

Director report October - November 2021

Administration

There is federal money available through ARPA. Erica Freudenberger, Jack Scott and I are meeting weekly with CDLC, MVLS, and UHLS staff to develop a plan. We still do not know the SALS allocation.

Linda Borden, Russ Wise, Jordan Hornstein and I met to develop a plan to advertise, interview and then hire a Finance and Administration Manager. Bob Jeffords, Jill Ryder and I reviewed the applications and decided upon candidates we wanted to interview. An offer was made and accepted. Per the SALS Bylaws: "The Director shall be responsible to the Board for the employment, training, supervision, and direction of personnel in conformance with applicable law and regulations, and shall submit an annual report as to the progress and condition of the System, accompanying the same with recommendations and suggestions. The Director shall submit all personnel actions to the Board of Trustees for official appointments". This will be an item under new business.

Jill Ryder, Jack Scott and Erica are attending Library Journal's "Diversifying & Auditing Library Collections" training. It is an online course. The course offered by Library Journal & School Library Journal teaches concepts essential to cultivating and promoting inclusive and equitable collections. The purpose of taking the course is to be better equipped to inform member library staff on how to perform a diversity audit of their collections, how to include diverse books, and how to evaluate books through an inclusive lens that includes the experiences of LGBTQIA people, people of color, and ethnic, cultural, religious minorities, and more.

I have been attending member library Board of Trustees meetings. Wonderful library work is being done throughout the SALS service area. Many people are devoting many hours in order to provide outstanding service.

I continue to work on Freedom to Read Foundation committees and the ALA Committee on Legislation.

I continue to answer questions from member library staff and board members.

Adult/Outreach

Ten libraries are participating in the 2021 Notary Public Program. Participants have the option to attend an in-person class or take part in an online class – both are available through SUNY Adirondack. It continues to be an important service provided to libraries through the Adult Literacy Grant.

A Become a Better Reader workshop was held on September 30, 2021. The workshop was recorded for those unable to attend, and is available through SALS's YouTube channel: <https://www.youtube.com/watch?v=BXn3w3l83wE&t=1s>

Sara Dallas and Erica Freudenberger met with Senior Planet to partner on a Schmidt Futures grant to bring digital literacy training to seniors in Hamilton, Warren & Washington counties.

Erica and Jack Scott presented a virtual Leaving Our Fingerprints on History program at the New York Library Association's annual conference.

The Farm-2-Library continues to grow. In 2021, ten libraries participated. The program shared more than 30,000 pounds of fresh, local food with more than 6,400 people

Erica met with the Blue Mountain Center to learn about their efforts to address food insecurity in Hamilton County. They had written a grant to provide people with funding to purchase items at local farmers markets. They don't know of any food distribution organizations in Hamilton County that SALS could connect with, and she will continue to try to find a way to expand the program.

Erica spoke with Kathy Naftaly at the Crandall Public Library about being a part of the Farm-2-Library program. Efforts are being made to bring them on board sometime in 2022.

Recordings of the “Engaged Planning” series are being made and are available to all member libraries on SALS’s YouTube channel. Erica will share information about the SALS’s YouTube channel at the November board meeting.

SALS will host its first Friends Council at 7 pm Tuesday, November 9 – the meeting will be virtual. The Council is a way for Friends groups in the SALS region to connect and share information about what they’re working on.

Erica is consulting with member libraries about the Talking Book & Braille Library Services.

One public library minimum standard is having a community-based plan of service. Many libraries have met the standard. Erica worked with the Salem/Bancroft and Inlet on their strategic plans.

Erica continues to publish the weekly e-newsletter, Circulate! to keep member libraries informed about local & national library issues & opportunities. There are between 900-1,300 opens for each issue.

The SALS Facebook page now has 25.6K followers. The posts are viewed approximately 300,000 times each week.

SALS has agreed to purchase additional titles for the Saratoga County Jail. Erica is working with the warden to purchase titles of interest; the jail will reimburse SALS for purchases beyond our annual expenditure.

Magazines have been ordered for Hamilton and Washington County jails.

For the first year in many, the Warren County jail has agreed to order books – the order has been placed with Ingram.

At this point, there is no librarian at the Washington Correctional Facility. Services to this facility have been suspended until a librarian is appointed.

Automation/JA

Some Cassie PCs still need to be delivered from the first order. A few items have arrived from the end of the year order, but not much yet.

Jason Thomson and Michele Largeteau met with the trainers to discuss the next steps for implementing the change for registration branch in the eCard staff application and turning on patron self-registration. It was decided to do both at the same time. The trainers need to create documentation for both for library staff before we implement.

