



UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

Directors' Association
August 7, 2015

✓	APLM - Melanie Metzger
✓	ALTM - Joseph Burke
	BRLN - Sharon Vogel
	BERN - Judy Petrosillo
✓	BETH - Geoffrey Kirkpatrick
✓	BRUN - Natalie Schipano
✓	CAST - Melissa Tacke
✓	COHS - Matt Graff
✓	COLN - Evelyn Neale
✓	EGRN - Lois Papp
✓	GRAF - Christian Collins
✓	GUIL - Margaret Garrett
✓	HOOF - Carol Gaillard
✓	MEND - Lenny Zapala
✓	NASS - Laureenne Teachout
✓	NGRN - Daryl McCarthy

	PTRB - Sharon Hodges
✓	POES - Margie Morris
✓	RCSC - Judith Wines
✓	RENS - Jane Chirgwin
✓	RVLL - Kim Graff
✓	SNLK - Melinda Fowler
✓	SCHG - Nick Matulis
✓	STEP - Laureenne Teachout
✓	TROY - Paul Hicok
	VAFI - Sandi Goodwin
✓	VOOR - Gail Sacco
	WTVT - Samantha Fagan
✓	WSTR - Sue Hoadley
✓	UHLS - Tim Burke
✓	UHLS - Joe Thornton

9:08 AM Meeting called to order by S. Hoadley, President. She noted that there were three guests: M. Metzger from APLM, L. Papp from EGRN and M. Garrett from GUIL. She also noted, with regret, that August 19th is C. Collins' last day at GRAF. She congratulated L. Teachout on her new position as Director at NASS and E. Neale on her new position as Director at COLN.

I. MINUTES

MOTION: M. Morris moved to accept the June 5, 2015 Minutes as presented. M. Tacke seconded. Unanimous.

II. REPORTS

Migration Report - T. Burke and J. Thornton reported on the following:

- We have collected your responses on the slow response time issues and sent them to Ill and opened a support ticket so we can begin to work with them on the problem. Both Suffolk Library System and Mid-Hudson have had similar problems. There is a response time clause in our Ill contract but without definitive data, it isn't time to discuss this issue with them.

- E. Neale asked about UHLS hosting the ILS instead of Ill. J. Thornton noted that until we know what the problem is, we don't know what the proper solution would be. He would prefer to discover the problem before taking any drastic (or expensive) steps. T. Burke noted that both hosting and non-hosting sites have reported a slowness issue and he stressed that we need specific information regarding any problems.

- M. Metzger noted that APLM has some concerns regarding the figures in the reports generated by the ILS. J. Thornton responded that the UHLS staff is still working with the reports to make them as accurate as possible; with the migration to the new system, the statistics did not carry over and Horizon and Sierra count information differently. Discussion regarding reports. T. Burke suggested that any concerns MUST be emailed to support@uhls.org in order to track them and work on them.

- G. Kirkpatrick asked if UHLS is at a point yet where we could discuss customization and who would do this? T. Burke asked if the Directors wanted an Ad-Hoc Committee that would focus on customization ideas. E. Neale asked about a User Forum. T. Burke suggested that the function of a User Forum would be to share ideas and expertise - it would not be a decision making group. A smaller group is more efficient. L. Zapala noted that reports are a priority. G. Sacco noted that Amy Peker (VOOR) has been testing the system and thinks that there are canned reports that are ready to go and that would be useful. E. Neale noted that Scott Jarzombek (APLM) has not yet had a chance to activate the Reports Subcommittee and that we should get it moving. A number of people volunteered to serve on that Subcommittee. T. Burke said that he would send out a follow-up message to determine interest.

- J. Thornton noted that in Sierra, there is a module called Decision Center that is a collection analysis tool. This still has to continue to collect and build data but would eventually be useful for the Reports Subcommittee.

