



PLS System Meeting – Summary
May 18, 2012
@ Pioneer Library System

Sue Reding, **ARC**; Jeanna Ruter, **AVO**; Laurie Newell, **BLO**; Diana Thorn, **BRI**; Renate Goff, **CAL**; Mary Ferris, Ron Kirsop, Kelley Blue, **CAN**; Melissa Correia, **CS**; Terry Dearing, **DAN**; Beth Horn, Chris Finger, **GPL**; Wendy Krause, **HPL**; Cathy Allen, **LIM**; Theresa Streb, **LYO**; Darlene Virkler, **MAC**; Sharon Stanley, **MM**; Blanche Warner, **NAP**; Elly Dawson, **NEW**; Anne Rehor, **ONT**; Patricia Baynes, **PAL**; Louise Furber, **PHE**; Stacey Wicksall, Liz King, **RJ**; Donna Norris, **ROS**; Carol Garland, **SOD**; Angel Wright-Sackett, **SS**; Pat Evans, **VIC**; Beth List, **WAL**; Cheryl Gravelle, **WIL**; Dottie Pat, **WOL**; Cassie Guthrie, Betsy Morris, Lindsay Stratton, Jim Frey, Bob Wicksall, Aaron Zsembery, Ellen Reynolds, Cindy Gardner, Jeanne Hayes, **PLS**.

Birds of a Feather: Evergreen Upgrade OPAC — 7 attendees

Twiki: <http://plum.pls-net.org/twiki/bin/viewauth/Members/Meetings/SystemMeeting20120518>

Announcements

Cassie (PLS):

- Welcome to RJs new director Stacey Wicksall and new Teen Librarian at Wood, Kelley Blue.
- As of today, twelve libraries have reported budget votes and of the 12, 3 had voters approve above the 2% cap. Please continue to send your library vote results and we will add to our chart and share with all libraries by end of July when Wood will hold its vote.
Of the school districts across NYS that had votes fail, many were those whose propositions were above the 2% cap. Libraries can be thankful to be categorized like local governments for the purposes of the tax cap.
- Anne Panning, author-speaker at 2011s Annual Dinner— her book *Butter* available for Amazon pre-order.
- The May 10th trustee workshop had a record # of attendees. The evaluation feedback is linked on the Twiki.
- Heads up: On September 20th, PLS has scheduled a trustee workshop. Robert J. Freeman, Executive Director, Committee on Open Government will speak on Open Meeting Law.

Betsy (PLS):

- [eReader survey results](#), 138 responses so far. Please encourage your staff to take the survey as more data gives more accurate results. <http://www.surveymonkey.com/s/G9TVKQH> (and needed for LSTA grant). 60% wish they knew more about OWWL2go and 40% said they had eReaders.
- OWWL costs and cataloging: Last OCLC invoice for \$28K. Comparing to SkyRiver, with a much better workflow, cost would have been \$22,500. Betsy negotiated down to \$17,500!!! Suffolk County uses Skyriver and likes very much.

Ellen (PLS):

- Group orders: [Mothering: An Art of the Heart](#) by Liz O'Toole (former Walworth Children's Services), et al., \$14.99; and [Into the Beautiful North](#) by Luis Alberto Urrea, \$14.99, an If All of Rochester Reads selection related to the contemporary issues of immigration, through Writers & Books.
- OWWL2go Collection Development Team (CS, VIC, GPL, WIL, ONT, CAN, WYO, BLO, CAS, LYO, and RJ librarians) meeting Thurs, May 24. Please contact Ellen or team members with any ideas you have.
- A Heads up that may help with advance staff scheduling:
 - September system meeting topic: Ontario County ARC representative will discuss working with children with autism from a customer service perspective and learn to recognize what behaviors may be seen and are not atypical.
 - October: Youth Services Advisory Committee topic: Request Common Core new requirements for schools & how libraries can play a role. WFL School Library System representative as speaker, Judy Marsh
- COSAC meeting May 30. Review report on Ebooks mini-grant and discuss ideas for using Outreach funds to benefit all PLS libraries. Contact Ellen, or Melissa Correia or Nancy Burns with ideas.
- Summer Reading. How is it going? It's been quiet! Contact Ellen with questions.

