

Director report October - November 2022

Administration

I continue to attend member library Board of Trustees meetings. I answer questions, talk about the mandated trustee training, cyber insurance, minimum standards and the importance of having enforceable, well written, board approved policies. Our libraries are doing incredible work, providing services and resources to their communities.

SALS will be receiving \$25,000 from Assemblyman Simpson. Clifton Park-Halfmoon Public Library will also be receiving \$25,000. The funds allocated to SALS will be used to supplement the eContent collection (to meet the shortfall from Saratoga County).

ALA President Elect Emily Drabinski and I will visit libraries on November 9, 2022.

Pamela DeSignore and I are working on filling out variances for libraries that are not meeting minimum standards. The SALS Board will need to approve the variances during the November board meeting. Failure to complete and submit variances will result in SALS not getting the final 10% (\$19,884) of our funding.

Unfortunately, the number of book challenges continue to grow in NY and the country. I am part of a panel discussing censorship and book challenges during the New York Library Association's annual conference. I urge all board members to sign up as a supporter of the Unite Against Book Bans.

I am answering questions from member library staff and board members regarding construction, policies, administration and minimum standards.

Colleen Smith attended Camp Finance sessions on October 6-7, 2022. Some of the sessions were: Telling your story with functional expense schedules, Cybersecurity for nonprofits: what are the risks & threats + how to protect your data, Single audit

readiness, Cost allocations and determining the true cost of operating your programs and Scenario planning for a new reality.

She registered trustees and staff for NYLA conference, collected signed Conflict of Interest forms from SALS staff and trustees and placed the JA end of year group order.

I am serving on a number of ALA and New York Library Association committees and task forces.

SALS employees may carry over 10 days or 70 hours of vacation time. I will need to take approximately twenty days of vacation before the end of the year.

Adult/Outreach

Erica Freudenberger has been facilitating meetings and webinars for the SALS member library staff and trustees. She scheduled a Coordinated Outreach Advisory Committee on December 6, 2022 and held the Friends Council meeting on October 17, 2022. The meeting discussed the recruitment, training and supporting library friend's groups.

On October 13, 2022, Ron Kirsop presented a webinar on Navigating Different Personalities in Library Administration. We opened the webinar up to include libraries in the Upper Hudson and Mohawk Valley Library systems. Ron gave a great overview of different approaches to managing and it generated many questions. She attended a De-escalation for Frontline Staff webinar and scheduled the next meeting of League of Extraordinary New Directors. State Librarian Lauren Moore will discuss the RAC (Regents Advisory Committee) Vision 2022 document.

Erica met with Sara Murphy of the Greenwich Free Library on October 4 to discuss their vermiculture program, and the possibility of expanding it to other libraries. She also met with Faith St. John from the Argyle Free Library to discuss EDI issues.

The Justice, Equity, Diversity & Inclusion in Small & Rural Libraries committee continues to meet to identify the needs of our member libraries, develop a framework that reflects our communities, and a series of workshops to support the framework.

Jack Scott and Erica met with AARP's Senior Planet to bring the OATS program to the SALS member libraries on October 14, to talk about implementation. We submitted & amended our original proposed budget, and expect to hear from Senior Planet in the coming weeks about next steps. We will be collaborating with the North Country Library System and Clinton, Essex & Franklin Library System to implement the program in 2023.

Automation/JA

Orders have been placed for the 2022 end of year group PC order. This was a very large order with 111 PCs and 18 laptops. When the items arrive, new images will need to be created before they are delivered.

The Polaris upgrade to version 7.3 was completed overnight on 11/1 and circulation and LEAP were available by 7:15am on 11/2. PAC and report customizations were completed shortly after. Jason Thomson did an excellent job planning and implementing the upgrade with very little interruption to the member libraries. This was the first Polaris upgrade that Jason was solely responsible for.

JA Staff has been contacted by Polaris staff about doing another server migration. They have discovered an issue with the software running in the background of the servers that affects performance. They would like to migrate our servers to correct this problem. Michele Largeteau and her staff are asking questions to get more information before it is scheduled.

