

Attendance:

Deanna DiCarlo (UHLS), Anne Pitlyk (UHLS), Melissa Tacke (CAST, Kristina Ronald (GUIL) Sue Hoadley (WSTR), Tracey Pause (VOOR), Elizabeth Putnam (EGRN), Michelle Conte (RCSC), Frank Somers (BETH), Kim Graff (RVLL), Rebekah Jarvis Girtler (COLN), Amy McLaughlin (APL), Kelly Vadney (WTVT)

Adult Literacy Grant

D. DiCarlo presented an overview of phase one of the Adult Literacy Grant. Sixteen UHLS libraries offered thirty-seven workshops attended by 190 patrons. Forty-three attendees had never been to a library program before!

Many of the attendees were older adults, so this spring more content will be offered to meet the needs of older patrons.

Sign-ups will begin in December for the spring 2018 workshops. All three trainers will return with some new workshops and some favorites from 2017.

Adult Kits

D. DiCarlo sent a poll with the agenda for this meeting asking feedback on what adult kits might be most useful. The responses included Wi-Fi hotspots and iPad labs. D. DiCarlo has brought these ideas to other UHLS staff and asked meeting attendees to suggest more ideas for kits. Suggestions included:

- K. Vadney suggested a drone building kit as something that might appeal to families.
- E. Putnam suggested sewing machines. She suggested four minimum, preferably six-eight. A. McLaughlin pointed out that with more than four, a second instructor is needed. M. Conte said that RCSC just bought some sewing machines, they were around \$60 each.
- M. Tacke suggested podcast recording equipment. K. Graff said that the Brooklyn Public Library has a great set up. R. Jarvis-Girtler suggested looking into Zoom brand equipment.
- M. Tacke suggested an oversized photo scanner that can handle transparencies. F. Somers said that BETH has two that work fairly well.
 - M. Tacke, K. Graff, K. Vadney, and F. Somers all have experience in archival scanning and are willing to give feedback on any scanners under consideration.
- M. Tacke suggested telescopes. F. Somers said that the telescopes at BETH have been very popular.
- F. Somers also said that the metal detectors at BETH circulate very well, and may make a good kit option.
- K. Graff suggested any crafting kit. Knitting, jewelry making, crocheting, etc. The libraries would provide materials and the system would buy the necessary tools. M. Tacke pointed out that any fabric arts equipment would be great, for example a weaving loom.

- K. Graff and R. Jarvis-Girtler both have experience running a variety of craft programs and are willing to provide feedback on any craft tools under consideration.
- T. Pause asked about equipment for paint and sips. K. Vadney said that the startup equipment, such as tabletop easels, are very inexpensive.
- M. Conte suggested musical instruments to go with the “Libraries Rock” summer reading theme. Ukuleles.
 - R. Jarvis-Girtler has experience running musical programs and is willing to provide feedback on any musical instruments under consideration.
- K. Graff asked about musical video games like guitar hero and possibly karaoke. UHLS already offers kits that contain guitar hero and karaoke.
- M. Tacke asked about gear could be provided to libraries without kitchens to run cooking programs.
 - T. Pause said that VOOR runs many cooking programs. She uses an electric skillet, a crock pot, and a griddle.
 - R. Jarvis-Girtler mentioned that an instant pot could be a fantastic option, since it is so versatile.
- M. Tacke suggested soap making equipment, such as molds.

ASAC Feedback

D. DiCarlo asked if anyone had any feedback for UHLS. The only response was from M. Tacke saying that UHLS is great!

Spotlight on Digital Services

UHLS launched four new products this year. Mango, Ancestry, Flipster, and the UHLS Mobile App. D. DiCarlo asked about patron feedback or issues for any of the digital services UHLS provides. Handouts (attached) for digital services self-assessment and practice activities were distributed.

