracuda quarantine option to library staff.

Jason has worked with Jill and Clifton Park-Halfmoon staff to prepare for the library's transition to fine-free operation at the beginning of September. Jason will also work with ILL to waive fines for Clifton Park-Halfmoon patrons.

JA staff have been receiving reports of delayed or undeliverable text messages from Polaris to patrons using Verizon or Spectrum. This is a problem with Verizon not fully supporting texts sent as emails. JA staff have warned library staff and are working with ILL and Verizon to find solutions.

A new Crandall Outreach patron code was created.

JA staff worked with SALS to implement a network change and QuickBooks upgrade to allow for an additional user.

JA staff provided information on MFA for five member libraries.

JA staff have helped member libraries on various projects, including Waterford and wireless thermostats, Johnsbury and Hoopla, support Crandall, and implement Patron Point. Staff also visited 22 libraries to do new director training, set up new PCs, network issues, and wiring.

Michele also attended numerous meetings, including those with the ILS vendor, the Ad Hoc Committees, the JA Council, and SALS staff and directors.

The JA staff answered 360 calls. The top calls concerned Email, PCs, and User accounts. The most time consuming were PCs, email, and Network issues.

## CATALOGING

Jill Ryder has been working as part of the internal SCPL withdrawal transition team, drafting messages, and creating a plan for SCPL to leave the Polaris ILS. The team meets frequently to address concerns and share information with the membership.

As part of the broader SCPL Transition Team, which comprises JA, MVLS, SCPL, and Schenectady County staff, Jill organized and facilitated the August 5<sup>th</sup> meeting to discuss updates to the process.

Jill is also part of the JA Council's ILS Features Ad Hoc Committee and Ending Reciprocal Holds Ad Hoc Committee. These committees met in June and reported their recommendations to the JA Council.

The Saratoga County Aid Grant has been drafted and shared with Saratoga County library directors to garner their support. The grant asks for \$50,000 to purchase eBooks and eAudiobooks for the shared OverDrive collection. The grant will be submitted to the Saratoga County Administrator's Office before the September 13<sup>th</sup> deadline.

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 all Polaris questions that arise.

SALS catalogers (Jill Ryder and Johanna Hall) modified 10,423 bibliographic records in the catalog during June, July, and August of 2024. During the same months, 9,083 new bibliographic records and 35,328 new item records were added to the database. This work is done by cataloging and technical processing staff at the System offices and the 48 member libraries. Bibliographic records represent individual works (e.g., a book, 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; 918 titles were purchased in June, July, and August 2024. Popular titles purchased include Elin Hilderbrand's final novel of the Nantucket series, *Swan Song*; Liz Moore's psychological thriller *The God of the Woods*; and Catherine Newman's summer vacation read *Sandwich*.

## OUTREACH REPORT

Erica Freudenberger consulted with many of the SALS library directors (Whitehall, Rockwell Falls, Argyle, Long Lake, Cambridge, Salem, Ballston Community Library, Lake George, and Galway) on staffing, fundraising, Civil service, retirement, strategic planning, construction among other topics.

She also wrote letters of support for several NYLA awards.

The Notary training is still being used, with the newest Notary working in the Saratoga Springs Public Library.

She facilitated the Annual Authentication Meeting with Washington Correctional Facility, Great Meadow, and DOCC on June 6, 2024.

Working with the Washington Correctional Facility, Erica created a list of Hi/Lo books and assembled resources for Great Meadow to develop a Spanish-language collection. Great Meadow will close in November 2024.

Caitlin Johnson from Schuylerville and Erica are working on a virtual presentation on the Farm-2-Library program for the upcoming ARSL conference.

The Farm-2-Library participating libraries met with Erica, Pamela, and Mary Beranek to discuss 2023 and 2024 and what to expect going forward.

All participating libraries said they see this program as an essential service and can't imagine not providing it.