Jim (PLS):

- Evergreen (EG) upgrade scheduled for Aug 18th and it's expected to run pretty smoothly. Libraries open that Saturday and possibly Sunday will have to capture circs until the system is back up. Please be patient, especially that first week afterward. The new OPAC was demoed at today's Birds session, and new features in 2.2 reviewed at OWWLUG. More will be scheduled.
- OWWLAC meeting Tues, May 22.

Bob (PLS): After the OPAC is polished, a link will be sent out for libraries to play around with the new version.

Cassie (PLS): The new EG is looking good!

Lindsay (PLS): The new EG is NOT that different—if you use EG now, you can use it on August 20th! And from the patron end, the OPAC is nicer and loads faster!

Aaron (PLS): Kaspersky upgrade coming next week. It will make your computers faster, interact better with the PLS server, and will happen overnight. Libraries will be reminded to leave their computers on so upgrade happens seamlessly.

Beth (Central Library): CLAC meeting today after system meeting. Upcoming trainings starting soon.

Chris (Central Library): Five OWWL2go trainings scheduled. Based on Betsy's eReader survey, looks as though 60% of staff want to know more! Contact Chris to schedule training. Current training curriculum is 3-hours long, with 3 components that may be tailored to your need and shortened as necessary.

Louise (PHE):

- Phelps Library held their mystery dinner fundraiser at the Phelps Hotel; 100 people and \$4000 profit.
- Showcased a new *rack card* highlighting library hours and services—very professional and economically printed using <http://www.printplace.com>

Cheryl (WIL) has also used *printplace* upon Louise's recommendation and was happy with results for their concert series bookmarks, with 5 days turnout time.

Melissa (CS):

- Clifton Springs Library is holding its 2nd annual Book It! 5K run/walk fundraiser on June 2, the weekend of Clifton's Sulfur Springs Festival.
- Due to generosity of a benefactor, the library has been re-carpeted, and has a meeting room upgrade with sound system installed. Soon the library will host movies, using a public performance license, of course!

Beth (WAL): Walworth will host a program with Andy Correia playing guitar and singing. [will be at CS in August]

Blanch (NAP): Naples has an increasingly successful *movie & pot-luck dinner* program. The meal has a tie-in with the movie, e.g. French food with Babette's Feast, Italian with Big Night, and Japanese food with Tampopo.

Wendy (HPL): The library received a construction grant and expects to break ground soon for their addition—June 5 expects to sign the papers to begin construction.

Cassie (PLS) has sent letters to Governor and our 7 legislators thanking them for the 2012/13 budget passing with money for library construction projects.

Three 30-Minute Themes!

- **Customer service –working with online job-seekers; Darlene Keating, Workforce Advisor at Finger Lakes Workforce Development**
- **Library Security – More Black Belt Librarian; Carol Garland, Director, Sodus Community Library**
- **Cool Collections – More Unique Collection Ideas; Ron Kirsop, Reference & Adult Services, Wood Library**

See PLUM: <http://plum.pls-net.org/twiki/bin/view/Members/Meetings/SystemMeeting20120518>

Highlights

• **Customer service –working with online job-seekers; Darlene Keating, Workforce Advisor at Finger Lakes**