- N. Matulis suggested that the Directors might want to consider a one-time group to sit down and prioritize Sierra/Encore issues. E. Neale suggested that there should be an ASC meeting in September specifically to prioritize ILS issues.
- G. Sacco noted that there is still a problem with holds. J. Thornton suggested that whenever there is a problem like this, the specifics (with screenshots if available) should be sent to support@uhls.org N. Matulis noted that one of the problems with holds is in the “Page for Title.” If this is not clicked on correctly, the item will stay on the shelf. Various examples of problems with “Page for Title” were discussed.
- G. Sacco suggested sending the trainers out to all of the libraries to make sure that all of the internal controls in the ILS are being done correctly before taking any issues to Ill. There was a suggestion to send an operational checklist to all of the libraries, instead of a person, to make sure that everyone is following the correct procedures.
- J. Thornton listed some of the other issues/items that the UHLS Automation staff are working on:
 - Circ by category report
 - Locations - revising the location request form
 - Loan rules - these still need more tweaking since they are very complicated
 - Inventory device is available for loan
 - OverDrive - has been fully integrated with Encore but there are still some problems with getting the statistics integrated
 - Kids Online is now live
 - UHLS has not yet moved from the Ill Implementation Team to the Support Team, although some members of the Support Team have been working with UHLS. We are still considered to be in the implementation phase but close to the end
 - Teleforms - the problems with teleforms have been corrected and R. Cheng is working on a program that will help to identify patrons who have not received teleforms
 - Rotating collections - we now have a module to deal with and keep track of these collections
 - Create List Workshop - was successful
 - New ILS feature - a new feature has been implemented called “extend due date” and will be useful for times when libraries have unplanned closings
 - Articles that appear in Encore - we are working on removing these from the initial search response page
 - Email reminders - E. Neale asked if it would be possible to add a link in the reminder email sent to patrons that would take them directly to the login page so that they could renew items easily
 - Recent circulation history - this function has been enabled and is available to staff to see the last few borrowers of an item

Executive Director's Report - T. Burke highlighted features in his report:

- UHLS By-Laws change: the UHLS Board relaxed the rules for eligibility to serve on the Board in order to help out those libraries that were having trouble getting a library Board member to volunteer for the UHLS Board. In the new By-Laws, a person selected to serve on the UHLS Board basically needs to be a resident in the Library's service area and maintain that residency during their time on the UHLS Board.
- Construction grants: UHLS has received 9 applications for a total request of \$707,563. We have \$444,000 to allocate. The Intent To Apply forms have been very useful. August 24th is the deadline for sending applications to UHLS.
- Off-site storage: UHLS is offering this to the members. It is simply a filing cabinet at UHLS but will serve as off-site storage for those who need it.
- Library card information: T. Burke reminded the libraries that, according to recently passed legislation, they have the ability to ask for library card information to be distributed to students in the local schools.
- New Manager: Deanna DiCarlo, the new UHLS Manager, Adult and Outreach Services, will begin on August 17th.
- CORE Training: the next Trustee CORE Training will be held on October 13th. L. Teachout asked about a Friends Group training presentation. G. Kirkpatrick noted that NYLA would come to a library and give a presentation on Friends Groups. T. Burke noted that UHLS also has a Long Range Planning presentation and is now working on a Fiduciary Responsibilities Module which takes into account some of the recent OSC audits. G. Sacco suggested that this would make a good Continuing Education program for the DA.

UHLS Board & Finance Committee - report by J. Wines on the following:

- The Annual Financial Review was presented by UHY at the July meeting of the UHLS Board of Trustees and the By-Laws change mentioned in T. Burke's report was approved.

UHLS Services and Administration Committees - did not meet in JulyCentral Library Committee - report by L. Zapala on the following:

- This Committee will meet more often to discuss how to get more input from the member libraries in order to serve everyone. The Central Library is a resource for all in the UHLS service area. When the Committee meets in September, they will be sending out a survey to help determine how best to use the Central Library funds from the State.

e-Content Committee - report by J. Wines on the following:

- She distributed the stats for e-content purchases as of the end of July. She congratulated BETH for far exceeding their suggested purchase amount. There are only six libraries that have not made any e-content purchases so far this year. Any comments from patrons or front line staff regarding e-content would be very useful for the Committee members.

