

Director Report

June, July, August, September 2022

ADMINISTRATION

It was discovered that SALS did not receive Saratoga County funding for E-content in 2022. The new county administrator was contacted as well as several Saratoga County supervisors. Some of the funding will be restored.

Many thanks to Michelle Duel, Janet Lindner, Russ Wise, Christine Connell and Saratoga County member library directors and others who advocated for the restoration of funding.

E-Content (Overdrive downloadable magazines, audiobooks and ebooks) is an exceedingly popular service for all residents of Hamilton, Saratoga, Warren and Washington Counties. An E-Content task force was developed to look at the current funding model. The current funding of \$75,000 is insufficient to meet the demands. Currently the hold ratio is 15 people waiting for 1 copy.

The difficult lesson learned is we need to remain visible and advocate loudly for county, state and federal funding.

A new delivery contract was signed with Arnoff movers. Russ Wise, Janet Lindner, Carol Kuhr, Bob Jeffords, Colleen Smith, Pamela DelSignore, Jim Cox and I were part of the review committee.

I am visiting library board meetings, some face-to-face, others virtually. Talking points include trustee CE, the Meraki Construction Application, and book challenges.

Members of the Audit and Finance Committee and the Personnel Committee met on August 4, 2022, to review the 2023 SALS Budget Draft. The 2023 draft budget is included in the SALS Board packet. After the full board reviews the draft budget, it will be shared with the member library directors. Comments will be shared at the October SALS Board meeting.

The SALS Building Committee will need to meet before the SALS Board meeting on September 20, 2022 to review the NYS Public Library Construction applications. SALS will be submitting an application for Meraki Routers in the public libraries. Many thanks to Pamela DelSignore and Colleen Smith for their assistance in writing the grant and compiling the many forms, letters and assurances needed for submission.

SALS will work with the member libraries that do not meet DLD's minimum standards to help them submit the necessary waivers because the libraries do not meet minimum standards. Once the paperwork is complete, the SALS board will need to approve the waivers.

I began my term as a member of the ALA Executive Board. The board meets virtually once a month and face-to-face four times a year. I serve as a liaison to United for Libraries (ALA Division), The Freedom to Read Foundation, Social Responsibilities Roundtable, Sustainability Roundtable, Sustainability Committee and the Committee on Legislation. If time allows, I try to attend meetings.

When I sat on the Freedom to Read Foundation's (FTRF) Executive Board, I was involved in the planning of the FTRF Where Intellectual Freedom and Justice Meet: A Call to Action. The first day explored the core values of Intellectual Freedom and Social Justice and how to find the balance between them. The panelists addressed library policies, intellectual freedom and community values, alternatives to neutrality, and challenges facing the library community.

The second day focused on empowering participants to take action. The panelists shared their knowledge and experience and offered strategies for community change, building consensus, developing strong policies, building coalitions and public outreach.

Adrian Stratton, the ALA Parliamentarian, presented a workshop on Roberts Rules of Order. It was outstanding, and I helped arrange Adrian presenting a similar program for all NYS trustees and member library directors. As soon as a date is set, I will share the registration information. I highly recommend attending this virtual CE.

I also attended the United for Libraries Virtual Conference. It was three days of virtual programming. Programs that I found to be the most helpful included: Intellectual Freedom Challenges: How to Strengthen Your Library's Response; Library Workers Are Not OK; Political Advocacy: Most Important Kind of Advocacy and Twittering to Congress: Library Social Media Advocacy. I moderated the program, Community Needs Assessment.

My biggest takeaway from this virtual conference is considering establishing 8 paid Wellness Hours per quarter for all full-time employees and pro-rate for part time employees. Piloted by the Denver Public Library in October 2021, the initiative prioritizes employee wellness. Their staff of almost 500 FTE have taken over 5,000 hours (about seven months), so far. Wellness Hours are an additional 8 hours of paid time off each quarter. Categorized as use or lose hours, this time cannot be carried over quarter to quarter. Staff have taken hours to spend time at the pool, to practice yoga, go to therapy, visit family and friends, etc.

United for Libraries provides excellent CE that would be beneficial for all SALS Trustees and member library trustees.