JA staff answered questions regarding cyber security insurance for Rockwell Falls, Easton and Lake George. Michele has identified someone knowledgeable about cyber insurance and libraries who is willing to speak with member library staff and trustees. It will be done via zoom and recorded.

The new virtual server is in place and the old one retired. This required a fair amount of work for Chris Mundell to be able to have both virtual servers at the same operating system version in order for server replication to work properly. Currently there are two virtual servers with replication which allows for redundancy in case of a server failure.

Dave MacFarland and Chris are evaluating AxCrypt as a replacement for PGP for the SALS business office for encrypting data files. The current solution, PGP is cumbersome

and has caused some issues with OneDrive. More testing is needed before a final recommendation can be made.

SysAid, the software that JA uses for tracking support calls and hardware, needed to be updated due to a change in Microsoft's authentication requirements. Jason did this update.

Information was sent to libraries about securing passwords on staff PCs that are not shared.

There continues to be problems of public PCs locking up due to software and Windows updates. Dave is working with the software vendors.

The firewall effectively blocked a four-hour attempt at access to our VPN (virtual private network) connection over a weekend. Chris monitors these types of attempts and assured that no access was gained. The VPN is used for JA staff for remote access to the network and servers, and for a few staff for remote access to Polaris. During COVID some member library staff were given remote access either via the VPN, or external LEAP in order to continue to provide services to their patrons. In keeping with the Remote Access Policy (part of the MVLS/SALS Security Policy), access should only be given as necessary for a staff person to do their job. The system trainers did an audit of VPN and external LEAP access and access was updated accordingly.

Chris has been evaluating phishing training and pricing. He is currently putting together a comparison and recommendation to share with Sara and Eric Trahan.

The JA staff is working on options for implementing multi-factor authentication with Microsoft 365 for email and OneDrive.

Chris and Michele met with Sara Kipp to visit the new library site and discuss wiring and network needs. Chris is working with Adirondack Cabling to get updated quotes for the wiring.

Chris is scheduled for November 8 meeting with Frontier to get the Raquette Lake Free Library's internet line upgraded so that JA can cancel the JA paid line. Chris is still working with Frontier and Town of Indian Lake Public Library to correct their billing.

There have been 347 SysAid calls since September 30, 2022. The top counts were dealing with PC, User Accounts and Polaris. The calls that took the most time were PCs, Polaris and User Accounts.

Cataloging and Technical Services

Throughout the month of October, Jill Ryder spent much of her time testing features and writing instructional documentation for the Polaris 7.3 upgrade. Most of the changes with the upgrade were to the web-based Polaris Leap.

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. The group was able to devise a plan to fund the remainder of 2022 by asking libraries to contribute an amount based on their year-to-date OverDrive circulation. The member libraries stepped up immediately to bridge the funding gap, and purchasing of OverDrive eContent will resume. The task force also came up with a more equitable funding model that will be presented to the SALS Director's Council for discussion.

Jill was able to negotiate a reduction in the annual fee paid for the OverDrive platform from \$12,000 annual to \$8,000 annually starting in 2023. Crandall Public Library pays this fee for the System using Central Library Book Aid funding.

Jill met with Sharon O'Brien (Mohawk Valley Library System, Assistant Director) and OverDrive representatives to learn more about OverDrive's Reciprocal Lending Agreement (RLA). This partnership allows patrons to borrow content from both system's OverDrive collections. SALS and MVLS are in discussions as to how to make the partnership work in order to move forward.

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

Jill met with the new Director at the Stony Creek Free Library, Desiree Thomas, for new director Polaris training.

SALS catalogers (Jill Ryder and Johanna Hall) modified a total of 3,843 bibliographic records in the catalog during October 2022. A total of 3,927 new bibliographic records and 14,254 new item records were added to the database during the same month. 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.