We have been sharing our marketing material with member libraries and are working with the Comfort Food Community to update it. Comfort Food Community will be distributing the new materials to participating libraries.

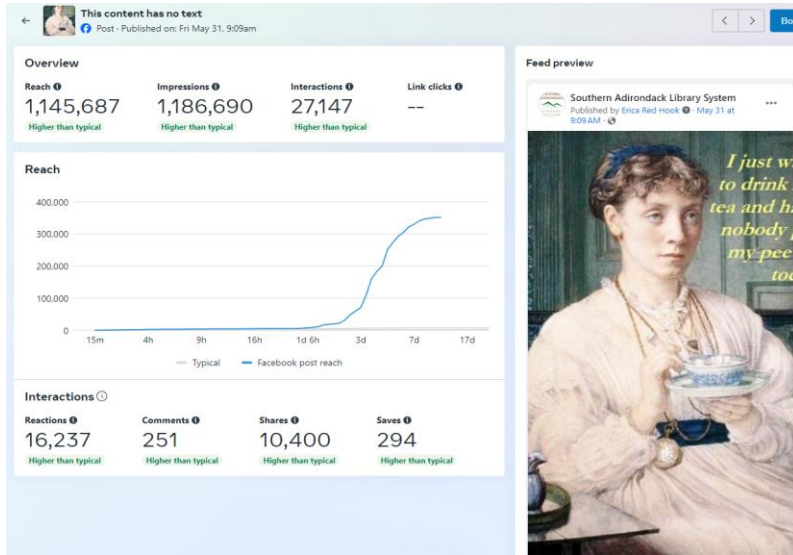
ARSL accepted the Path to Belonging workshop as a pre-conference CE session. Erica is collaborating with MHLS, NCLS, CCLS, STLS, CEFLS, UHLS, and others to create the framework and supporting tools & resources.

Erica facilitated the planning meeting for the next 6-system (UHLS, MVLS, CEFL, MYLS, SALS, NCLS) Adult Program Swap in October 2024

She met with Lisa Wemett & Terry Mullee (along with Jack Scott) to discuss the creation of a Friends of the Library page on the SALS website.

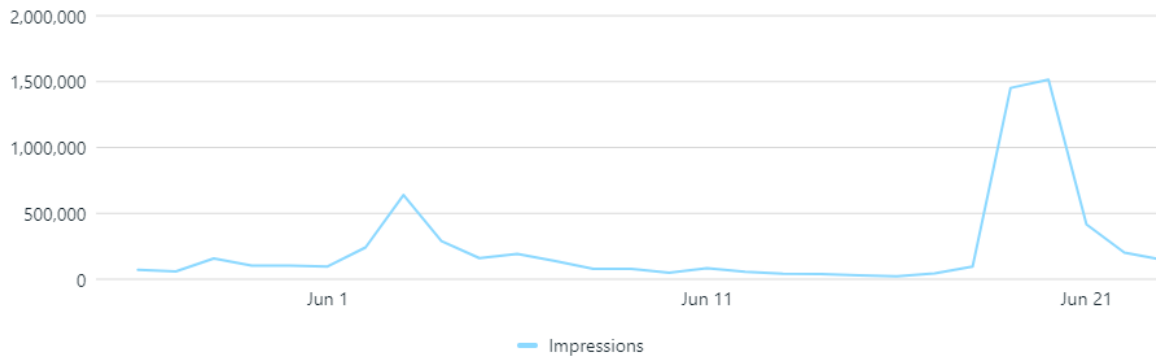
Erica spoke with Meg Backus about having>NNLN, CEFLS, NCLS, and SALS meet to discuss OATS. SALS convenes its OATS cohort once a month; the other systems don't have anything in place, but Meg thinks they might benefit from it.

Facebook has been active. We've built a robust and interactive community. We went viral in June.