The NYLA Annual conference will be held in Saratoga Springs, NY on November 2- 5, 2022 in Saratoga Springs. Trustees interested in attending, please let me know. I will be part of a panel on book challenges on November 3, 2022 from 4-5:15 pm.

In June, Colleen Smith became the account administrator for SALS' SAM (System for Award Management) account and submitted the SALS annual renewal with the federal government. She worked with JA and several libraries with non-calendar year fiscal cycles to get them annual Polaris reports to match their fiscal cycles. As a notary public, Colleen administered Oaths of Office to SALS board of trustees Laura Goodman & Nancy Seifts and assisted the SALS board with updating signature cards on file at Adirondack Trust and Saratoga National banks. She worked with DLD and member libraries to make final changes to 2022 construction grants applications following DASNY's review. Following the end of the NYS contract with UPS, Colleen set up a FedEx account in conjunction with new state contract agreement.

In July, Colleen migrated secure administrative information to KeePassXC Password Database for improved storage and access. After attending a NYCON Membership Benefits webinar, Colleen met with NYCON partner Council Services Plus regarding their FSA, Dental, and Vision benefits. She presented information to the SALS Personnel Committee for consideration. The Personnel Committee recommends moving to the NYCON FSA and dropping the Health Equity/WageWorks FSA.

In August, Colleen assisted with preparation of the Saratoga County 2022 Minor Grant application and the Saratoga County 2023 Aid Application. She has begun the second semi-annual group barcode order of 2022. Since January 2022, Colleen created 72 Purchase Orders for JA, and 29 Purchase Orders for SALS in 2022 and placed orders as needed.

All people who work in NYS (and recommended for trustees) must complete Sexual Harassment Prevention training. SALS coordinates the training and Colleen has been sending reminders and updating the roster of participants. Trustees who have not completed the training should contact Colleen.

Pamela DelSignore reports she has collected all the Final Reports from the libraries for the 2020 SALS Challenge Grants. The 2021 Final Reports are due December 2, 2022.

In addition, Pamela assisted Jack Scott and distributed water test kits to the libraries as a summer reading activity.

She collected data and submitted NYLA Survey on Association Libraries and State Retirement.

NYLA November 2-5, 2022: Sara Dallas, Jill Ryder, Jack Scott (\$350)

AUTOMATION JA

Jim Baker and Dave MacFarland are almost done sending out or delivering PCs (Personal Computers) from the beginning of the 2022 group order. The next order will be announced sometime in September and will be the only other group PC order in 2022.

Chris Mundell shared documentation for SALS users for the new phone system and MaxUC apps.

Chris supplied quotes for replacing the Meraki hardware and licenses for all SALS libraries for Sara to apply for a grant. He also worked with Adirondack Cabling to get estimates for sites that need wiring for the new hardware.

It was discovered that the Booksense best seller lists in the PAC stopped working. This is a bug that will be fixed after our next upgrade. Jason Thomson removed the links from the PAC dashboard for now.

Jason worked with trainers and III staff to schedule the next Polaris upgrade. SALS/MVLS will be upgrading several versions from the current 6.5 version to 7.3. Production will be upgraded overnight on November 1st into the morning of the 2nd. Trainers and JA staff will be reviewing all release notes and supplying information to member library staff as the date gets closer. Most of the changes are to add staff client functionality to LEAP.

Spectrum billing for all library internet connections will now go directly to the member libraries. Chris is working with Spectrum to try to upgrade and increase bandwidth of some connections. He has completed the Frontier fiber installation at Indian Lake Town Library. He is working with the Raquette Lake Free Library and Frontier to upgrade their existing fiber connection that the library pays for and cancel the line paid by JA. This is the only remaining telecom connection that JA is paying for libraries.

JA provided PCI information to the Crandall Public Library staff.

Jason worked with programmers at III and the trainers to get the specifications in place to have III waive overdue and manual fines assessed at libraries who have gone fine free. Fines were waived on 8/23/2022. This was completed for a one-time fee of \$1,000. They were not able to provide a way for us to run this job. If we wanted to waive additional fines in the future it would be a new request.

The annual acquisition purge was completed.

Polaris Year End was completed for libraries with July-June fiscal years.

SSL certificates were updated for local servers and the firewall.

JA is investigating reports of an increase in receipt printer issues since the Polaris migration to the new III hosted environment.