Technology and Youth Services

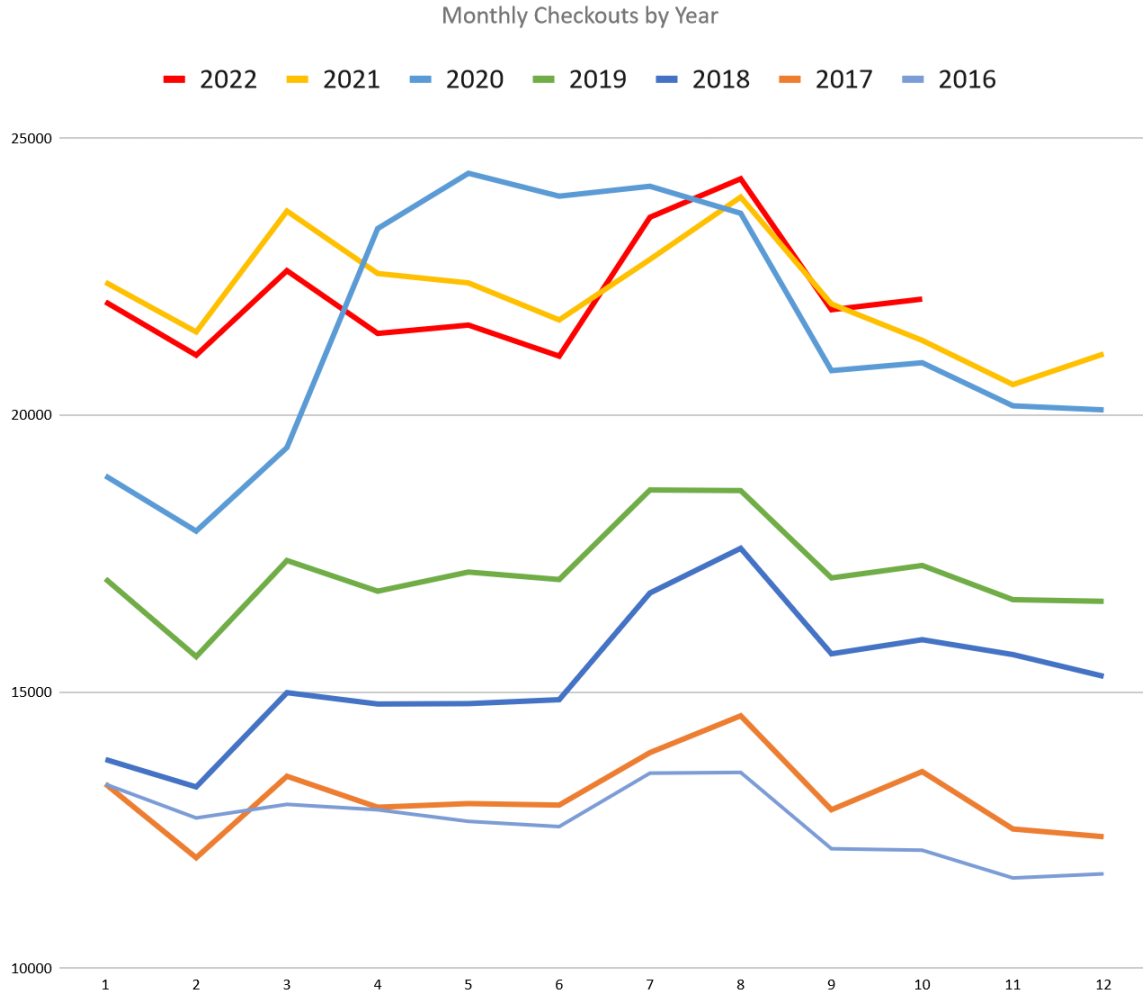
Unity Web Agency has delivered our WordPress theme and Jack Scott set up 7 development sites for Hudson Falls, Rockwell Falls, Raquette Lake, Fort Edward, Round Lake, Argyle, and SALS.

He assisted Mary Carrier, at MVLS, as she went over the new WordPress theme with their member libraries. SALS will be having an informational webinar on Nov 17 at 10 am where Jack will demo the new theme and plugins.

There have been 4,000 web visits from September – October 2022. The most visited pages were Directory, Jobs, Contact Us, and Cataloging.

