

Attendance:

Deanna DiCarlo (UHLS), Anne Pitlyk (UHLS), Gordon Noble (BETH), Jen Ward (APLB), Michelle Reilly (VOOR), Maria Buhl (GUIL), Sue Hoadley (WSTR), Rebekah Jarvis-Girtler (COLN)

Digital Resources Update

D. DiCarlo reviewed early usage statistics for new 2017 databases (Ancestry, Flipster, and Mango), and she asked if anyone had received any patron feedback for these new services.

- M. Reilly reported an increase in inquiries about Ancestry at VOOR.
- M. Buhl noted that GUIL Ancestry stats have remained stable.
- S. Hoadley has begun writing features in a church bulletin about the new databases to publicize them to potential new users.
- G. Noble asked if it was possible to see Mango statistics for each individual library.
 - D. DiCarlo responded that it's not because directors agreed to forgo individual stats in lieu of a single access link (multiple access links, because of Mango's setup, results in patrons having to create a Mango account at each link—adult services staff and directors noticed issues with this right away in January, and we switched to a single link).
- G. Noble pointed out that EBSCO now offers Rosetta Stone for libraries; D. DiCarlo asked for a price from our regional rep when he visited last week, and will report back later this year.
- D. DiCarlo asked if folks were still interested in Novelist as a possible addition to system databases. J. Ward and R. Jarvis-Girtler both spoke up for Novelist as an outstanding resource. AAC is looking into it also, so D. DiCarlo will report ASAC's interest to AAC and CLAC when potential new databases are evaluated.
- M. Reilly asked if it is possible to get customized Mango bookmarks. D. DiCarlo said that it is. Member libraries can log in <http://www.promotemango.com/> and select and customize promotional materials. If libraries are not able to order them directly, they can send complete, customized orders to D. DiCarlo and UHLS will order them. Mango offers these promotional materials for free up to a certain amount, and then there is a cost.
- J. Ward asked if OverDrive offers free print promotional materials. D. DiCarlo said they do not. Because OverDrive updates the Getting Started guides very frequently, D. DiCarlo recommended printing them on demand. UHLS is making every effort to have the PDFs of the latest getting started guides on the UHLS website.
- G. Noble asked if any locations other than Bethlehem are ordering supplemental titles on Flipster. M. Buhl said that GUIL is looking into it. M. Reilly said that VOOR may order some next year. R. Jarvis-Girtler pointed out that her patrons haven't mentioned missing anything. In addition:
 - D. DiCarlo said that eCAC will likely be evaluating magazines in the fall.
 - G. Noble offered to share circ stats on titles that BETH buys so that others can see what might be popular if added to the UHLS collection. He also noted BETH will make their subscriptions run from January to December next year.
 - M. Buhl said that the interface for ordering titles in Flipster is fantastic; titles are automatically prorated if ordered after January.
 - G. Noble pointed out that carts cannot be saved for EBSCO magazines, he has put in an enhancement request for that feature to be added.

- M. Reilly asked if there was a Flipster wish list. D. DiCarlo said that UHLS is not managing a wish list from all system staff, but that the proper channel to make Flipster purchase requests is via library directors to eCAC. Titles are selected in eCAC with feedback from the DA. That said, D. DiCarlo will also ask ASAC for recommendations this fall.
- R. Jarvis-Girtler asked if digital resource statistics for individual locations could be communicated at ASAC meetings. D. DiCarlo said that UHLS quarterly reports (received by the DA) can be shared with ASAC.

Boopsie Update

D. DiCarlo said that Boopsie will likely launch in May. They do not offer a beta test or a live demo before the app is available in the app stores. Because of this, D. DiCarlo asked Boopsie for screenshots of each menu. When the app is available to download, libraries can play with it before advertising it widely. Boopsie will offer a training webinar when the app is complete.

Spring CEs

A list of spring CEs was included in the meeting handouts. See the handout attachment for more information on following:

- April 11th: What Happens at the Once Stops? Local Workforce Development Services
10:00am - 2:00pm, Albany One Stop (175 Central Ave, Albany)
- April 20th: Social Media (In)securities
9:30am - 11:30am, UHLS Offices
- April 20th: Make it Happen! Develop a Literacy Program at Your Library
9:30am - 11:30am, East Greenbush Community Library
- May 4th: Large Bear Spotted Reading a Book! Or, How to Spot Fake News
9:30am - 11:30am, Schenectady County Public Library

ASAC Talks Back

D. DiCarlo asked if anyone has any feedback for UHLS.

- G. Noble said that he is very happy that UHLS is providing funding for databases again instead of buying fiction for OverDrive. There was a general agreement.
- M. Reilly asked if more trainings Ancestry could be provided. After a discussion, it was determined that the database is too complex for member librarians to train each other, and the group would like a professional genealogist to conduct a training.
 - D. DiCarlo asked what learning objectives librarians would look for in a future training that would go beyond a basic overview. It was determined that there is so many three part series for member libraries and their community partners to learn how to teach Ancestry to patrons would be most helpful. D. DiCarlo will investigate working with local history/genealogy specialists to plan a training series that will likely happen sometime in the fall; she will also consult member library local history/genealogy staff.