JA staff answered questions regarding cyber security insurance for Crandall, Galway Public Library, Town of Ballston Community Library, Town of Inlet Public Library and Argyle Free Library.

Michele Largeteau drafted and sent a message to SALS directors sharing some questions that were received concerning cyber liability insurance for member libraries. She also shared these questions and answers with Eric Trahan.

The computer room AC needed repair as it froze up and stopped cooling. TBS worked on the unit and it is functioning properly now. The backup AC unit in the ceiling kept the computer room cool while the main unit was down.

The Barracuda Spam appliance has been renewed for another 5 years.

JA staff ordered a new server to replace one of our two virtual servers that is going out of warranty. The other server will be replaced next year.

Crandall is considering purchasing PatronPoint. Jason researched how it interfaces with Polaris and third-party products. JA suggested to Crandall staff that they look at Starter LX which will be free with Polaris after the next upgrade as this has some of the features of PatronPoint. III was asked to do a demo of Starter LX for the trainers, JA staff and GLE staff. Starter LX is part of III's Vega product line. It provides modern patron notices with customization and a modern look. This will be available to us for free after we upgrade to Polaris 7.3.

Chris assisted the Clifton Park- Halfmoon Public Library staff with the setup of their new public server.

Dave set up a new iPad lab for Indian Lake.

The 2023 JA Fee chart was sent to all SALS libraries.

SkyRiver migrated their servers to a new hosted environment (like what JA did in the spring). This caused SkyRiver and SkyMatch to be down. SkyRiver is working now and III is working with vendors to get IP addresses changed for SkyMatch. SkyRiver is a cataloging tool used by SALS/MVLS.

Chris is reviewing training proposals from several companies to provide recommendations for phishing training for member library staff.

A recent Windows update is causing some PCs (Personal Computer) to hang up. For the time being, the fix is to take the update off the PC (Personal Computer), which requires a fair amount of time per PC.

Chris made three site visits to Stony Creek Free Library for network outage, two visits to Indian Lake for fiber install. He also visited Pember Library and Museum, Town of Johnsbury Public Library, Richards Library to install Wi-Fi extenders and to Round Lake (Malta branch) to fix wireless.

Chris also went to the Easton Free Library, Greenwich Library, Ballston Spa Public Library, and Burnt Hills BUR for a wiring walk-through for the Meraki grant.

Dave made seven site visits to do Cassie installs, and iPad lab installs.

Jim made sixteen visits to provide new director training, Cassie installs, and to deliver new computers. There have been 797 SysAid calls since 6/3/2022, top counts were PCs, Polaris, User Accounts. The calls that took the most time were PCs, Polaris, Networks.

CATALOGING

As part of her day-to-day work, Jill Ryder assists library staff with running reports, changing Polaris's system administrations settings, bulk changing library items in the catalog, and answering all Polaris questions that arise.

SALS libraries were busy this summer with lots of projects. Jill assisted the Rockwell Falls Library in getting set up to order library materials from Brodart through Polaris. The Town of Inlet Library reached out to consult about replacing the spine labels in their children's collection. Both Hudson Falls Free Library and the Galway Public Library purchased Hoopla and required assistance with the set up.

Jill assisted a few SALS' libraries in going fine free. The Rockwell Falls Library is now fine free on all books, and the Town of Ballston Community Library and the Hudson Falls Free Library went fine free on September 1st. Twenty-two SALS libraries are now completely or mostly fine free.

JA staff and system trainers (Jill Ryder and Sharon O'Brien, MVLS) worked with Innovative to complete a one-time bulk deletion of old overdue fines for fine free libraries in the two systems. After months of planning, the bulk deletion was completed in August. This will save library staff time by not having to manually waive old overdue fines.

Jill provided Polaris training to Crandall's technical processing department and new staff at the Whitehall Free Library.

Jill assisted the July-August fiscal year libraries with the Polaris acquisitions fiscal year rollover and set up the new year's funds.

Jill participated in a demo of Innovative's new free product Starter LX; the product allows libraries to customize communications to patrons such as overdue and hold notices. SALS and JA are investigating this product in comparison to Patron Point, a third-party patron engagement product that Crandall Public Library asked us to examine.

