



PLS System Meeting – Summary
November 16, 2012
@ Pioneer Library System

Jeanna Ruter, **AVO**; Laurie Newell, **BLO**; Diana Thorn, **BRI**; Renate Goff, **CAL**; Jenny Goodemote, Mary Ferris, Ron Kirsop, **CAN**; Melissa Correia, **CS**; Terry Dearing, **DAN**; Beth Horn, Chris Finger, **GPL**; Wendy Krause, **HPL**; Tracy Whitney, **MAR**; Elly Dawson, Krystina Hardter; Peg Pelletier, **NEW**; Sandra Hysten, Anne Rehor, **ONT**; Patricia Baynes, **PAL**; Peggy Parker, Janet Rossman, **PER**; Deb Dennis, **PHE**; Donna Norris, **ROS**; Stacey Wicksall, **RJ**; Carol Garland, **SOD**; Angel Wright-Sackett, **SS**; Pat Evans, Lynne Madden, **VIC**; Sarah Matthews, **WADS**; Lisa Gricius, Mary Conable **WAR**; Cheryl Gravelle, Michelle Byrne, **WIL**; Dottie Patt, **WOL**; Cassie Guthrie, Betsy Morris, Jim Frey, Bob Wicksall, Aaron Zsembery, Lindsay Stratton, Nancy Herzig, Heidi Jensen, Jeanne Hayes, **PLS**.

Birds of a Feather: Adventures in OPAC Searching – Lindsay Stratton— 8 attendees

Twiki: <http://plum.pls-net.org/twiki/bin/viewauth/Members/Meetings/SystemMeeting20121116>

Announcements

Cassie (PLS):

- Please return evaluations for Staff Exchange—received 35 so far. PLSDAC will be using the evaluations for discussion and to determine if another exchange will be held in Spring 2013.
- December 14th system meeting will include the traditional dish-to-pass. Cassie is trying to get a speaker to conduct a customer service workshop. This person has years of experience with Wegmans, became a librarian, and is currently working at Syracuse University.
- Advocacy Day is March 5 and a letter to library friends' groups will be mailed within the next two weeks asking for donations toward the cost of chartering a bus.
- New legislators will be starting in January and Cassie will send a letter of welcome—also letting them know the Pioneer libraries in their district. Cassie will work to schedule meetings in the district offices. If you have any contact with the new legislators, please let Cassie know.
- Working to schedule a workshop in January 2013—“*Do It Yourself*” Surveys—demo & hands on workshop, approx. 3hrs. Looking at several dates. Show of hands – Jan 11 best, with Jan 15th as snow date. Open to trustees also. Funding from Outreach budget. After date secured with speaker, ce calendar will be open for registrations.

Betsy (PLS): The LSTA grant EReader HouseCalls had low demand and monies have been approved to be redirected to NY Library Trustees Online Project. Cassie saw the project demonstrated at a PULISDO meeting. <http://www.nylto.org/>

Cassie (PLS): Trustees can access the online training from home using a login and password, directors can also have access. Cassie asked for volunteers to be on a committee to help decide the best way to educate fellow directors and then the best way to roll this product out to trustees. *Committee volunteers:* Terry Dearing, DAN; Beth Horn, GPL; Diana Thorn, BRI; and Sandra Hysten, ONT. The trustee online resource is organized well and is vetted. This is not a public resource (requires log-in).

Nancy (PLS) announced and showed the new BiFolkal Kit *Remembering the 60s*. This outreach resource can be borrowed and will be a great program starter for nursing homes, senior centers, etc. Kit includes program manual, activity sheets (attendees did the TV shows 1960-69 activity), music, DVD, and scratch and sniff stickers. Sticker and mood ring were projected on the wall using an IPEVO Ziggy camera – see http://www.ipevo.com/prods/IPEVO_Ziggy_USB_Document_Camera

Heidi (PLS): System Meeting Snack Signups for 2013. Thank you to all who participated in 2012 and the 2013 sign-up sheet is being routed.

Lindsay (PLS): The upcoming training *All About Holds* for 12/11 is full and Lindsay will work to schedule another session. [another is currently scheduled see CE calendar] If you have any question or ideas for searching, contact Lindsay and these can be addressed at the training.