- **Mango**
 - M. Conte said that getting people to use the service has been a challenge.
 - K. Vadney suggested tying the software in with cultural programs and asked if there were any in the area. A. McLaughlin said that there is one at the Empire State Plaza (Festival of Nations?) and that she has a good ESP contact from the Kids Expo.
 - D. DiCarlo gave the example of her demonstration of Mango at the Albany Guardian Society and suggested that it could be a program on its own.
 - A. McLaughlin pointed out that schools often have cultural programs, and D. DiCarlo said that the senior class at AHS used Mango to prepare for their class trip to Paris.
- **Flipster**

- Our Flipster checkouts are on track to equal, and possibly even surpass, last year's magazine circulation in OverDrive.
- The Central Library Committee has decided to drop Marie Claire, Ask, Cobblestone, and Teen Vogue. They have added Money, Essence, Entertainment Weekly, Food & Wine, and Martha Stewart Living.
- K. Vadney asked how much it would cost to donate kids' titles. D. DiCarlo pointed out that buying titles system-wide is more expensive than just buying titles for your own service area. It is possible to do both.
- R. Jarvis-Girtler said that her patrons love how easy it is to use and the back issues.
- **Boopsie**
 - Known issues include "Popular Titles" not loading, problems with barcodes on android devices, a problem with the app remembering login information, and suppressed records appearing in the app (this has already been resolved).
 - K. Graff said that her patrons love it, especially the barcode storage and the book look.
 - M. Conte said that parents love it because it helps them keep track of their kids' cards.
 - Locations will receive an email to update their library's information in January 2018.
- **Ancestry**
 - Every location has been using Ancestry!
 - There will be a second Ancestry coming in 2018
 - It was suggested that future trainings be held at UHLS.
 - D. DiCarlo asked if everyone liked the training from the State Library or if there were any other contacts that anyone could suggest.
 - K. Ronald suggested Lisa Dougherty.
- **OverDrive**
 - Still going strong! There will be a selector training in 2018.

D. DiCarlo will teach a Confident Customer Service training for OverDrive and other digital services on March 22, 2018.

Program Go-Round

Our ASAC meeting format features this program go-round each meeting. Given the fact that MVLS and SALS are now co-sponsoring a Program Swap, which serves as a program go-round between all three systems, ASAC will likely only meet 2-3 times in 2018. ASAC regulars are encouraged to go to the Program Swaps.

- F. Somers said that he has had a great deal of success with a chess club. Teen volunteers teach K-5 aged kids how to play. He has two, one-hour long sessions one night a week. This program is always well attended, though a tournament he planned over the summer was not so well attended. A. McLaughlin suggested planning a tournament during a school break.
- R. Jarvis-Girtler spoke about a tarot card program at COLN. Led by Jeannie Thomma, this was a workshop presenting tarot cards from a psychological perspective rather than a supernatural one. Jeannie Thomma gave a discount to the library. R. Jarvis-Girtler taught a seminar on

productivity apps and is planning one on digital anxiety. COLN also hosted a vegan cooking program led by Nicole Arciello that attracted 70 people.

- T. Pause said that VOOR did the same program and attracted 32 patrons. Both locations were thrilled with the popularity and quality of this program.
- A. McLaughlin said that APL has been having success with pop up libraries at senior centers. They have one coming up at the VA.
 - T. Pause asked if they ever bring books for checkout. A. McLaughlin said that she brings laptops, uses her phone as a mobile hot spot, and comes with a curated collection of books targeted to her audience. She also brings a few withdrawn materials for people who, for whatever reason, cannot check anything out.
- A. McLaughlin asked for some tips to help get APL's Mom's Midweek Book Discussion Group back on track. It was designed to be a night out for moms, but has been attended primarily by older men.
 - D. DiCarlo asked what books were being read. A. McLaughlin said they had read *The Girl on the Train* and it was very well attended by actual moms. Other titles attracted older men. The program has been forced to evolve into Book and a Movie. In December they will watch and read *Hidden Figures*.
 - F. Somers said that BETH tried to have a mom's book club during the day and also struggled to get attendees.
 - R. Jarvis-Girtler asked if there was a demand for this program from the community. A. McLaughlin said that there was.
 - APL's series of storytimes in the park attracted a large number of moms, but it was being used to promote other library programs and could not be used to promote the book club.
 - K. Vadney suggested using meetup.com to get an existing mom's group to come, rather than trying to start a whole new one. A. McLaughlin would rather attract attendees who do not already have a mom's group.
 - E. Putnam suggested starting a book club targeted towards older men. A. McLaughlin said that APL already has several.
 - D. DiCarlo asked what branch they had tried (APLD and APLP) and suggested that morphing the program into something broader, like Book & a Movie, might attract more people, including moms.
 - M. Tacke suggested holding it at a café rather than in the library itself. A. McLaughlin said that they already have held it at the Madison Theater and it didn't help.
- M. Conte is planning an adult holiday unwind. It will be after hours, BYOB, with a spa DIYs, cookie decorating, and karaoke. Patrons asked if they could bring presents to wrap, so M. Conte will screen a holiday movie in the community room while people wrap presents. The other activities will be in the library. RCSC did a program survey and their patrons would like more homesteading programs.
- M. Tacke asked for tips on planning a chicken keeping program. She has a contact at the Rensselaer County Cornell Cooperative Extension who will lead the program, but isn't sure about when to do it.
 - M. Conte suggested that it could be a whole series: build the coop, presentation of salmonella, etc.