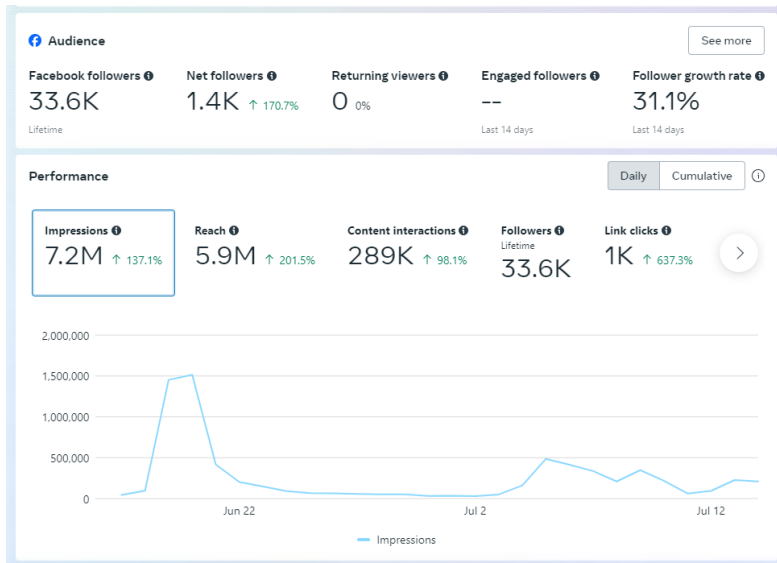


**Performance**

Daily Cumulative ⓘ



And continued strongly in July 2024:



## Technology & Youth Services

SALS Website: Between June and August, our website received 2.9k visitors. The most visited pages were Job Postings, Cataloging, the JA page, and the Map. Jack is working on the NYLA’s Friends of Libraries Section website.

Technology: On August 13th, Jack attended the webinar: New Title II ADA Regulations for Websites and Mobile Apps: What Libraries Need to Know. In April, the Department of Justice (DOJ) published a final rule under Title II of the Americans with Disabilities Act (ADA) to ensure the accessibility of web content and mobile applications (apps) for people with disabilities. This final rule clarifies the obligations of state and local governments to make their websites and mobile apps accessible to people with disabilities.

Our member libraries must meet WCAG’s AA standard for all their digital content, including websites and social media content. The timeframe for meeting these guidelines is based on population.

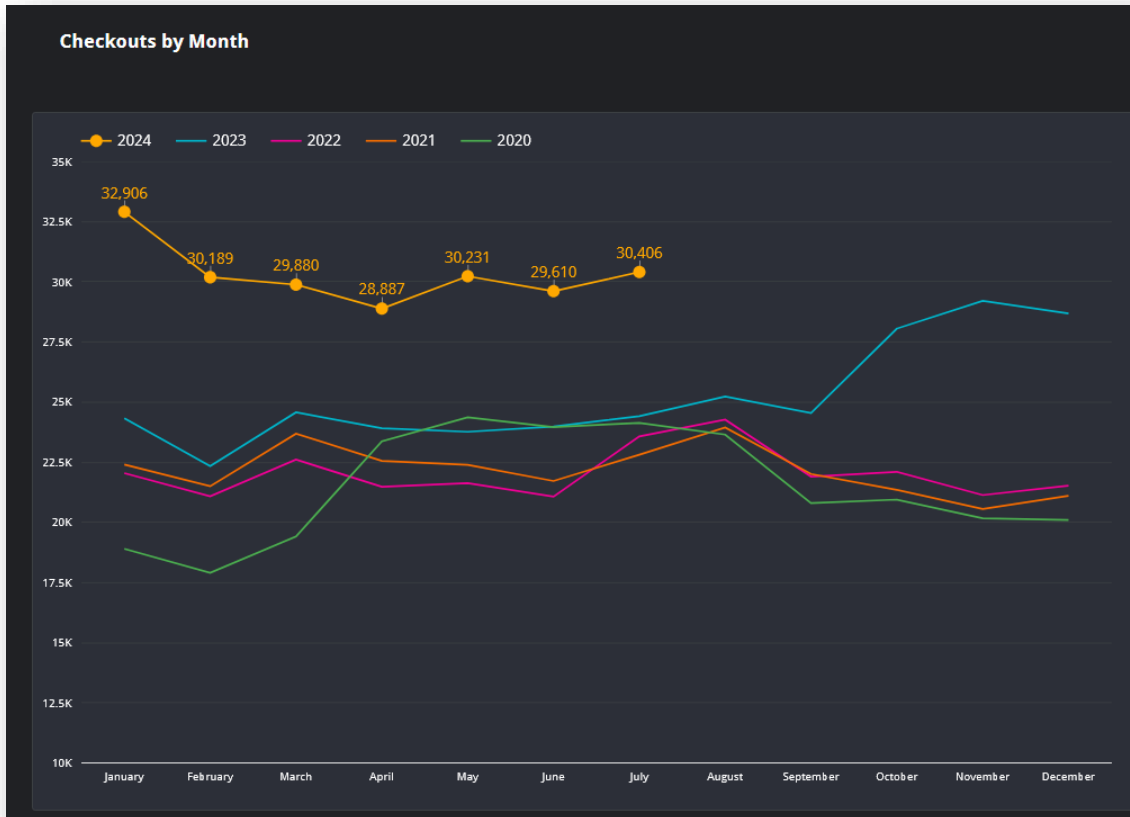
State or local government entity size	Compliance Date
<b>0 to 49,999 persons</b>	Three years after publication of the final rule
<b>Special district governments</b>	Three years after publication of the final rule
<b>50,000 or more persons</b>	Two years after publication of the final rule