Jack and Erica Freudenberger met with OATS to work on a finalized \$56,200 budget. The next stage in planning is to reach out to member libraries and formally request participants submit an application.

There were 44,003 items downloaded, by 7,128 users, with 17,325 holds during September and October. If someone places a hold on a book, it can take an average of 45 days to fill the request.



There were 2,131 items retrieved in the Gale databases during August and September.

Youth Services:

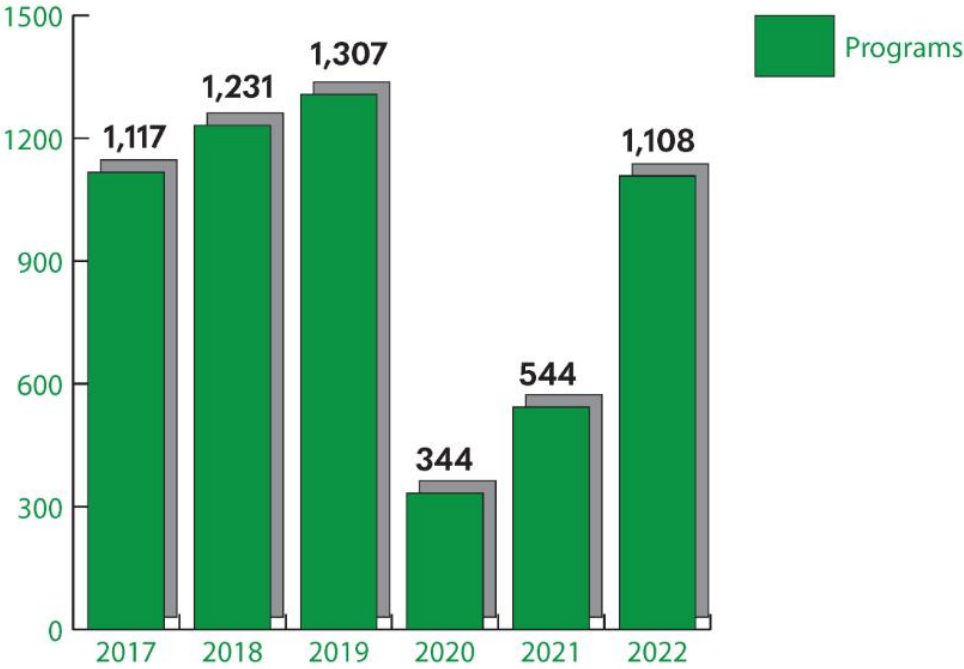
Nine libraries participated in the Great Give Back: Bancroft, Eat, Read and Be Scary; Clifton Park, Stratton VA Medical Center & The Albany VA Fisher House; Crandall, Feminine Hygiene Product Drive and Moon Bee Workshop. Helping women and girls at home and around the world; Easton, Warm Hearts and Warm Toes; Galway, Sewing Open House at the Galway Public Library; Galway, Make Cards for Soldiers to Send Home Drive; Greenwich, Warm Hearts and Warm Toes; Schuylerville, Fall Food Drive; Stillwater, Pet Supply Drive.