Aaron (PLS): Expired card notifications are now activated and patrons will receive an email alerting them within 30 days of their card expiration.

Bob (PLS): Since the Aug 2012 EverGreen upgrade, staff, patron, & PLS have noticed some issues with the OPAC and with a Chrome bug. Bob addressed these and demonstrated the fixes. The result is quicker loading of record details and book covers and a more polished and snappier EG. (For one obscure event, Bob discovered the issue had to do with the color of a button!) Bob continues to work on other things, so keep the ideas coming. There will be another update in a few months.

Jim (PLS): Reminder to libraries to send their closed and holidays dates. Please use the form on the twiki:

<http://plum.pls-net.org/twiki/bin/view/Evergreen/ClosedDatesEditor>

Diana (BRI): When visiting Castile for the staff exchange, Erin and Diana discovered common concerns related to small libraries and the idea of scheduling a Round Table Discussion was born. If you'd like to join the discussion in December after the system meeting, please register via the CE calendar. Perhaps these discussions will continue a few times a year.

Carol (SOD): The official groundbreaking of the Sodus Library expansion was last Thursday 11/15. Asbestos monitoring was completed and the digging will start after Thanksgiving. The timeline has been adjusted and the project may be finished in May!

Wendy (HPL) completed the first walk through of library addition and the library is all steel, bricks, and roof. Everything is coming along. Where to put Wendy's temporary office for 2 months? The many details important for every day library living are being decided: paint color, furniture placement, etc.

Terry (DAN): Hang in there! You do survive! The details are important, e.g. placement of light switches & outlets.

Melissa (CS): Clifton is thankful for the money that Sen. Nozzolio earmarked and they just received. Clifton will expand their hours Jan 1, 2013! Will no longer be closed on Saturdays in the summer and have added 2 morning hours to Tuesday and Thursday.

Jeanna (AVO): Resource sharing: *American Beauty: Renovating and Decorating a Beloved Retreat* by Thom Filicia ISBN 9780307884909. Features a house in Skaneateles and their upgrade project.

Central Library Update

Facilitator: Chris Finger (GPL) and volunteers Jenny Goodemote and Ron Kirsop

See PLUM: <http://plum.pls-net.org/twiki/bin/view/Members/Meetings/SystemMeeting20121116>

Highlights

Chris reviewed Central's year of workshops/trainings, including numbers of purchases.

Handouts: CLAC Statistics Report and CLAC Expense Report

What can Central do for you? Contact Chris for requests. There is flexibility in scheduling trainings and to provide topic focused training.

Dansville requested another training session.

Clifton asked whether or not Central can provided training for using a Kindle device that focuses on maximizing its usage or does the focus need to be OWWL2go specific. This is a question for CLAC.

NYLA 2012 Show & Tell

Member library colleagues shared their experiences from NYLA 2012. Contact individuals for handouts (if any).

Anne Rehor – Storytelling for All

- Participants were asked to bring a book and learned techniques for “knowing and living inside” the story
 - Write 10 sentences to describe the story
 - Draw a story map
 - Ask audience questions to draw them into the story
- Suggested a storytelling club for kids and suggested book list provided
 - Hold for 3 weeks and have activities and dig into story
 - Confidence builder for kids
 - Melissa (CS) suggested contacting Midlakes School whose librarian holds a storytelling contest. The kids work on their technique and tell the story from memory.
- Story Walks
 - Geneva has done and Terry Rabideau from White Plains used the book *Leaves*
 - Laminate story using pages from the book (re: copyright, you must use the actual book) and place in outdoor setting, e.g. park, although can do indoors with enough room. It is a way to make stories come alive.
 - Mary (CAN) have used story walks as a family activity

Krystina Hardter – Youth programs recap

- Is a challenge to get teens into the library and involved.
 - Teen volunteer program
 - Things to do for free
 - Social media
 - Do outdoor things if room is small
 - Book discussion groups for grade schoolers
 - Have a list of universal questions that can be asked of any book, e.g. what does the main character believe in
- 100 program Ideas handout from Chris McGinty, YS dept at Bethlehem Public Library (formerly Newark’s YS person) has program descriptions, how to do, for what ages, space requirements, costs