III. OLD BUSINESS

- Sierra Ad Hoc Users Forum - report by E. Neale. She is working with UHLS to set this up. For an online component, she is looking at free products for a WiKi or Blog that would allow many users in order to share information. K. Graff suggested WiKi Spaces which is available at a reasonable price through Tech Soup.
- Continuing Education conversations - report by G. Sacco. She will try and get an OSC fiscal person to make a presentation either at the September DA meeting or at a special session. G. Kirkpatrick and T. Burke will make a presentation, at a future meeting, on NYLA and what it does and the value of its advocacy work. Rebecca Lubin and Rebekah Smith Aldrich were also mentioned as possible future presenters. J. Wines will report on NYLA's Sustainability Institute which takes place in October.

IV. NEW BUSINESS/OPEN FORUM

- Nominating Committee for Officers - report by M. Tacke. The Committee recommends the following slate for a 2-year term:

DA Chair - S. Hoadley

Vice-Chair - L. Zapala

Secretary - N. Schipano

MOTION: Made by the Committee, G. Sacco seconded. Unanimous.

- Capital Region Bike Share - report by G. Sacco. She discussed the Bike Share with the head of the organization who was pleased to hear about libraries' interest in participating. G. Sacco is looking for libraries that might be interested in joining and she would like to identify libraries as a great place to house the bikes.
- Making Strides - report by E. Neale. The Making Strides Walk will happen again on October 18th and the "Turning Pages for a Cure" team is looking for more participants. Contact her if you would like to participate.
- East Greenbush Director - report by L. Papp. The EGRN Board has hired a new Director, Jill Hughes, and she will start on September 14th. There has not yet been a formal announcement but the job offer has been made and accepted.
- Clothing Swap - report by G. Sacco. VOOR will try this at the Book Fair on September 18th and 19th. The items to be swapped will be Children's clothes and shoes. The Young Mothers Club is helping to organize this.
- Magazine editor - report by G. Sacco. She has been appointed co-editor of ALA's *International Library* magazine. She began in June. It is a two-year appointment. The DA officially congratulated her.

- Children's Librarian - report by K. Graff. She is working on persuading the RVLL Board to hire a Children's librarian. She will be sending out a survey to the member libraries and would appreciate participation and response. She would like to have the information in order to make an informed proposal at budget time.
- Evaluations - discussion regarding evaluations of the Library Director. The majority seemed to do it. T. Burke noted that there is value in performing the evaluation while the relationship between the Director and the Board is good rather than waiting for a problem.
- WiFi at Town Pool - report by G. Kirkpatrick. BETH supplies a WiFi connection at the Town Pool and has noted that about 1/3 of the library's use comes from that connection. This was done with a Verizon cable. The library has already received telephone calls from people thanking them for supporting this line. The library will support it for one year (including the winter) and then will look at the use statistics.
- Licenses - report by M. Garrett. GUIL is now a site for selling hunting and fishing licenses. A very small percentage of the fees will go to the Library. The main purpose of this is to bring in new people to the library and provide another community service.
- Piano Ala Mode - report by N. Matulis. This was a program at SCHG to celebrate the 100th birthday of the Library's piano. It was very successful and he worked with the music teacher in the local school - a contact that he highly recommends.
- Clothing Swap - report by N. Schipano. She and L. Teachout have been discussing the possibility of a countywide Clothing Swap.
- Banner - report by C. Collins. The Albany Institute of History and Art is borrowing an anti-riot banner that is part of the GRAF local history collection. The banner will be part of an exhibit at the Institute. He noted that this shows the value of the libraries' local history collections and one of the ways in which the collections can be shared.

MOTION:

L. Zapala moved to adjourn the meeting. M. Tacke seconded. Unanimous.
Meeting adjourned at 11:32 AM.

Heidi A. Fuge
8/10/15