The Saratoga County Aid Grant is written and will be submitted to the Saratoga County Administrator in September. SALS is requesting \$55,000 to be used to purchase eBooks and eAudiobooks for the shared OverDrive collection.

To keep up with the increasing demand for eBooks and eAudiobooks through OverDrive, SALS has created an eContent Task Force to find an equitable and sustainable model to provide eContent for the residents of Hamilton, Saratoga, Warren and Washington counties. The task force is made up of representatives from libraries in all four counties.

Jill Ryder oversees the purchasing of eBooks and eAudiobooks for the shared OverDrive collection; 314 titles were purchased in June, July and August 2022. Popular titles purchased include the beach-read Hotel Nantucket by Elin Hilderbrand, suspense-filled The It Girl by Ruth Ware and thriller The 6:20 Man by David Baldacci.

SALS catalogers (Jill Ryder and Johanna Hall) modified a total of 6,518 bibliographic records in the catalog during June, July and August 2022. A total of 11,455 new bibliographic records and 40,651 new item records were added to the database during the same months. This work is done by cataloging and technical processing staff both at the System offices and the 61 member libraries. Bib records represent the individual works (a book or a DVD, etc.) and items records represent each library's copy of that work.

SALS BUILDING

The door leading to the parking lot needed an adjustment to have it shut automatically. The doorbell will be replaced.

Fortunately, we have not received any complaints from neighbors this summer due to noise on the property after hours.

OUTREACH REPORT

There are now 13 libraries participating in the Farm-2-Library program. A check-in meeting was held on August 10 to evaluate and connect. Comfort Food, one of the partners in the program, is going through a leadership change which has made the addition of three new libraries bumpier than usual. People continue to enjoy the service but libraries are running out of food quickly, sometimes within hours of delivery. In our communities, more people are struggling to make ends meet and this has led to an increase in demand. The Easton Library is one of the few that does not run out of food – and any leftovers are fed to local pigs.

The Coordinated Outreach Advisory Committee met on June 7, 2022. Roseanne Anzelone, director of the Tri-County Literacy Center, told the committee about an upcoming Fiesta in Salem being organized to welcome the growing Hispanic community. She and staff from the Bancroft Library had tables at the event. The next meeting will be held on September 13, 2022 at 10 am.

Erica Freudenberger reports the Inclusive Conversations series, funded through a grant from the American Library Association's Libraries Transforming Communities: Focus on Small & Rural Libraries, concluded on Friday, April 1. She submitted the final report in June. A follow up was held on June 10, 2022 to see how everyone was applying what they had learned.

One of the participants in the series, Katie St. Laurent, the Outreach Consultant at the North Country Library System, shared some of what she learned with her libraries, who expressed interest in doing more EDI work. SALS is now working with the North Country, Clinton/Essex Franklin, Upper Hudson, Mohawk Valley, Southern Tier, and Chautauqua-Cattaraugus Library Systems to create a Justice, Equity, Diversity & Inclusion (JEDI) framework for small & rural libraries and series of professional development workshops to continue the work.

The next Friends Council will meet at 7 pm Monday, October 17 on Zoom.

Jack Scott and Erica Freudenberger are organizing a panel of library directors to share their expertise and experience in creating & leading great teams at the next League of Extraordinary New Directors at 10 am Tuesday, September 27.

Erica met with the Bolton Free Library trustees and director to discuss a potential Chapter 259 budget referendum.

She held a New Director training with Kris DeSantis at the Pember Library & Museum.

Erica published the weekly e-newsletter, Circulate! to keep member libraries informed about local & national library issues & opportunities. It averages between 1,500-4,000 opens for each issue.

The ARPA (American Rescue Plan Act) marketing initiative has launched. There have been numerous newspaper articles, radio interviews, and even videos about the role public libraries play in addressing digital equity issues.