- VOOR and BETH hatched chicks and posted a live video stream on their website.
 - K. Graff suggested M. Tacke reach out to Matt Graff at COHS, who worked with George Steele for a chicken hatching program.
- K. Graff spoke about the grant awarded to RVLL to host Science Café book discussions on climate change literacy. It was awarded by Califa in California. A representative from the weather station in Albany came to the library show patrons how to use the NOAA website. K. Graff went to a training and picked the book from the funding institution's list. There was a short video that went along with the reading, which was followed by a discussion. The goal was to inspire patrons to think about the climate as they go about their day-to-day activities. RVLL patrons have followed up with meetings about Rensselaerville's water supply and request for more programs about sewage treatment and disaster preparedness. Califa has allowed K. Graff to put the video on a flash drive and she is working on putting all of the necessary documents into packets to share with other libraries.
- M. Tacke hosts a holiday cookie swap at CAST that is always very successful. She suggested that anyone who wants to run a Red Cross Blood Drive reach out to them. The Red Cross will help to schedule it so that any super donors in your area will be able to give. CAST also hosted the North East Paranormal Society for a presentation. They came for free and were fantastic.
 - K. Graff said that the North East Paranormal Society actually did an investigation of the RVLL library. They are insured, which is important to trustees, and they had some interesting findings.
- T. Pause said that VOOR has been running programs for and about veterans all month. Teen volunteers were trained on how to conduct interviews and then sent to record interviews with area veterans. A local author, who is a vet, is coming to give a book talk. They've been collecting for the VA all month and suggested the USS Slater as a programming partner.
 - M. Conte pointed out that partnering with the USS Slater would be a good way to highlight the library's museum passes!
- T. Pause is also hosting a cookie swap. It will double as an ugly sweater party and she is now considering adding karaoke! She has a food-related program every month, and has developed a group of regulars for these meetings. Andrew at VOOR is expanding their tech programming with help from R. Jarvis-Girtler.
- M. Conte will be hosting the Peppertree Rescue for a presentation on dog adoption and they will be bringing puppies! RCSC also hosted a therapy pig who has worked at the Albany International Airport and is named Bacon Bits.
- E. Putnam said that EGRN has been partnering with the Society for Creative Anachronism lately. Upcoming events include a bardic competition and mitten making using the ancient art of nailbinding.
- S. Hoadley said that WSTR is gearing up to start an outreach program for homebound seniors. She has put together a brochure that will be included in a mailing from the town accessor's office. BETH shared their brochures for inspiration.
 - A. McLaughlin said that APL's service for homebound patrons has been going strong for about six months and has expanded to all branches.
 - M. Conte suggested WSTR should make sure that patrons know it is a service to anyone who is homebound, not just seniors.

- K. Ronald spoke about GUIL's hygge-inspired events. Hygge is the Danish concept of happiness through comfort. Library staff creates a cozy space. At one event attendees did a craft, at another patrons were invited to bring a book and read it, and at another patrons watched a movie. It's been held monthly since September and has attracted 3-5 people who have fully bought in to the concept each time. GUIL also had Dave Muska of Ondatra Adventures lead two off site programs. He took patrons on a walk through Tawasentha Park to learn about edible plants and he showed patrons how to build a lean to and a number of survival skills. He will be in the library for a third program and will teach patrons a craft.

ASAC attendees should check out the newly revamped [Program Swap Blog](#) for programming tips and ideas!

New Business

M. Conte would like to put together some content for a social media campaign in the style of the librarians who [read mean tweets](#), [parody the Kardashians](#), etc. Anyone interested in participating in the campaign should email M. Conte or send a DM through RCSC's Facebook or Instagram.