Michele spoke with Darren Valencia from CRC about the cyber security insurance applications. Michele and Sara met to answer questions. Once all questions are answered, the document will be sent to the insurance agents to get quotes.

Chris Mundell and Michele met with the Crandall Public Library staff and Joe McKee and Kosi Broderick from Groff Networks to answer questions about the network, the hosted applications and the role of JA in supporting the library. They will be doing internal vulnerability scans as well as continuing to evaluate the library's network. They have asked us for reports for computer support calls to JA from the last 2 years. Groff Networks may be a good resource for vulnerability and penetration testing for JA/SALS.

Chris, Dave MacFarland and Michele have been reviewing the 28 applications for Computer Support Specialist. They will be meeting this week to decide which applicants to interview.

Wiring was done on 10/22 by Adirondack Cabling in preparation for the new VoIP system. Chris, Dave and Michele had a kickoff meeting with FirstLight to discuss the implementation. FirstLight will be sending the phones, router and switch to SALS for installation. Chris will be writing an implementation plan and working with SALS staff for configuration, setup and training.

Chris and Michele have started looking at vendors for phishing and security training options for member libraries using JA services.

Jason has modified Polaris permissions to give the trainers access to Systems Administration. He and Michele provided a demonstration and answered questions for them.

Changes were made to SysAid to free up an administrator license for the new JA staff person.

Chris has worked with Frontier to upgrade bandwidth at Lake Pleasant and Stony Creek. At both sites, Frontier has been unable to get the multiple static IPs working.

JA staff are having trouble purchasing replacement routers due to shortages. An updated model was ordered to test as a possible replacement if needed. Dave has started evaluating Windows 11. Polaris is still testing compatibility with Windows 11.

During COVID, the password expirations were extended because library staff could not change their passwords outside of the library. On Nov 1, expiration time for all users will be reset. Chris sent a message explaining this to users and recommending that users change their password before Nov 1 if they wanted to avoid it expiring that day.

The JA staff are updating the internal documentation on procedures when a library staff person leaves employment.

Dave is testing alternatives to HP ePrint for wireless printing with the Town of Ballston Community Library. HP ePrint is not supported with older printers and is sometimes not reliable. The new option would be available in addition to HP ePrint if a library wanted to dedicate a printer for patron wireless printing.

The SALS/MVLS Polaris IdeaLab entry for Patron Preferred Pronouns is working its way up the approval process. It is currently at the Product Review stage (where an ILL staff member assesses the idea).

The JA staff have been making site visits to the libraries.

There were 310 SysAid calls since September 30, 2021. The top Counts – User Accounts, Polaris, PCs. The calls that took the longest were Networks, PCs, User Accounts.

Cataloging and Technical Services

Jill Ryder has been working with Arnoff and the member libraries to obtain replacement keys to all of the libraries whose keys were stolen last month. The delivery drivers

currently have new or temporary keys to all of the libraries; Sharon Shyne was instrumental in organizing all the new keys. Arnoff will reimburse libraries for rekeying and lock replacement; Jill is forwarding the invoices to Arnoff.

For the interim, while SALS fills the Finance & Administrative Manager position, Jill has been producing Joint Automation purchase orders and ordering computer equipment for the libraries.

SALS catalogers (Jill Ryder and Sharon Shyne) modified a total of 3,025 bibliographic records in the catalog during October 2021. A total of 4,159 new bibliographic records and 14,040 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 sixty-one member libraries.

Technology and Youth Services

Ten Sites are being redesigned to include improved functionality and usability as well as updating these sites to meet the state's new minimum standards.

Jack Scott continues to go through each library website and checking that they include all the information required to meet the NYS Minimum Standards. He then assists the libraries in adding any missing materials.

He continues to audit member library websites for accessibility using standards designed by W3C Web Accessibility Initiative.

Jack is in contact with two web design companies regarding creating WordPress websites that meet WCAG 2.1 and Section 508 Guideline.