TECHNOLOGY and YOUTH SERVICES

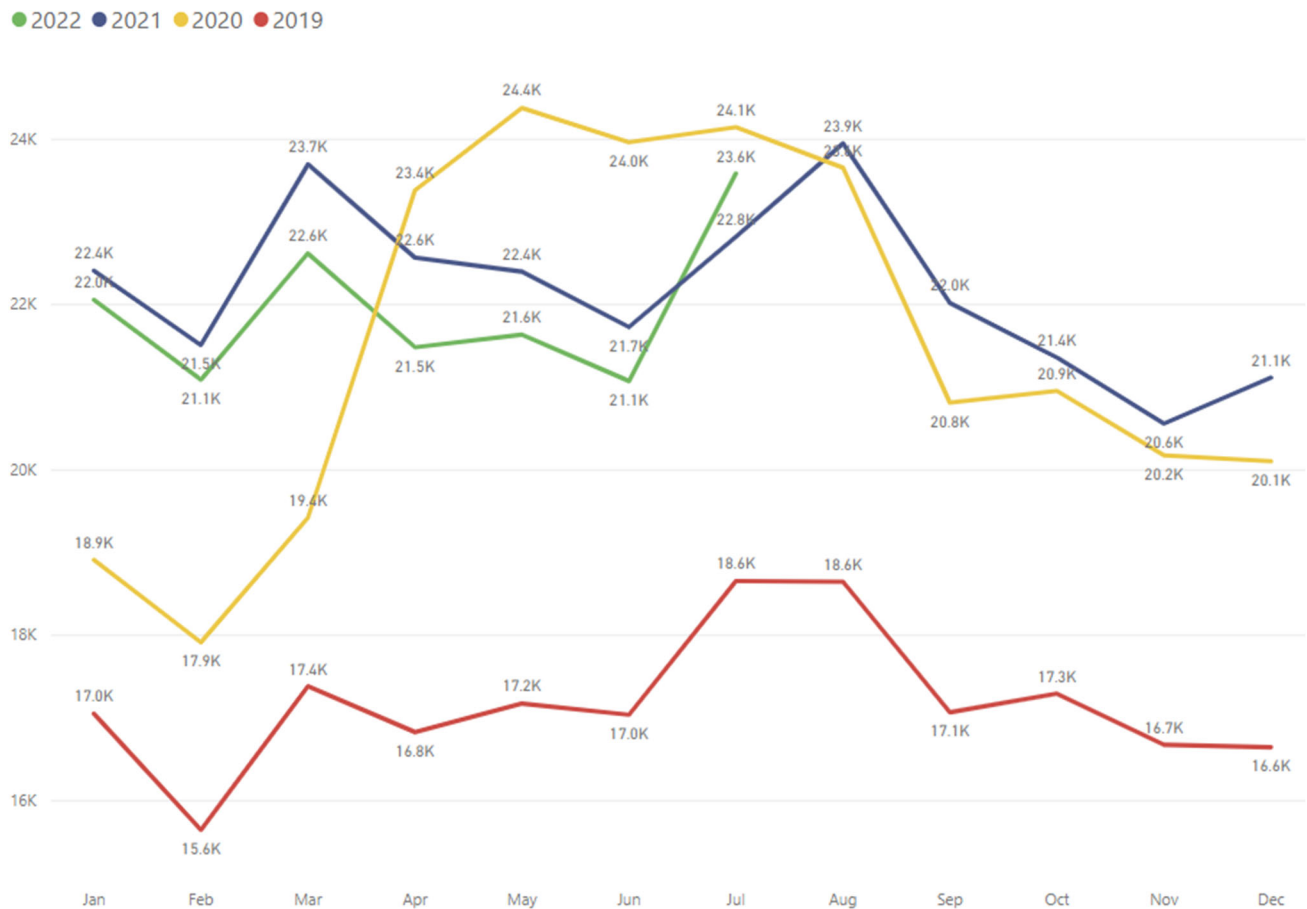
Unity Web Agency has delivered our WordPress theme and we have set up 3 development sites for Hudson Falls, Rockwell Falls, and SALS (Southern Adirondack Library System). During this phase we are still under warranty so we are testing and reporting any bugs back to Unity for updates.

While working with AKEA on building out an accessibility workshop Jack discovered how inaccessible most pdf documents are, including most of the documents that we share with the public. Jack is reviewing the documents on the SALS website and updating them to be as accessible as possible, or creating templates that can be used going forward, creating documents that meet accessibility standards.

The SALS website had 5.2K web visits from June - August. The most visited pages were Jobs, About Us, and the Directory. The Directory page has been updated so it now is a google app which pulls data directory from the Annual Reports to NYS (New York State).

