



# UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

Chair: Melissa Tacke

Vice Chair: Tim Wiles

Secretary: Natalie Hurteau

X	APLM – Scott Jarzombek		NGRN - Daryl McCarthy
X	ALTM - Joseph Burke		PTRB - Melissa Lockett
	BRLN – Sharon Vogel		POES - Margie Morris
X	BERN – Kathy Stempel	X	RCSC - Judith Wines
X	BETH – Geoffrey Kirkpatrick		RENS - Jane Chirgwin
X	BRUN – Natalie Hurteau		RVLL - Kim Graff
X	CAST – Melissa Tacke	X	SNLK - Melinda Fowler
	COHS - Matt Graff	X	SCHG - Nick Matulis
X	COLN - Evelyn Neale	X	STEP - Kim Roppolo
X	EGRN - Jill Dugas Hughes	X	TROY - Paul Hicok
X	GRAF – Natalie Hurteau		VAFL - Kelly Akin
X	GUIL - Tim Wiles	X	VOOR – Gail Sacco
X	HOOF – Lise Smith	X	WTVT – Kelly Vadney
X	MEND - Lenny Zapala		WSTR - Sue Hoadley
X	NASS – Tracey Clague	X	UHLS - Tim Burke

Directors' Association

September 7, 2018

**9:08 AM - Meeting called to order by M. Tacke, Chair.**

**I. MINUTES**

**MOTION: N. Hurteau moved to accept the Minutes of the August 3, 2018 meeting. J. Wines seconded. Unanimous.**

**II. REPORTS**

Director's Report – T. Burke reported on the following:

- **Construction Grant Update:** The UHLS staff and Services Committee have been reviewing the grant applications and the additional information each applying library was asked to submit. The Committee has met twice and is close to making a recommendation to the Board at the September 12<sup>th</sup> meeting. E. Neale asked if the new deadline made the process easier – yes! Despite having to meet twice during a busy time, the new deadline allowed plenty of communication between UHLS and the applying member libraries.
- **New Handbook for Library Trustees of NYS 2018 edition:** As mentioned in a previous email, a new edition of the Library Trustee Handbook has been released. UHLS has received our supply of the new handbooks and will be sending them out to each library through the courier sometime next week. There are a number of updates throughout the manual including new information suggesting that library directors should take an oath of office along with the trustees as “officers of the corporation.” T. Burke is reviewing the handbook as well, so if you or your trustees have questions or concerns, please contact him directly.
- **UHLS Expedition:** The Expedition has officially begun! Your libraries should have all the information and materials you need to be a part of this unique and exciting project, but please contact Mary if you have questions or need anything else. Be on the lookout for Team UHLS who will be visiting all your libraries in the coming months and remember the friendly competition we’ve created specifically for library staff and trustees... free annual celebration tickets!
- **Schaghticoke Fair Library Booth:** Mary Fellows, Joe Thornton and T. Burke had a great time sharing a shift staffing the library booth at the Schaghticoke Fair last week. Always surprising to see how many people come from outside the Albany and Rensselaer Counties – a wonderful opportunity to extend the reach of our libraries beyond our traditional customer base. If the Albany County libraries would like to do something similar at the Altamont Fair, Kelly Akin at VAFL is the person to talk to... and UHLS will take a shift there too!
- **2018 NYLA Annual Conference:** This year NYLA will be held in Rochester from November 7 – 10. All of the information you need is already available on the NYLA website. He’s hoping to see lots of UHLS folks at “his conference”!

Finance Committee – J. Dugas Hughes shared there was no August UHLS Board meeting but she was present at the July meeting and didn’t get the chance to report last month. Dr. Jackie Marino was nominated and will be sworn in next week to fill the vacant seat representing small libraries in Rensselaer County. This is UHLS’s second year with a financial review on a cash basis and the process went smoothly; Mike Zovistoski from UHY will be present next week to

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do give a summary of findings. The Board is also aware that the DA will be voting on the eCommerce feature in Sierra.

Services Committee – N. Hurteau reported that the Services Committee met twice over the last month and are finalizing a recommendation on construction grant award to present to the Board next week.

Administration Committee – No meeting.

Automation Advisory Committee – M. Tacke reported that the committee did meet however they decided to hold off from sending out an email until later in September when everyone has a little more time to contribute/respond.

Central Library Advisory Committee – L. Zapala reported that they did meet! OverDrive has decided to bring back their magazine feature and while it would be the cheaper option, the content is not as good as Flipster. The Committee has decided to watch OverDrive for the next year to see if the quality changes and stick with Flipster to avoid confusing the patrons further. The Committee has also decided to drop the Gale Virtual Reference Library. VOOR recommended that we reach out to the Chamber of Commerce and other free connections to help market Mango and Ancestry. T. Burke updated the group on the status of Boopsie: when Boopsie was bought out by Demco, a few problems arose for a number of months but the app is now working again. As of July, Demco has cancelled this year's invoice, as UHLS wasn't going to pay because of the poor service. The Committee is entertaining other options for a mobile app for 2020.

eContent Advisory Committee – The Committee did discuss the e-magazine issue that CLAC just reported on and agreed that the DA should stick with Flipster for the upcoming year. J. Wines handed out another spreadsheet! eContent contributions update: every library has now been spending funds! Expect a 5% increase for 2019. MEND mentioned that they've had a few returned checks from OverDrive, and GUIL has received invoices late (for pre-ordered content). During their audit at GUIL, Marvin and Co. is asking if we confirm that the eContent we buy is then made available and how are we tracking? BETH suggested reaching out to school districts who are purchasing eContent, they typically have bigger budgets and we can learn from their processes.

