

## SALS (Southern Adirondack Library System) Director's Report

March – April 2025

### **Administration**

As April approaches, there is no 25-26 New York State budget in place. Both the Senate and Assembly one-house budget bills show higher funding numbers than the Governor's budget.

Colleen Smith coordinated the registration for the Traliant Sexual Harassment Prevention Training. She is also preparing the AFR report for the New York State Comptroller.

Pamela DelSignore sent out the invitations and reservation requests for the Annual Meeting. She will also send out the notice of the Annual Meeting on April 20, 2025. She met with the venue, selected the menu choices, ordered the giveaways, and confirmed the presenter.

Pamela will be sending the SALS Construction Challenge Grant, Program of the Year Award, and Trustee of the Year to the various Board Committee members. All trustees are welcome to attend any or all of the committee meetings. Since the meetings will take up most of the morning, SALS will provide lunch for the board members attending the committee meetings.

The Division of Library Development (DLD) requires a 180-day review for State Aid for Library Construction. Pamela coordinated the gathering of information and then sharing it with DLD.

Pamela, Colleen, and I reviewed the Delivery Request for Quote. It has been shared with the SALS attorney.

Pamela is also assisting Jack Scott with member library Community Reports.

The Personnel Committee and the Building Committee will receive the program of the year, trustee of the year, and construction challenge applications during the first week of April.

The Nomination Committee has been actively looking for and recruiting potential trustees.

I have been working with the SALS Director Search Committee and our consultants. At this point, the final draft of the job description and brochure language has been sent to the consultants. Both will be shared with the entire board closer to the April Board meeting.

I am also working nationally, state-wide, and locally regarding the Executive Order to eliminate the Institute of Museum and Library Services. The loss of those federal funds will have an impact on the New York State Library and other libraries in New York State. I will continue to share information with you as I receive it.

### **Automation/JA**

There is a lot going on with Microsoft ending support this year. JA announced that Microsoft will be ending support for Windows 10 as of October 14, 2025. This means that all Windows 10 PCs need to be updated to Windows 11 or out of service by that date. Microsoft will be ending support of Office 2016 and 2019 by the same date, meaning Office software should be updated as well. A message alerting tech staff at Clifton Park-Halfmoon, Crandall and Saratoga Springs public libraries has been sent. The JA

staff are also working on a message to the other member libraries. This presents a real challenge as there is not a good solution for Office license keys and this adds additional costs for the libraries, as well as additional tracking of licenses for JA staff. Microsoft will be ending support for Office 2021 on October 13, 2026. The JA staff were only able to purchase the next version, Office 2024 in October of 2024, so the 2024 end of year order has the newer version, but PCs purchased before that have Office 2021.

The beginning of the year group PC order will be announced very soon. It has been decided to add an Apple macOS option for staff only with the MacMini as a lower cost option. This will be offered with or without MS Office 2024. There have already been a few in use that JA supports, and Dave MacFarland has found that the pricing for the MacMini is significantly less than the Windows PC options.

Michele Largeteau has emailed a staff member at Schenectady County Public Library (SCPL), and he is working to reimage the final two PCs that are still running the JA image. 7 UPSs have been ordered to replace the ones not returned and Michele will be sending an invoice to County IT and to inquire about the routers returned in error.

Work is being done to update online information relating to SCPL's withdrawal from JA.

On April 1, 2025, Sara, Eric Trahan and Michele met with the lawyer to discuss outstanding SCPL items, and the review of the contract with Ill that will include Vega Discover and Innovative Mobile and the JA agreements.

Chris Mundell has been working with all of the libraries to implement MFA by April 15th. As of this writing, 5 MVLS libraries and 18 SALS libraries are completely done. Many other libraries are in process. Approximately 55% of the accounts have MFA enabled. He is sending out regular reminders. On April 15th we will enable MFA for all users and those who have not set it up will be required to do so before they will be able to access email and OneDrive.

Jason Thomson has sent out the announcement for the next Polaris upgrade to 7.7 on April 22, 2025. He has been working with Ill and the upgraded version was installed on trainer on March 20, 2025. He is testing and working through the changes and will be working with the system trainers to prepare.

Jason completed some cleanup of patron fields now that the eCard upgrade is completed.

A few JA policies need to be revised to reflect the change in number of libraries, counties etc. The list has been passed to the JA Policy committee to review.

Eric created a written explanation of the JA Fees and this has been posted to the JA Council website and shared with all directors, board presidents and JA Council members.

There was a problem affecting SIP connections on March 24, 2025 that affected some services including Overdrive and some self-checks but was not consistent. Ill staff reset the server and identified the problem so they could make changes to prevent it in the future.

Chris is working with Lake George on planning for wiring changes due to circulation desk renovations.

Jason provided some information to the North Country Library System about our NYS annual report that III provides for us.

Due to a change with Microsoft 365, some users were incorrectly flagged for failing the latest phishing test. Chris worked with KnowBe4 to find a fix and notify the users and their directors of the error.

Chris is also working with KnowBe4 to find a solution for the Phish Alert button not working for installed Outlook. This was also caused by a change with Microsoft. Phish Alert still works fine in the web version of Outlook.

Jason worked with Saratoga Springs Public Library to remove patrons from collections on the ILS as they are no longer using Unique Management.

The JA staff answered 268 System Aid calls since March 12, 2025. Email, PC and Office 365 were the top calls. PC, Email and Polaris took the longest time.

**From last month:**

All of the PCs from the 2024 end-of-year group order will have been delivered by the end of this week. Jim Baker made many trips to libraries to install them. Dave MacFarland is working on getting quotes for the 2025 beginning-of-the-year order.

A message was sent to site contacts regarding Microsoft's end of support for Publisher in October 2026 and that Publisher is no longer included in our Office installations, starting with the 2024 end-of-year order.