Upcoming Meetings and CEs

Annual ILL Meeting
December 5th, 2017 | 9:30am-11:30am | UHLS

Adult Program Swap (tri-system)
January 11th, 2018 | 9:30am-11:30am | MVLS

Social Medi-aaaah!
January 24th, 2018 | 9:30am-12:30pm | UHLS

Digital Resources: Confident Customer Service
March 22nd, 2018 | 2:00pm-4:00pm | UHLS

New Professional Collections Titles in 2017

[The Good, The Great, and the Unfriendly: A Librarian's Guide to Working With Friends Groups](#)

[Renew Yourself: A Six-Step Plan for More Meaningful Work](#)

[Tactical Urbanism for Librarians: Quick, Low-Cost Ways to Make Big Changes](#)

[The Collection All Around :Sharing our Cities, Towns, and Natural places](#)

[Creating Inclusive Library Environments](#)

[Winning Grants : a How-To-Do-It Manual for Librarians](#)

UHLS 2017 Digital Services Self-Assessment	4 = I got this; I'm a total rock star. ★	3= I'm with the band; I kinda know what's up in most cases.	2= I kinda know the lyrics to the popular tunes, so if you hum a few bars, I can fake it.	1= What? We offer ebooks and Ancestry? I may as well be listening to another radio station.
OverDrive:				
1. OverDrive website location and content/formats				
2. OverDrive App functions				
3. Devices that are compatible with OverDrive				
4. Libby functions				
5. Getting a patron started with OverDrive				
6. Locating the Help Portal and submitting a help ticket to UHLS (Or in Marketplace if you are a selector)				
7. How to troubleshoot when a patron is unclear where they are (Encore, OverDrive website)				
8. How to troubleshoot Kindles				
9. How to troubleshoot Adobe Digital Editions				
Ancestry				
1. Ancestry location and content				
2. Ancestry functions: search, zoom, save, etc.				
3. Getting a patron started with Ancestry				
Flipster				
1. Flipster location and content				
2. Flipster app functions				
3. Getting a patron started with Flipster				
Mango Languages				
1. Mango location and content				
2. Mango app functions				
3. Getting a user started with a language lesson				

UHLS 20017 Digital Services Self-Assessment	4 = I got this; I'm a total rock star. ★	3= I'm with the band; I kinda know what's up in most cases.	2= I kinda know the lyrics to the popular tunes, so if you hum a few bars, I can fake it.	1= What? We offer ebooks and Ancestry? I may as well be listening to another radio station.
UHLS Mobile				
1. UHLS Mobile location, menus, and content				
2. UHLS mobile compatible devices				
3. Getting a user started with UHLS mobile				
Gale Virtual Reference Library				
1. GVRL location and content				
2. GVRL functions (language, save, etc.)				
Cypress Resume				
1. Cypress Resume location and content				
2. Getting a user started with Cypress Resume				
3. Cypress Resume functions (how to create a resume, etc.)				
NOVELNY				
1. NOVELNY location and content				
2. Getting a user started with NOVELNY				
Other Digital Platforms at Your Library				

OverDrive

- ___ Locate and explore the OverDrive website.
- ___ Download or use the OverDrive App (if you have a device). (Bonus: Try the Libby App and compare). Note the location of the app menus. ☰
- ___ Do the following in both the app(s) and the desktop browser:
 - ◇ Browse the featured collections
 - ◇ Browse the subjects
 - ◇ Search for a specific ebook title
 - ◇ Check out and download an ebook (note the format options)
 - ◇ Check out and download an audiobook
 - ◇ Check out and download a video
 - ◇ Return a title
 - ◇ Place a hold
 - ◇ Recommend a title for purchase
- ___ Use the OverDrive Help Portal to get information about:
 - ◇ Adobe Digital Editions

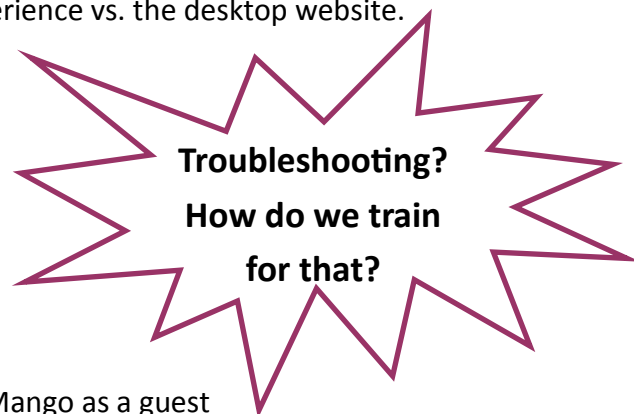


Flipster

- ___ Locate Flipster on your library website (or UHLS) and explore the Flipster site's content.
- ___ Read a magazine in a browser.
- ___ Download the Flipster app (if you have a device).
- ___ Read a magazine in the app—note any differences in user experience vs. the desktop website.