SALS is planning upcoming training on how and why we create accessible content for your patrons. Some of the content that might need to be addressed includes:

- Board minutes and agendas
- Newsletters
- Digital flyers
- Web content
- Social media content

Niche Academy: Between June and August, our academy had 353 visitors. The most popular categories and lessons were Ancestry, A Trauma Informed Approach to Dealing with Difficult People, computer basics, and creating a safe place for kids.

OverDrive: Between June and August, an estimated 84k items were downloaded by 10k users, with 35k holds placed. For June and July, SALS borrowed 2,550 items from other systems and shared 1,033 items with other systems.



GALE: For June and July, Gales was used 2,304 times.

Ancestry: Between June and August, there were 1535 searches.

Youth Services:

Data is still being collected from Summer Reading, but here are a few snippets.

“We were delighted to see increased program participation among teens at our Summer Reading Program this year!”

“Our Saratoga Arts, Community Arts Grant, allowed us to bring in fantastic performers and artists this summer, including Veena & Devesh Chandra, James Bruchac, Earthbeat Music, World Awareness Children's Museum, and the Asian Culture Dance Troupe. Audiences really enjoyed these.”

“We had a decrease in readers logging reading minutes this year.”

“The weather made it hard for some families with no transportation to walk here. Either it was too hot or raining.”

Respectfully submitted

Sara Dallas  
August 29, 2024

Meetings:

June 18, 2024	Rockwell Falls Board Meeting
June 20, 2024	Inlet Board Meeting
June 21, 2024	CDLC Board Meeting
June 24, 2024	BARC and Finance and Audit Committee
June 26- July 3	ALA Annual Conference
July 8, 2024	ALA Executive Director Search
July 9, 2024	ALA Board Meeting
July 10, 2024	JA Meeting
July 11, 2024	Intellectual Freedom Summit Meeting
July 16-18 2024	ALA Executive Director Search
July 22, 2024	Intellectual Freedom Summit Meeting
July 29- Aug 1, 2024	PULISDO and NYALS (Ithaca, NY)
August 4-8, 2024	ALA Executive Director Search (Chicago)
August 5, 2024	JA Transition Meeting
August 19, 2024	Board Effectiveness meeting
Sept 16-18, 2024	Intellectual Freedom Summit (Washington, DC)