### **III. OLD BUSINESS**

**eCommerce Encore feature:** To kick-off discussion, M. Tacke read feedback from the following directors who were unable to attend: VAFL – Board is not in support of the eCommerce feature, WSTR – yes, Director and Board are in support of this feature and COHS – yes, Director and Board are in support of this feature. G. Sacco asked if this topic was passed by the UHLS Board and T. Burke stated no because this is not a decision the Board has to approve. The Board is aware of the DA's discussion surrounding this topic/feature.

**MOTION:** P. Hicok moved to turn on the eCommerce feature within Encore.  
J. Burke seconded.

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Vote taken with all present in favor except E. Neale (COLN) who voted against the motion. Motion approved.

S. Jarzombek asked for a date when this will be turned on so that he can alert his staff and patrons. G. Sacco expressed that she and her board are unhappy with the process that was used to make this decision and is recommending that the DA relooks at how we make decisions. S. Jarzombek agreed as the current bylaws don't allow a Director to vote over email, one must make it to the meeting to vote – he would like to be able to send a proxy. N. Matulis also likes the idea of having a proxy or submitting a vote electronically.

E. Neale is grateful to J. Thornton for giving each member library an option to opt out of this feature, as her Board is concerned about the revenue aspect. Her library is now paying for an automation system based on usage and size but are not utilizing this feature, should this factor in with how much they pay each year?

J. Dugas Hughes asked the group when a decision is made that will affect each member library, how do they (the Directors) want to move forward with decision making? T. Burke mentioned that the DA is a separate organization from UHLS and the bylaws can be changed by the DA at any time. Following the open meetings law is advised by not required. UHLS does not have the authority over any of the member libraries, our job is to connect and improve services at the will and directions of the member libraries. G. Sacco made the suggestion that the DA poll each library Director, even by phone call if they are unable to make it to the monthly meeting for input on this topic. The group agreed to discuss this topic further at the next meeting.

#### **IV. NEW BUSINESS**

**Patron account auto-renewal:** T. Wiles reported that he had one patron who was very offended that she received an email to update her information with the library, as she uses the library on a weekly basis and donates monetarily. He is wondering if we could auto renew patron accounts based on how frequently they use their cards? P. Hicok pointed out that in Troy, addresses change so frequently, he wouldn't want to miss updating their record even if it is once every three years. J. Wines pointed out that we do already have a prompt built into our system, because the expiration date turns red during the remaining 90 days; if the patron is using their card frequently, we can catch the update in time prior to the email being sent out. M. Tacke suggested that maybe we review what the email currently says and make revisions as needed, possibly customize each email per patron mentioning their specific home member library. The group decided to use GUIL as a guinea pig (with GUIL in full agreement!) on this topic since they're requesting the idea, and allow GUIL staff to auto-renew accounts. T. Wiles will report back to the group with feedback once it's up and running.

E. Neale asked the group what they did when a family member comes in for holds? J. Dugas Hughes shared that the EGRN policy allows family members to fill out paperwork however the ownership is on the card holder. If a patron gives their card to a family member, staff will release the holds. If the family member does not have the card and the paperwork hasn't been completed/there isn't a note in Sierra, then the EGRN staff will make a phone call and make the appropriate note for future reference if approved.

#### **V. OPEN FORUM**

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- BERN:** Heldercron is being held at the town park on Saturday, September 22<sup>nd</sup> – everyone is welcome to stop by!
- VOOR:** Community potluck happening Sunday, September 30<sup>th</sup> in honor of Gail’s 30 years of service as library director.
- ALTM:** On Monday, October 1 ALTM will be hosting a delegation of Mongolian librarians who are interested in rural librarianship.
- STEP:** A block chain technology program will be happening Monday, September 17<sup>th</sup> at 7PM, taught by her sister-in-law who is immersed in this field.
- APLM:** The drag queen story time happened last month and was very well received! More than 200 people participated, reach out to Lisa and Amy at APLM if you’d like the information to make it happen at your library. Yes, there was little pushback from the community but the positive far outweighed those complaints.
- CAST:** Going fine free has been a topic for 2019, so they decided to have fine free Fridays throughout the summer: they’ve received a number of “lost” items returned and suggests it for all, a great positive PR impact.
- SCHG:** N. Matulis had a CD made for his summer reading program. WEXT will do an interview and playback, if you’d like to send him the details on what your library did this summer, he’ll promote the information on air.
- GUIL:** The GUIL Board has been in discussion with ALTM about going fine free for children. They’re having a hard time because they think it’s the library’s responsibility to teach responsibility. They’ve decided to go fine free for one month for juvenile material, and asking for donations for the GUIL food pantry. Consensus from the group is that they don’t think a month is enough time to base a decision. APLM recommends reaching out to Melanie who is a GUIL resident and works at APL and started the MyCard. T. Burke also said that Mary Fellows has done a lot of work on this topic and is willing to share her findings with any member library.  
GUIL is now closing at 7PM on Fridays instead of 9PM.
- BETH:** The library hosted a presentation for kids on sexual assault, and then two more sessions for the staff – it was incredibly done. (G. Kirkpatrick as the contact information for Karen at the Albany County Crime Victim and Sexual Violence Center)
- EGRN:** Last night was their library vote – successful! Passed with 83% voting yes.
- APL:** Has also expanded their hours! Howe Branch will now be open at 10AM on Thursday mornings (2 hours earlier), Pine Hills Branch will also open at 10AM on Thursdays (2 hours earlier) and the Washington Ave. Branch will be open two hours later, until 8PM on Thursday evenings.

The proposed law regarding public buildings being tobacco free is still on the Governor’s desk.

The next meeting will be Friday, October 5, 2018 at 9:00AM.

**MOTION:** N. Hurteau motioned to adjourn. J. Wines seconded. Unanimous.

Meeting adjourned at 11:45 AM.