Chris Mundell, Dave, and Michele Largeteau met with ALA, PLA, Microsoft, and TechSoup on February 28 to discuss the impact of Microsoft recategorizing libraries as non-profit on our libraries. We explained the increase in costs and the challenges associated with using TechSoup, including limited availability and the need for separate keys for each order. We are compiling information on the population served and our Microsoft 365 licenses. Microsoft has requested it, and we have shared information about our contacts at SHI, our vendor.

Information was provided to the lawyer regarding the status of the SCPL termination and a possible final transition status message. Still outstanding:

- Some devices with JA images are in use on county networks.
- We have not received the agreed-upon list of PCs and laptops that have been reimaged. We had requested this list to reconcile with our inventory and ensure that all PCs were reimaged correctly and accounted for.
- JA-owned UPSs have not been returned.
- Extra network equipment (that is owned by SCPL) was returned, and we have asked if they would like them back.

Chris is working with libraries to implement MFA. A Q&A webinar was held on February 26, 2025. There were 20 attendees from 15 libraries, and the recording was shared with all directors. As of today, 277 out of 634 accounts have been set up for MFA. Thirteen libraries are either entirely or almost entirely done.

Chris performed the firewall software and firmware update on February 23 (it had been postponed from February 16 due to bad weather). He will be working on renewing the hardware and software maintenance contracts.

The Quipu server upgrade was performed on February 17, 2025. This resulted in some performance issues. Jason Thomson collaborated with Quipu and Polaris to find a solution, and all is now working as expected.

The SALS/JA cyber insurance renewal application has been completed and submitted.

Jason worked with EBSCO and Waterford to set up LibraryAware. LibraryAware helps libraries raise awareness and engage their communities by providing templates and tools to create emails, newsletters, bookmarks, shelf talkers, flyers, social media posts, and digital displays, among other promotional materials, for promoting books and resources throughout the library and beyond.

Jason worked with LinkedIn Learning as the Town of Johnsbury purchased their product. Since LinkedIn Learning does not support the Polaris API or encrypted SIP2 connections, we are unable to establish a connection with our ILS. Johnsbury is investigating the possibility of getting their money back. Because of this, Michele believes it would be beneficial to add a provision to the JA agreement with libraries, explaining the need to check for compatibility before a library signs with a third party.

Jason has worked with the trainers and ILL to schedule our next Polaris upgrade for the overnight period from April 22 to the 23rd. The trainer upgrade will occur on March 20 during the day. Jason will work with the trainers to test and prepare for the upgrade from version 7.5 to versions 7.6 and 7.7. Announcements will go out soon to libraries.

There have been 395 SysAid calls since February 14, 2025. The top counts – Email, PCs, User Accounts. The calls that took the longest time were those related to PCs, Email, and Polaris.

### **Cataloging**

Jill Ryder and Sharon O'Brien (MVLS) hosted a Patron Registration Refresher training webinar to review changes in patron registration and address staff questions. Over 200 staff members from the SALS/MVLS member libraries registered to attend or receive the webinar recording.

Jill has been working with staff at the Clifton Park Halfmoon Public Library to set up electronic ordering through Polaris with new vendors.

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 and all Polaris questions that arise.

SALS catalogers Jill Ryder and Johanna Hall modified a total of 4,292 bibliographic records in the catalog during March 2025. A total of 2,893 new bibliographic records and 10,184 new item records were added to the database during the same month. This work is performed by cataloging and technical processing

staff at both the System offices and the 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 the purchasing of eBooks and eAudiobooks for the shared OverDrive collection; 154 titles were purchased throughout March 2025. Popular titles purchased include Suzanne Collins' latest in the Hunger Games series, Sunrise On the Reaping; Sarah Harman's comedic thriller, All the Other Mothers Hate Me; and Civil War era historical fiction novel, The Jackal's Mistress, by Chris Bohjalian.

### **Technology & Youth Services**

Jack Scott reports that in March, the SALS website received around 1.2k visitors. The most visited pages were the Job Postings, About Us, Contact Us, and Maps.

On March 14, Jack visited the Brant Lake Library. He is working with them on a website redesign. He is also working with member libraries that requested infographics for their Annual Report to the Community.

Senior Planet reached out to inquire about SALS's interest in partnering with them to apply for New York's Digital Equity Program Capacity Grant. If accepted, the grant would run from Q4 2025 through 2027. Our final budget request is \$85,156.

In March, an estimated 33,000 items were downloaded by 7,000 users, with 11,000 holds placed in Overdrive. For February, SALS libraries borrowed 1,333 items from other systems and shared 472 items with other systems.

NovelNY: In January, Gale recorded 1,305 sessions in NovelNY. In March, there were 581 searches in Ancestry.

SALS hosted the Teen Summer Reading Workshop on March 11. There were 328 attendees.

Jack and others launched the YS AI Challenge in March; each week, staff receive a new challenge exploring a different AI tool (<https://padlet.com/jscott297/ai-youth-services-challenge-ckl5pan654azkyia>). To culminate the events, a webinar is scheduled for May 2nd:

FUTURE-READY YOUTH: Preparing Our Patrons to Navigate the Age of AI. Featuring

Nick Tanzi, Assistant Director of South Huntington Public Library.

### **Meetings**

March 24, 2025	Right to Read
March 25, 2025	Easton Annual Meeting
March 26, 2025	Show Up for Libraries SALS Directors Crandall Board of Trustees
March 31, 2025	Right to Read
April 1, 2025	Meet with SALS Attorney
April 7, 2025	Corinth Board of Trustees Right to Read
April 14, 2025	Right to Read
April 15, 2025	SALS Board Committee Meetings

Respectfully submitted,

Sara Dallas  
April 1, 2025