Leadership Jam: Transferable Life and Work Skills

Our second segment of Leadership Jam looked at life and work skills that transfer to leadership roles. D. DiCarlo gave a brief overview of "[Applying Previous Library and Non-Library Experience to Best Advantage](#)" by [Mary Grace Flaherty](#), and attendees discussed some of the skills they've developed during previous life/work experience that have served them well in library work. All agreed many of their skills have been transferable:

- Working in a large government organization was preparation for managing organizational structures as a director.
- Studying art and working in marketing both apply to library work every day. Librarians are generalists. Having variety in your background helps a great deal with planning programs.
- Working in food service is great for learning to work patiently with difficult people, customers and coworkers.
- Work experience in a nursing home helped develop strong programming for seniors.
- Working with developmentally disabled individuals in the past plays a large role in handling group homes visits to the library—and leading by example when other staff members have been less confident providing customer service to these patrons
- Retail, food service, and any other customer service experience helps to build interpersonal skills.
- Being the president of a friends group is valuable experience with fundraising and planning.
- A social work background developed skill in creating relationships and seeking to develop positive outcomes.
- Conducting tutoring and tutor training as an assistant director of a university Writing Center was great preparation for "reference interview" skill and rapport building when working with patrons and training staff.
- A journalism background is great for grant writing, newsletter writing, and advising about and editing publications for the library across multiple communication channels.

D. DiCarlo asked if attendees were finding the Leadership Jam to be a useful component of these meetings, and all in attendance agreed that it is.

Adult Services Program of the Year

Nominations for Adult Services program of the year are now open. See attachment for criteria and procedures for the nomination process.

Spotlight on Library Literacy Programs

Literacy New York of the Greater Capital region (LNY) has lost a great deal of its funding. How can libraries step in to fill the gap in services?

Some examples of locations that provide in depth adult literacy programming are Queens Library, Detroit Public Library, Cazenovia Library, and Plymouth Public Library. A representative from Cazenovia Library will present at the April 27th CE.

Attendees were given a worksheet to brainstorm how to advocate for these programs. Here are some thoughts that came up at the meeting:

- M. Buhl spoke about GUIL's 15-plus year partnership with Literacy New York. Guilderland has a high, and ever-increasing, population of English language learners and LNY filled the need for ELL programming for a very long time. GUIL partnered with LNY to get tutors trained to fill the need and within 4 years had trained 135 tutors. But between funding issues and staff turnover, LNY isn't able to do as much as they once were. M. Buhl has met with Meg Maurer (APL) and Paul Drezelo (COLN) to compile a list of area resources for ELL services. They are also working with Christina Darling, Programming Director of LNY, to see if libraries can help provide more volunteers again.
- R. Jarvis-Girtler noted that COLN offers a weekly ESL class (40 weeks/year).
- The need in many locations is for English learning rather than basic literacy.
- D. DiCarlo asked how we advocate to our board and directors that literacy programs need funding allocations. There was a discussion of pooling resources for a joint hire, but G. Noble pointed out the difficulty and complexity in funding something like that (because every library has a different funding structure) and suggested UHLS coordinate the hiring of a literacy specialist for the system.
 - R. Jarvis-Girtler has been successful in advocating for digital literacy programming by pointing out that it enables patrons to access other library resources. She suggested that type of argument could be applied to adult literacy programs as well.

Program Go-Round

Cut short. Some brief mentions:

- COLN: R. Jarvis-Girtler ran some social media how-to classes. Instagram went very well. Pinterest was a challenge because it appears differently on every device.
- BETH: G. Noble spoke about some recent trivia successes. He has done general trivia, movie trivia, and Harry Potter trivia.
 - R. Jarvis-Girtler asked where he gets his questions. He creates them himself.
 - M. Buhl said that GUIL has also had successful trivia nights attended by 80-85 people. They are currently planning a Game of Thrones trivia night.
 - R. Jarvis-Girtler said that COLN is in the process of planning a Star Wars trivia night and asked if anyone had idea on where to research questions. M. Buhl offered to send her questions from a Star Wars trivia night that GUIL hosted.

D. DiCarlo empowered anyone with questions for colleagues to feel free to send them out to the adult services listserv, and to check the [UHLS programming blog](#) for ideas, and for a log of programs highlighted during the go round. To add programs to the log, go to this [submission form](#).