Mango

- ___ Locate Mango on your library website (or UHLS).
- ___ Explore the service's available languages and other content.
- ___ Select a language to learn and begin a lesson.
- ___ Download the Mango app (if you have a device).
- ___ Note the difference between creating an account and using Mango as a guest on the website and logged into the app.
- ___ Download a lesson in the app to use offline.



UHLS Mobile

- ___ Locate UHLS Mobile on your library website and in the app stores.
- ___ Download UHLS Mobile.
- ___ Select your preferred library, then select another to see what switching libraries is like.
- ___ Log in and place a request (try physical and digital items).
- ___ Explore the rest of the menu (calendar, hours, book look, etc.).
- ___ Add library card to the “wallet.”

Cypress Resume

- ___ Locate Cypress Resume on your library’s website (or UHLS).
- ___ Create a resume using the resume tool.
- ___ Create a cover letter and reference sheet.
- ___ Save your creations in MS Word (Hint: Choose .rtf).

GVRL

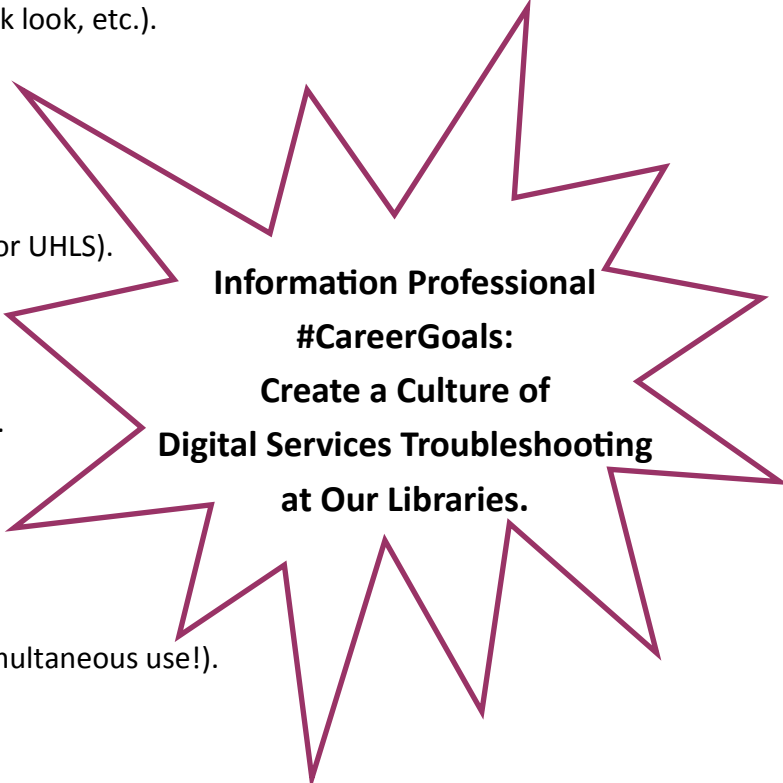
- ___ Locate GVRL on your library’s website (or UHLS)
- ___ Identify GVRL’s content (Note: GVRL content is simultaneous use!).
- ___ Download/Read an ebook of your choice.
- ___ Identify the languages available, citation tools, etc.

Ancestry

- ___ Locate Ancestry on your library’s website (or computer desktop).
- ___ Explore the homepage and menus.
- ___ Conduct a basic search for a family member or historical figure (e.g. Harmanus Bleecker, Albany, NY.).
- ___ Try saving an image or document.

NOVELNY

- ___ Locate NOVELNY on your library’s database (or equivalent) page, the UHLS digital resources page, or the NYSL/NOVELNY website.
- ___ Identify the variety of resources available.
- ___ Conduct a search in at least three different resources (Opposing Viewpoints, Academic One File, Britannica, Health Reference Academic, etc.).



Information Professional
#CareerGoals:
Create a Culture of
Digital Services Troubleshooting
at Our Libraries.