

**Directors' Association
Upper Hudson Library System
Friday, March 7, 2008 at UHLS**

Attending: Judith Wines (ALTM); Nancy Pieri (BETH); Julie Zelman (BRUN); Darlene Miller (CAST); Deborah Canzano (COHS); Debbie Shoup (EGRN); Barbara Nichols Randall (GUIL); Carol Gaillard (HOO); Lenny Zapala (MEND); Pat Sahr (NASS); Margie Morris (POES); Mindy Fowler (SNLK); Mary Jo Daly (STEP); Paul Hicok (TROY); Phil Ritter (UHLS); Gail Sacco (VOOR); Ginger Hewitt (WTVT)

Visitors:

Minutes:

Meeting convened at 9:00 AM

Motion: (Zapala/Canzano) To approve minutes of February 1, 2008 meeting. Motion carried.

UHLS: Phil Ritter

- **Coaching for Performance** – customer service program through LSTA – March 20th
- **Annual Meeting** – June 11 @ Albany Country Club. Speaker will be Karen Hyman on “Reinventing the Customer Centered Library.” This will be targeted toward trustees. She will also offer a program (2-2 ½ hours) earlier that day on “The Library Test, Questions for 2008” for staff & directors. There will be more details coming soon.
- **Construction needs** – Phil will be calling directors over the next several week regarding construction needs. DLD is asking for an updated list.
- **Big Read** – the program flyer is at the printer and will be available soon.
- **Riverway Storytelling** – publicity will be coming soon
- **Lobby Day** – Phil shared the list of appointments and attendees. Approximately 35 representatives from UHLS libraries are expected to attend.
- **DVD purchases** – Phil asked for a decision regarding the criteria for purchase of DVDs by UHLS to help fill patron's requests. At a 5:1 ratio (5 requests=1 DVD copy), UHLS would need to purchase 789 DVDs (based on a request report run on 3/6/08). At a 25:1 ratio, they would need to purchase 49 DVDs. There was discussion about whether this process would really meet the demand. It could be a great deal of money to spend.

Motion: (Sacco/Gaillard) UHLS should try using the 25:1 ratio for purchasing DVDs and re-evaluate the process in three months. Carried.

- **Courier RFP** – Phil had sent out a copy of a draft RFP to directors for review and input prior to this meeting. Gail Sacco asked why the three system courier service has fallen apart. Phil stated that there were several issues. One was that Velocity has had difficulty with the sorting process. The problems with delivery have made it hard to keep up. Some libraries stopped filling ILL requests as the items were just sitting in the sorting area at Velocity. Phil has suggested the possibility of having the centralized sorting return to UHLS for better control. Velocity has heard of the RFP and their salesperson has asked what Velocity could do to rectify the issues that exist. One of the biggest concerns is that the drivers are all under contract and not Velocity employees. UHLS currently pays \$130,000 per year for courier service. If proposals come in much higher than that, we will need to remain with Velocity. Paul Hicok asked if UHLS had explored running their own courier service.

Motion: (Zapala/Miller) UHLS should research the cost of running its own courier service. Motion carried (2 opposed).

Motion: (Nichols Randall/Shoup) Issue RFP for courier service. Motion carried.

- **Training summary** – Phil distributed and reviewed the training survey results. He had projected approximately 300 employees could fill out the survey. There were actually 164 participants so he was pleased with that response. UHLS will be looking for people to present programs in the areas that have been requested.

UHLS Board: N. Pieri

- Reviewed mini-grant applications
- There is a new trustee from COLN.

UHLS Administration: B. Nichols Randall

- None

Services Committee:

- Mini-grants
- RFP for courier

Finance Committee: N. Pieri

- Review of bills

Central Library: T. Burke

- None

New Business:

- None

Old Business:

- Mini-grants – Gail Sacco stated that VOOR had attended Jo-Anne's workshop but their grant was not funded. Gail masked for a list of the grants which were funded. Phil made copies of the award listings and distributed it. He reviewed the results and remarked that there was a great response this year.
- Nancy Pieri reported that BETH had received a notice from DLD about funding for their project (part of the state's \$800,000.) The larger grant amount is still not released from the State.

Nuts & Bolts:

GUIL: An Albany Public Library patron borrowed 6 CD and ripped off the barcodes and labels. GUIL charged him \$1.00 per label for replacement. He was very upset and told them it must have happened at the library when he dropped the CDs off. He planned to attend to the next GUIL board meeting to discuss this. Barbara just wanted to warn others about this problem patron. Also, GUIL has a jazz program coming up.

EGRN: They have been talking about diversity. There is no diversity on the staff. There was discussion regarding the Civil Service process and the need for all libraries to make people aware of it. Someone stated that library staffs tend to reflect the community in which the library is located. All agreed.

HOOF: Have new lights and the ceiling is being painted. The library is much brighter.

BRUN: Down one staff person so it has been hard to cover the hours. Julie reported that the BRUN Board has just closed on a building on Route 2 to move into. The owner of the building is holding the mortgage. They need a positive capital campaign and a successful special legislative district vote. The Board has hired Libby Post to do a feasibility study but the results have not been released yet.

COHS: They are getting Gates computers. Debbie and another staff person will be attending a 2-day conference at the Sagamore. Also, they had a good turnout for the PoppyTown Puppet workshop. The kids made puppets. There were 2 different sessions – offered by age. Next month COHS will have Ant Helen's Closet. Debbie reports that she is having difficulty getting light bulb changed as it requires a lift to get to them.

ALTM: Held their 1st Annual I Love My Library Gala and raised \$17,000 for the capital campaign. It was a dinner and a silent auction. On March 19th, ALTM is offering a program on car maintenance for women. Also, Judith reported that a patron waited two weeks for an older book. The library who owned the book told ALTM they were not pulling books due to the troubles with the courier.

NASS: Since the residents of the Town voted to support the library the whole political scene as changed. Campaigning politicians are now using their support of the library.

STEP: Held their Grand Opening on a snowy evening and had 70 people turn out. A couple from Chicago flew in. They had donated \$21,000 to the renovation. They have had a 40% increase in circulation since the opening. Also, a patron has challenged the fact that there are no filters on the public computers.

SNLK: Working on renovating the circulation and processing area.

VOOR: Working in the budget. Gail reported that the Capital Region economic forecast is very promising due to nanotechnology. She also stated that an article in the latest *Library Journal* reported on Amazon's Kindle. At the present time, they do not have a no sharing license. A public library is downloading books and loaning them out to patrons.

BETH: Nancy only had two words – Library Thing.

TROY: Going for a special legislative district. The City Council passed the resolution.

Adjournment

Motion: (Zelman/ Canzano) To adjourn meeting. Motion carried. Meeting adjourned at 11:00AM. Next meeting is April 4, 2008 at 9 AM at UHLS.

Submitted by,
Margie Morris