



# UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

Chair: Melissa Tacke

Vice Chair: Tim Wiles

Secretary: Natalie Hurteau

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

Directors' Association

January 4, 2019

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

**I. MINUTES**

**MOTION: N. Hurteau moved to accept the Minutes of the December 7, 2018 meeting. J. Burke seconded. Unanimous.**

**II. REPORTS**

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

- **Staffing News** – Amy DuBrey is scheduled to start on Monday, January 7. With 10 years of experience at VOOR, we're excited to have her join the UHLS staff team! Update for the Adult Services & Outreach position: interviews will begin this month and will include a presentation portion for the interview. The search committee is meeting today to finalize applicant selection.
- **Ecommerce Update** – Our first quarter is over and checks will be cut soon for distribution. Two reports will be added to the AdHoc report list; once they are live, J. Thornton will send out an email. There will be a \$5 minimum for checks to be issued – if you don't receive one this time around, your balance will move forward to the following quarter. J. Dugas Hughes addressed an inequality occurring with this process: in person, the library collecting an overdue fine gets to keep the money whereas with this new feature, money is being collected and sent to the library owning the item. She would like to know if the payments could be redirected to the library that originally checked out the items. If not, could the money collected for the two libraries who have chosen not to participate be gifted to UHLS to be used on eContent? T. Burke suggested that we let this feature run for a year to see what the data shows us before making any changes to the current process. Additionally, with many member libraries moving toward going fine free, K. Vadney pointed out that the amount of money collected may be minimal a year from now. J. Wines asked if the report could separate lost items and fines – T. Burke will bring this question to J. Thornton. T. Wiles asked if all of this money could go toward eContent, because he agrees, there is a weirdness because of the difference in policies. T. Burke stated that that decision would have to be made by the DA.
- **UHLS Expedition** – Is officially over! A series of surveys will be sent out over the coming weeks looking for feedback, and the patron survey is up on the website. This was a special program that won't be repeated each year, as we'll need to make changes to attract the patrons who didn't participate this time around or those who'll want to do it again. S. Hoadley suggested a platinum card next time around! J. Burke suggested that we should have a party for the 36ers this summer!
- **Advocacy Update** – Please make sure to mark your calendars for the 2019 Library Advocacy Day on Wednesday, February 27. T. Wiles asked who the head of the Senate committee on libraries was. T. Burke reported that we do not know yet. NYLA's legislative agenda has a much bigger ask this year, \$200 million, as we've been underfunded for so long and there's so much we can do if we have their support. \$40 million was asked in relation to the 2020 census. The census is going to be a big event for all libraries of NYS, and not only do we need training, we also need to ramp up cyber security and computer access.
- **UHLAN Extensions** – T. Burke has 15 signed copies in hand so far and is aware that many Boards did not meet in December. Please make this a priority for your January meetings if you have yet to get it back to UHLS.

- **NYS Annual Report** – J. Favreau reported that the new portal should be opening up mid-January. She will be in touch soon with an updated how-to document with details on the new questions being asked regarding social media. This email will also include a due date for February. If you have any questions on how to complete this report, please feel free to reach out to her – she’s willing to help out however possible.

UHLS Board and Finance – J. Dugas Hughes reported that the Board did not meet in December.

Administration Committee – no meeting

Services Committee – no meeting

Automation Advisory Committee – M. Tacke shared there was a meeting and the committee is looking for feedback in the email that was recently sent out regarding book loan periods. The committee is not ready to make a formal recommendation to the DA and would like your feedback if you haven’t yet responded on how these changes would affect your library. The system wide MyCard discussion will happen under Old Business but would like to continue holding discussions surrounding this topic before a vote in March.

Central Library Advisory Committee – No meeting however T. Burke reported that the Central Library budget was approved and is now on the website.

Reports and Statistics Ad Hoc Committee – no meeting

eContent Advisory Committee – J. Wines reported that the committee did not meet but there are two spreadsheets she’d like to discuss. The first spreadsheet has the final 2018 numbers. Our average hold time that was at some point in the mid-twenties day range is now up to 34 days. She doesn’t know if people ran out of money at the end of the year but spending consistently on content does have an impact on hold times. The second spreadsheet reflects the 2019 minimum numbers, with the DA approved 5% increase for both the ERO payments and what you’re expected to spend at your member library. T. Wiles and G. Kirkpatrick shared that per checkout, it is about 50 cents for electronic items and \$3-5 for physical items; libraries and their boards should be using these statistics when budgeting for collection funding allocation. T. Clague is happy to announce that in 2019 they are doubling their budget for eContent. J. Chirgwin would like to thank A. Pitlyk for putting the quarterly reports together for each member library.