Jack is working with Jill Ryder and Sharon O'Brien, from MVLS (Mohawk Valley Library System), on the viability of joining Overdrives' Reciprocal Lending Arrangement (RLA). RLA would give patrons from different systems limited access to eBooks and audiobooks hosted in different library systems. We are waiting to hear back from Overdrive's technical support about integration with Polaris.

There were 62,862 items downloaded, by 8,011 users, with 26,226 holds during June, July, and August.



There were 2,958 items retrieved in the Gale databases during May, June, and July.

On September 27th, Erica and Jack will host another League of Extraordinary New Directors workshop. This virtual workshop's focus will be on managing staff.

Youth Services:

New York State released some Love Your Library funds for this year's summer reading programs. SALS received \$4,246. With those funds, SALS purchased Take-&-Make water test kits for member libraries. Pamela and Jack distributed 780 kits to 26 participating libraries. Each kit included multiple tests, instructions, an activity booklet, and a link to our website where participants can submit their results into an online form. SALS also purchased 23 giant sticker poster mosaics for interested member libraries. The posters are used to promote literacy as communities flesh out the image one sticker at a time until a final image takes shape. <https://letsticktogether.com/> Jack is working with member libraries and brainstorming ideas on how to collaboratively spend the remaining fund balance. These funds may not be released next summer.

Nine member libraries plan to participate in this autumn's The Great Give Back, a day of opportunities for the patrons of New York's public libraries to participate in meaningful, service-oriented experiences. <https://thegreatgiveback.org>

The Saratoga County's Department of Aging & Youth has awarded SALS \$1,120 for summer and fall library programs for youth. So far seven libraries have applied to have a program funded by the grant.

Summer Reading is quickly wrapping up for many libraries. Jack will send out the yearly survey to member libraries and collect the required statistics for the report to NYS in October. Jack reports that he has had anecdotal feedback from a few libraries that mentioned this being a remarkably successful year.

Respectfully submitted,

Sara Dallas
August 29,2022

Meetings:

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| June 22 – 28, 2022 | ALA Annual Conference, Washington DC |
| July 5, 2022 | Jim Cox, SALS attorney |
| July 6, 2022 | NYLA Intellectual Freedom Committee |
| July 8, 2022 | Symposium Training |
| July 11, 2022 | ALA Executive Board meeting |
| July 12, 2022 | FTRF Social Justice Symposium |
| July 13, 2022 | FTF Social Justice Symposium |
| | JA (Joint Automation) Meeting |
| | NYLA (New York Library Association) Intellectual Freedom |
| Committee | |
| | ALA (American Library Association) Committee on |
| Legislation | |
| | Freedom to Read Executive Board Meeting |
| July 12-15 | |
| July 19, 2022 | Symposium Wrap-up |
| | ALA Executive Board meeting |
| | Ask the Lawyer |
| July 21, 2022 | State Library Monthly call |
| July 28, 2022 | NYLA Intellectual Freedom Committee |
| August 1, 2022 | ALA Executive Board |
| August 3, 2022 | New York Now – panel discussion Library Trustee |
| | NYLA IFC (Intellectual Freedom Committee) full working |
| group | |
| August 4, 2022 | SALS Committee meetings Audit and Finance, |
| Personnel | |
| | ALA Executive Board – Roberts Rules of Order |
| August 8, 2022 | Argyle Board Meeting |
| August 9, 2022 | United for Libraries Virtual Conference |
| | Round Lake Board Meeting |
| August 10, 2022 | United for Libraries Virtual Conference |
| August 11, 2022 | United for Libraries |
| August 16, 2022 | Rockwell Falls Board Meeting |
| | ALA Executive Board Meeting |
| August 17, 2022 | Director’s Council |
| | NYLA Intellectual Freedom – website content |
| August 18, 2022 | State Library Monthly call |
| August 24, 2022 | NYLA Intellectual Freedom Committee |
| August 26, 2022 | ALA Virtual Council Meeting |
| August 31, 2022 | Town of Ballston Community Library Board Meeting |
| September 6, 2022 | Richards Library Board Meeting |
| September 7, 2022 | ALA Core Values Task Force |
| September 13, 2022 | PULISDO |
| September 16, 2022 | Director’s Council |
| September 20, 2022 | SALS Board Meeting |

CVW Long Lake Library Board Meeting