NO MAY MEETING: Attend April CEs instead.

Next Meeting: Thursday, July 20th, 9:30am – 11:30am

April/May, 2017 Continuing Education Opportunities

NO ASAC Meeting in May; Instead, please attend any/all of the following CE workshops:

April 11: What Happens at the One Stops? Local Workforce Development Services

10:00 am - 2:00 pm (includes lunch) | Albany One Stop: 175 Central Avenue, 12206

Mary Blais & Andrea Howard, NYS Department of Labor

CE Contact Hours: 3.5

Program Description: Learn how the local One Stops assist community members with workforce development:

- Overview of One Stop services, DOL website, JobZone
- Current Trends in resumes and job searches
- What library patrons can expect when we refer them to the One Stops

About Mary Blais: Mary Blais is the manager of the Albany Career Center. She is passionate about workforce issues facing job seekers and businesses. In addition to babysitting, her first paid work was with the Arvilla E. Diver Memorial Library in Schaghticoke, NY. Her primary responsibility was re-shelving books but she particularly enjoyed the times she was assigned to work the circulation desk.

About Andrea Howard: As Senior Counselor, Andrea works with job seeking customers, on special projects and programs, and in staff training and development. When working with customers, Andrea provides intensive support to overcome the challenges that are preventing workforce reentry.

April 20: Social Media (In)securities

9:30 am - 11:30 am | UHLS

Karrie McClellan & Laurie Dreyer, East Greenbush Community Library

CE Contact Hours: 2

Program Description: Through the lenses of library policy and Social Media best practices, we will examine how to best manage multiple staff members posting to several social media accounts from both work and personal devices. Learn about some tools that will help you streamline your library's workflow and boost security at the same time.

April 27: Make it Happen! Develop a Literacy Program at Your Library

10:00 am - 1:00 PM (includes lunch) | SALS. Partnership with MVLS & SALS.

Featuring Jennifer Bollerman from Patchogue-Medford Library, Betsy Kennedy from Cazenovia Public Library, and Tara Truett from Oneida Public Library/Madison County Reads.

CE Contact Hours: 2.5

Program Description: Find out how to create a community-based literacy program during the Adult Literacy Symposium, when three public libraries will discuss what they are doing to meet the literacy needs of their respective communities.

May 4: Large Bear Spotted Reading a Book! Or, How to Spot Fake News.

9:30 am - 11:30 am | Schenectady County Public Library. Partnership with MVLS & SALS.

Featuring Carol Anne Germain, Information Literacy and Informatics Librarian at UAlbany.

CE Contact Hours: 2

Program Description: Fake news or "post-truth" information pervades our judgement and puts our civil liberties in jeopardy. Attend this workshop and learn how to assert that libraries are trusted resources for reliable information in the current political landscape.



UPPER HUDSON LIBRARY SYSTEM

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Upper Hudson Library System Annual Awards Announcement

UHLS Adult Services Program of the Year

This award is presented annually to recognize outstanding library programming by a UHLS member library for an adult audience (age 19 and older).

Program Criteria:

Any program created for and presented to an adult audience at any time in the previous calendar year is eligible for this award.

Programs will be judged primarily on the success of the program and its value to the library and to the community, and not by the cost involved to create and present it, nor by the number of participants in the program.

Special consideration will be given to programs that do any or all of the following:

- demonstrate creativity and innovation
- involve establishing or significantly enhancing a partnership between the library and another community organization
- reflect new uses of technology
- result in significant positive public relations attention for the library
- successfully target a previously underserved segment of the community

Nomination Procedure:

Each member library may only submit one nomination for this award.

A complete award nomination will include:

- A nomination letter which includes the name of the program; the library that presented the program; the name(s) of the individual(s) primarily responsible for the creation and presentation of the program; a description of the program which includes specific reference to the above criteria; and the name of the person making the nomination.
- Supporting material which will include copies of information related to the program that directly supports the nomination. Examples of relevant supporting materials include: promotional material, items created in the

program, press releases, media coverage, participant testimonials, photos of the program, etc. Please DO NOT send original materials.

Nominations may be submitted in hard copy (addressed to UHLS Annual Awards) or electronically via e-mail (sent to heidi@uhls.lib.ny.us). **Nominations MUST be received at UHLS by 5:00pm on April 15th.**

Award Selection:

All award nominations will be reviewed by the UHLS Services Committee. The Committee will select the award winner and will announce the decision to the UHLS Board of Trustees.

All who submitted a nomination will be notified after the final selection is made.

The award will be presented at the UHLS Annual Dinner which is scheduled for the second Wednesday in June. When the award is presented, staff from the winning library will be asked to make a brief (2-5 minutes) presentation describing the program to a dinner attendees.

Approved by the UHLS Services Committee - 3/11/15