Cheryl Gravelle – NYLA Swan Song (Cheryl is retiring and will no longer be going to NYLA as director)

- Libraries As Community Leaders
 - Cassie and 2 other librarians presented and it was an inspiring program
 - Be passionate and live outside the library box and people will feel that your services are important to them
 - More than ever, collection on a shelf is not as important as it used to be
 - Need to connect with your community
 - Aim for a higher target and to inspire
- Critique session
 - 16 people attended a session talking with DLD
 - Annual report: what is or is not relevant?
 - It may be useful to have this discussion at PLS and to transmit comments to the state, a system meeting topic?
- Library Trustees and Liability (excellent!)
 - Legal requirements you need to know, and need for policies e.g. investment policy

- Still Don't Want to Talk About It with Jerry Nichols
 - Be the boss, use common sense
 - Learn techniques for handling awkward situations legally and appropriately, e.g. staff or trustee with dementia, digestive problems, etc.
- Cheryl loves Saratoga Springs – it is a great place to visit anytime; lots of great eateries, brewery, etc.

Jenny Goodemote – Implementations

- Grassroots Advocacy
 - If you don't fight for the library, no one else will fight for you
 - Director is the figure head and face of the library; you are the library
 - Creative tactics to catch the public eye and get the word out
 - Library hug – chain around the library
 - Zombie march – have police escort
 - Love your library day – cookies & water, involve Friends Group, decorate postcards and send them to legislators
 - Children's rally
 - Respect your taxpayers
 - Get staff out from behind the desk and into the library. Staff can be sure areas are clean and spruced up just as a well-run store or restaurant is. Staff can interact with patrons and ask if they need anything
- Improv Librarian
 - Was not well presented and could have been done using short bullet points, such as encompassing creativity at work
- Leadership in Digital Age
 - Merit raises – measure abilities against core competencies; list what each is expected to know
 - Might this be a PLS training topic? Where do we start. This can be a valuable tool.
- Jenny visited the Clifton Park - Halfmoon Public Library to get ideas & inspiration for Wood's expansion project
 - Suggested having a separate area for doing tasks behind the scenes, such as checking in returned materials
 - Separate Welcome Desk
 - Self service area for printing
 - Handle passport applications; have laptop loan program

Heidi Jensen – Empire Books luncheon with authors and audiobook narrators

Brian Martin also attended and spoke to presenters to thank them for audiobooks. They are powerful materials and help inmates to feel less isolated and think outside themselves

Cassie Guthrie – Board Leadership begins with... (handout on Twiki)

Picked up sign at vendor trade show "Please interrupt me, I'm here to help you." Also saw buttons.

- Board Leadership workshop with Merribeth Advocate & Rebekkah Smith Aldrich
- Understand yourself and your communication style was overall theme/message
- What does the board want from a director? (The answers may be different than you expected.)
 - No surprises (honesty)
 - No crying, want confidence in a library director
- #1 issue for new directors (recent graduate or new to administration) not clear on role of director vs. trustee
- Power loves a vacuum = potential for micro-management by the board

- Act like you are sure!
- Think of director & board as a partnership relationship—not as manager/employee
- Blurred lines can happen, especially when there is an Interim Director
- Don't squash trustee enthusiasm. Library Directors need to understand correct roles for trustees so they can redirect that energy.
- SMILE
- Avoid paranoia
- Where you sit at board meetings matters. Sit next to board president. And do *sit* at the table.
- Bring respect to every interaction
- Don't react
- Be open to criticism
- Be professional, even if it's hard to sometimes!
- Try to learn from those who have different communication styles than you

Elly Dawson – NYLA experience

Some say they can't afford to go to NYLA. Elly says *you can't afford not to go!* Carpool, get roommates, use early bird registration, and put conference into the budget.

Although it is helpful to come to PLS meetings and hear others' experiences, it is just not the same as being there where the ideas are flowing, sharing, and there is an energy you get from being there.

Renate (CAL) encourages all directors to attend PLSDAC, especially new directors. It's a chance to get together and learn from each other. Next meeting: Nov 30 PLSDAC. Will discuss Staff Exchange and possibility of holding another in Spring 2013.