Summer Reading Registration



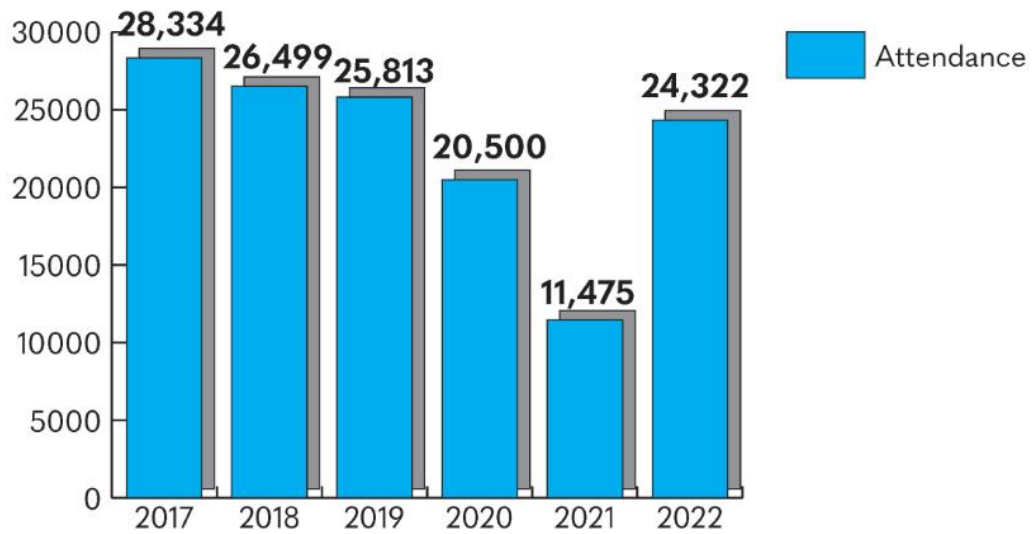
Summer Reading Programs

Number of Programs



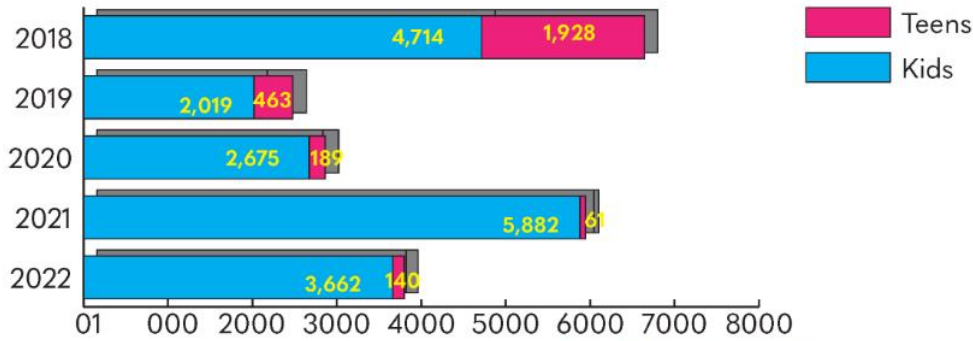
Summer Reading Programs

Program Attendance

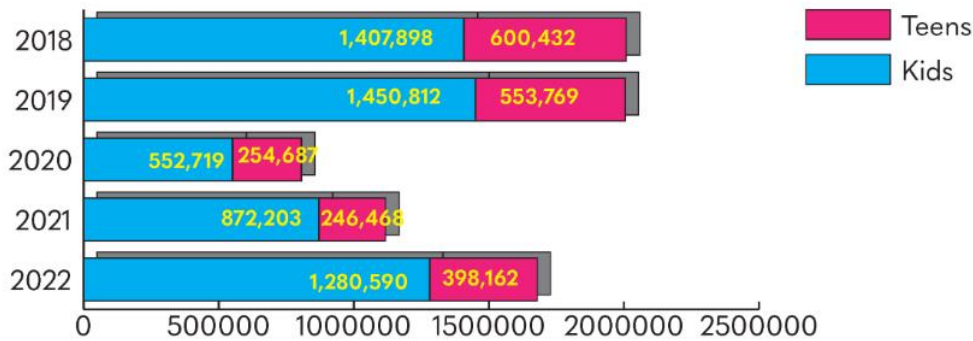


Summer Reading

Books Read



Minutes Read



Meetings:

October 19, 2022	Town of Chester Public Library Board Meeting ALA Committee on Legislation
October 20-23, 2022	ALA Executive Board Meeting, Chicago
October 25, 2022	NYLA Intellectual Freedom Committee Meeting
October 27, 2022	United for Libraries Board Meeting Facilitated Parliamentary Procedure webinar
November 2, 2022	ALA Task Force on Core Values
November 2-5, 2022	NYLA Annual Conference – Saratoga Springs, NY
November 9-10, 2022	Visit with Rural Libraries with ALA President-Elect
November 15, 2022	SALS Board Meeting ALA Executive Board Meeting

Respectfully submitted,

Sara Dallas
10/31/2021