Ad Hoc Bylaws Committee – J. Burke reported that the committee did meet and first they wanted to answer the question: what authority does the DA have to decide on system-wide recommendations? The committee asked T. Burke to do some research, curious when the DA was created, what authority they had and if it was a sub-division of the UHLS Board of Trustees. After pulling the original minutes, the DA was established in 1987 as a meeting of the directors, where they exchanged ideas and advocated for each other. The group was never incorporated or formally chartered beyond action within UHLS. Fundamentally, the DA does not have the authority to make decisions that will impact all member libraries without first forwarding a recommendation to the UHLS Board of Trustees. T. Burke did remind the group that the power of the DA is the member libraries speaking together to the Board on how to act. The committee will now evaluate how the DA wants to structure itself on forwarding recommendations to the Board.

### **III. OLD BUSINESS**

M. Tacke asked the group if anyone had any questions regarding the recommendation of a system wide MyCard:

Q: Would the card have the same branding library to library?

A: Yes, it is suggested for continuity. If a library currently has a MyCard, they are free to retain their individual branding if desired; however, we are asking all libraries to use the same parameters for the MyCard regardless of the branding of the physical card itself.

Q: If a library decides to move fine free, why should they implement this card?

A: This card will remove the barrier of needing a parent to obtain a library card.

Q: The document / recommendation that was emailed to us, is this the document we should present to our boards?

A: Yes, but the committee is willing to change the parameters to have virtually all member libraries participating. If your Board has a specific issue with the recommendation, please speak up and bring it to the group so that the committee can make the changes. Don't discount the message that this is going to be difficult for the staff if they have to turn patrons away; this is a great customer service message. Using the UHLS Expedition as an example, we now have this group of people who are aware of us, if the rules are the same, it makes the experience better.

Q: Does a library have to issue them?

A: No, but they can still choose to honor them.

Q: If a number of member libraries choose not to honor this card, how can we jump this PR hurdle?

A: There's definitely the benefit of having everyone onboard. A quick show of hands indicated that almost everyone in the room thinks their member library will honor the card, but a handful of directors think their boards will not allow them to issue the cards.

Q: How many libraries currently use a MyCard?

A: APL, TROY, RCSC, HOOF and the hilltown libraries.

S. Clark shared that VOOR recently partnered with the local 8<sup>th</sup> grade students for a research project. There were a number of students who did not get their first choice of reading material because they did not have a library card and had to revisit with a parent at a later date. If the MyCard was in place, it would have solved this issue.

S. Clark also shared that at APL they send out a postcard to the address on file once a child registers for a MyCard, saying "hey! Your child now has a library card!" This is an easy way to alert them without needing their permission. The topic of freedom of access for all came up and it was stated that the library doesn't have a role as a parent to make decisions for a child. If a parent doesn't want the child to have access to the library (or the internet, R rated movies, etc.), then the parent doesn't have to drive them there; the library shouldn't create a barrier morally. RCSC has banned a child in the past with behavioral issues until a parent has either visited or called the library to discuss the issue.

Circling back to APL's announcement last month about going fine-free, G. Kirkpatrick and J. Dugas Hughes would like further information on how much was waived and what the parameters were for making that decision.

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

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

BRUN: The Albany County Sewer District is hosting its second annual poster contest. This could be a fun STEM program to host at your library – she will forward the information to the DA via email following the meeting.

- SCHG: N. Matulis met a lot of people during the Expedition and one was the president (Judy) of the League of Woman Voters for Rensselaer County. He would love to get involved with this organization to host a system wide election: a mock election where the kids can walk through the process and vote for their favorite book. Campaign signage would be fun in yards! They could also host a Town Hall meeting to meet the “candidates” (book discussion).
- RCSC: On January 19 at 1PM, the library will be hosting an opening for the new children’s space.
- GUIL: GUIL recently hired their new PR representative who will be starting soon!
- RENS: Any cool advertising that could be used at other libraries, promoting ecommerce, please share!
- WSTR: After 8.5 years, S. Hoadley received her first ILL request from CDLC! She loves learning something new every day.
- EGRN: J. Dugas Hughes asked the group if they were experiencing an increase in day-hab groups visiting the library. It’s difficult building a relationship with some of these organizations because there’s high turnover in personnel and they don’t seem to schedule visits. It’s becoming a space issue now, effecting patrons, but she doesn’t want to separate them or assign them a room because then they wouldn’t have the advantage of interacting with the public. After a short discussion, the suggestion of having a brochure with best practices when visiting a library was made.
- NASS: T. Clague is thinking about changing the library’s hours so that they are more consistent and useful; she rarely has a patron walk through the door after 6PM on a Friday. A few member libraries recently changed their hours for the same reasons and their suggestion was to track hourly attendance if at all possible. Reports reflecting checkouts are also useful.

The next meeting will be Friday, February 1<sup>st</sup> at 9AM.

Motion: M. Tacke motion to adjourn. G. Kirkpatrick seconded. Unanimous.

Meeting adjourned at 12:04AM.