Workforce Development

- 3 handouts: Online Courses Available; May 2012 FL Works calendar; Resume/Job Application Assistant
- Emphasis is helping people to learn and help themselves, do not hand hold, provide guidance
- Metrix online learning, a grant-funded program, online training that is self-directed, self-paced. Customers need to attend workshop and register, then can use from own computer, One-Stop centers, or possibly libraries' computers. Courses are ½ hr. – 6 hrs. long. This learning tool exposes users to the look and usage of programs, e.g. Quick Books.
- SMART 2010 electronic job site. Uploaded to Dept. of Labor website, job matches sent to customer. Not only for unemployed, also for those seeking better opportunities
- Crew navigator program, session in Geneva in June— week-long, intensive, helps customers overcome job loss, network with people, and help to get them back on their feet. Available from all WorkForce Development sites.
- Geneva One Stop has partnered with Geneva Public Library to provide workshop training
- Human resources are limited for FL Works and libraries. Libraries can provide customer help by:
 - providing a similar handout to FL Works' Resume/Job Application Assistant sheet. This helps people to learn common information asked for when job searching.
 - providing a handout of instructions for getting an email address [sample will be on [PLUM](#)].
 - Referring customers to the help they can get through NY Dept. of Labor One-Stop Centers.
 - Encourage use of thumb/flash drives
- Empathize with customers; let them know you realize there are many computer changes continually
- There are some over-expectations by some about how much help is available. Help customers while also conveying that the onus is on them to be as competitive as they can by practicing their computer skills. Library staff shouldn't be expected to do the work for them.
- Call Brian Young at Ontario County WorkForce Development for possible program partnerships. Ellen has contact info and Brian is on Pioneer COSAC. Brian helped set up resume sessions at Wood Library. Other counties – call area WorkForce Development.

**Ellen has 10 flash drives left with job resources, forms, and staff training developed by Barb Henry for the Wyoming County libraries. First 10 libraries to *email* will get a flash drive!!

• **Library Security – More Black Belt Librarian; Carol Garland, Director, Sodus Community Library**

- Black Belt Librarian by W. D. Graham
- Author has 25 years of library experience and security in libraries; has seen a lot, including finding a body in the library and has seen many behavior problems
- Some fundamentals:
 - Have simple rules and how to enforce them
 - One master key and limit access
 - Security check list; i.e. have outside lights and keep emergency doors clear
 - Develop outside relationships w/ police, social service agencies
 - Have a simple emergency plan
 - Self-evaluation chapter: know your nature—passive or aggressive?
 - Learn communication over confrontation
- Day to day and immediate things to do
 - Never count money in front of patrons
 - Keep money drawer locked and keep keys w/ you at all times on wrist coil/lanyard
- 5 things to *never* say
 - He's harmless
 - Never been a problem with him/her before
 - Never had those problems before
 - We've always done it that way
 - Other libraries do it that way (sometimes solutions are unique to your library)

- Treat everyone the same & be consistent
- Keep a potential problem log (you may need the info later)
- Establish regular training sessions; use role playing
- Control all the keys – are all keys accounted for? re-key the building if necessary
- Develop a sense of realistic awareness; practice awareness
- Staff areas locked at all times
- Be careful handling deposits; do during regular business hours and at different times and days
- Double check all bathrooms, stacks, small rooms/closets before closing
- Do not work alone; and if you find yourself alone, never admit it even to a friend as someone may be listening
- Trust your gut!
- Security is a vital part of a facility, just like good customer service

- **Cool Collections – More Unique Collection Ideas; Ron Kirsop, Reference & Adult Services, Wood Library**

- Funky Library Collections PowerPoint presentation
 - <http://plum.pls-net.org/twiki/bin/view/Members/Meetings/SystemMeeting20120518>
 - Guitars; ukuleles; bicycles; tools; video equipment; toys seeds; chrome books (notebook with Google Chrome operating system installed)
 - Other notebook possibilities: Samsung - \$325-\$350 and Acer – under \$300
- PLS member library and others non-traditional collections
 - Wood – fishing poles & tackle boxes
 - Palmyra – crutches, wheelchairs, walkers; maintained by Palmyra Kings Daughters org
 - Fayetteville – loan a dog
 - Themed cake pans
 - Prom dresses
 - Purses
 - Clifton will have mahjong sets
 - RRLC passes to museum, etc.
- Get creative:
 - Have music lessons
 - Find available space
 - Find out what community needs
 - Idea resource templates
 - Partner with other libraries