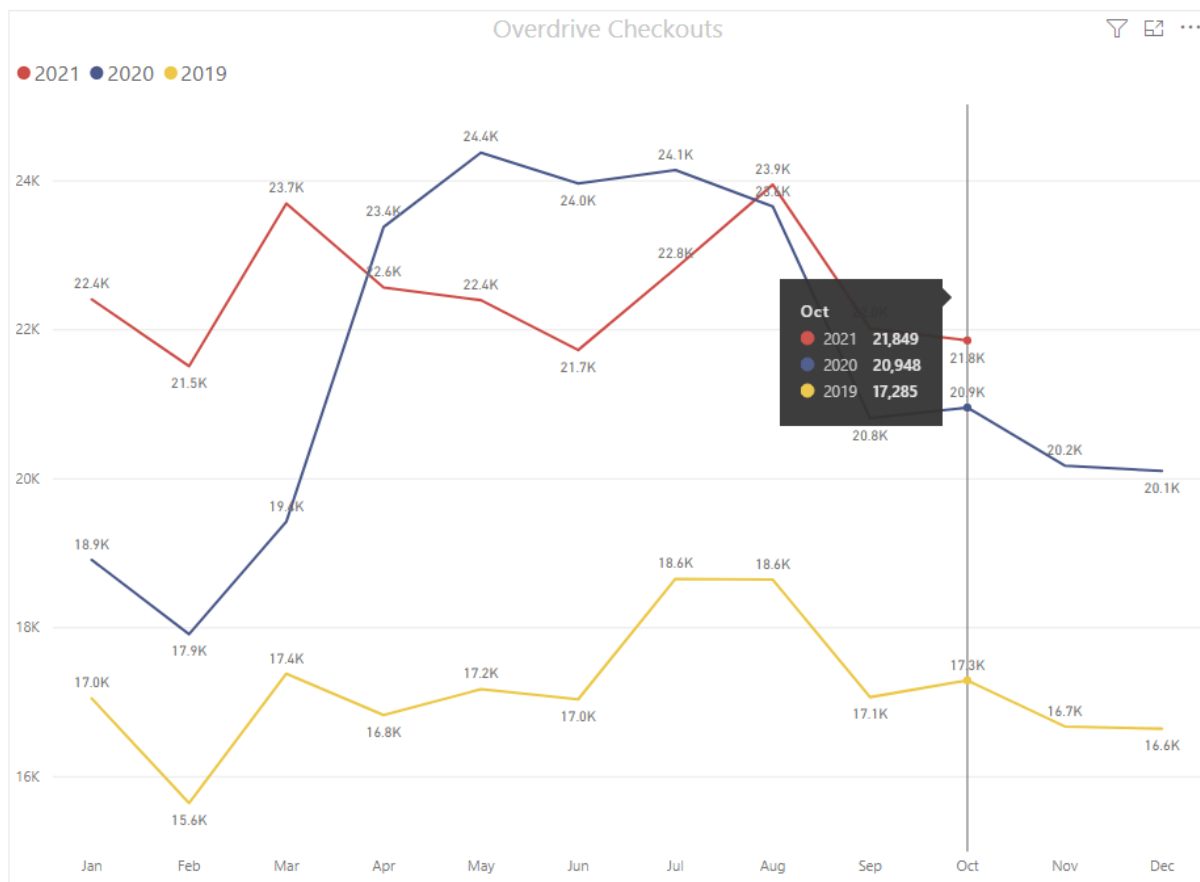
He continues to survey member libraries regarding their current library service levels and updating both our website and NYS monthly survey.

There were 1.3K web visits to the SALS website during October. The most visited pages were the Jobs, Patron Links, and About Us.

On October 1st, the web certificate provider Let's Encrypt stopped supporting certain older operating systems and browsers. This shift was not exclusive to OverDrive: Let's Encrypt certificates are used to create secure connections on many websites and apps, so many other services were affected. (You can read more about the technical reasons behind the change [here](#).) While it has increased security, one unfortunate result of this change is that Libby is no longer compatible with devices that use iOS 9 or earlier.

This has caused many patrons using older iPads and iPhones to no longer have access to eBooks. We explored some work-around but with no success. A few patrons were quite upset that overdrive is no longer working on their device, assuming that the library is responsible for the issue. Jack is working to provide information that libraries can give to patrons to let them know that Apple should be held accountable for no longer supporting their devices.

For October, there were 22k downloads, 4.7k Unique Users, and 6k Holds. The 2021 checkouts are now above 2020 levels.



November's Tech After Lunch will focus on using Libby, the Overdrive app. The training will include setup, troubleshooting, advanced features, and where to go for support.

Meetings:

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| October 20, 2021 | Freedom to Read IF and Social Justice |
| October 21, 2021 | Division of Library Development monthly call |
| October 26, 2021 | Orientation with Sue Beck |
| October 27, 2021 | Bolton Board meeting |
| October 27, 2021 | Interviews |
| November 1, 2021 | ALA Committee on Legislation retreat |
| November 3, 2021 | Freedom to Read IF and Social Justice |
| November 4, 2021 | Freedom to Read Nominating Committee |
| November 8, 2021 | Freedom to Read Executive Committee |
| November 9, 2021 | Freedom to Read Membership |

November 10, 2021

PULISDO
Schuylerville Board Meeting
JA Meeting
Sustainability Committee

Respectfully submitted,

Sara Dallas
10/31/2021