



## PLS System Meeting – Summary February 15, 2013 @ Pioneer Library System

Jeanna Ruter, AVO; Diana Thorn, **BRI**; Renate Goff, **CAL**; Jenny Goodemote, Mary Ferris, Ron Kirsop, Kelley Blue, **CAN**; Melissa Correia, **CS**; Teresa Dearing, **DAN**; Beth Horn, Tanya Thompson, Chris Finger, Deb Elliotto, **GPL**; Cathy Allen, **LIM**; Darlene Virkler, **MAC**; Blanche Warner, **NAP**; Elly Dawson, Krystina Hardter, **NEW**; Patricia Baynes, **PAL**; Peggy Parker, Janet Rossman, **PER**; Deb Dennis, **PHE**; Marcy Gay, **RC**; Donna Norris, **ROS**; Carol Garland, **SOD**; Pat Evans, Lynne Madden, **VIC**; Anna Grace, **WADS**; Jeff Davignon, Laura Hill, **WAL**; Lisa Gricius, Mary Conable, **WAR**; Dottie Patt, **WOL**; Cassie Guthrie, Pat Finnerty, Bob Wicksall, Aaron Zsembery, Lindsay Stratton, Cindy Gardner, Jeanne Hayes, **PLS**.

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### **Birds of a Feather: LYNDA.com – Chris Finger; 7 attendees**

**Twiki:** <http://plum.pls-net.org/twiki/bin/viewauth/Members/Meetings/SystemMeeting20130215>

### **Announcements**

#### Cassie (PLS):

- Advocacy Day, 16 registered to ride the bus as of today. Library Friends have been generous and this allows the cost per bus seat to be low. See website [www.nyla.org](http://www.nyla.org) for more information regarding Advocacy Day activities. Some legislators are signed up to attend the breakfast. Although the PLS bus won't arrive until ~10:30-11am, Cassie can meet and greet if member library NYS representatives attends the breakfast.
- March 1, deadline to submit photo and caption for the Pathfinder Spring issue.
- System Satisfaction Survey was sent to all member libraries and 16 have responded. The survey questions are based on the PLS POS (Plan of Service). Cassie will share responses with libraries and PLS trustees. Please fill in your survey.
- Welcome to new director Marcy Gay from Red Creek.
- Well wishes to Pat Evans from Victor, her last system meeting and last day as director of Victor Library.

Cindy (PLS): No news re: when Annual Reports will be opened. Tuesday 2/19, Cassie has conference call with DLD and maybe there will be news then.

#### Pat (PLS):

- Please see the most recent additions to the professional collection on the cart. See Heidi to check out materials.
- After reviewing a survey submitted by directors, PLS will no longer subscribe to BookLetters (this is not the BookPages hard copy magazine subscription), and libraries using BookLetters widget on their homepages will need to remove it. BookPages (company that has the hard copy magazine) has a nice site and a link can be added to the OWWL website.

Bob (PLS) has developed a couple of widgets that can be added to library websites that will show patrons

- 1) Recent items added by your library
- 2) Bestsellers

These widgets can be placed vertically or horizontally on your library website. Do you have any other ideas of a helpful widget directing patrons to content in Evergreen?

Beth (GPL) suggested showing recent additions of book discussion kits.

Aaron (PLS): Kasperksy has released a patch to fix the slowness issues (see Twiki: [http://plum.pls-net.org/twiki/bin/view/Members/KasperskyAntivirus#Computer\\_Freezing\\_in\\_Feb\\_2013](http://plum.pls-net.org/twiki/bin/view/Members/KasperskyAntivirus#Computer_Freezing_in_Feb_2013) ) This was tested on a few library computers with success. Aaron recommends running this on all staff computers if possible, starting with those which have been slow. In mid-march Kaspersky will roll out all the patches in one file and Aaron may be able to install them on your library computers remotely.

Bob (PLS) said the cause of slow-downs is a Kaspersky issue and they have a lot of unhappy customers.

- Bob has been working on the test server to add a simplified age-protect message to the patron side of the OPAC —“This copy is new and can only be picked up at this library.” OWWLAC will discuss Bob’s suggested modification and hopefully this will be added live soon.
- Syndetics – under the summaries & more tab in the OPAC, First Chapter (where available) has now been added.

Lindsay (PLS): Please submit OWWL/Evergreen questions to Lindsay ahead of the meeting and she will add to the agenda and perhaps have time to research the answer ahead of time. (OWWLUG will also discuss age-protect.)

- When patrons are issued a new library card, it messes up their OWWL2go account and that needs to be fixed. Please ask the patron if they use OWWL2go and submit a request to have their OWWL2go account linked to the new account of the replacement card. For patrons who have not previously used OWWL2go, a new replacement card will not be an issue when they eventually do access OWWL2go.

It was suggested that a link on Twiki, under the Actions Tab, be created to take library staff directly to an OWWL2go *submit a request* form. Bob will look into it.

Elly (NEW) spoke about a recent reconsideration of library materials request she received from a patron. Does your library have a form and policy? Elly encourages all libraries to use a form and talk with the patron to validate his/her concerns.

Beth (GPL) created a patron survey to evaluate Touchpoints of the Geneva POS (Plan of Service). The New User Report was used to gather the emails of new library users and Google Forms was used to create the survey. Beth likes Google forms better than SurveyMonkey. The survey is in the body of the email so that patrons do not have to use a link if they don’t wish to. You do not need a Google account in order to answer the survey.

Lisa (WAR) did an *I Love My Library* postcard campaign at the circ desk. She received permission to use the postcard design from a SC library. Even teens filled out a card, and Lisa will be taking the cards to Albany on Advocacy Day.

Phelps and Wadsworth libraries did a similar campaign using a heart shaped board and asked patrons to write on a sticky note why they loved their library.

Terry (DANS) requested that PLS send a reminder to everyone regarding upcoming events, i.e. SnapShot day, etc.

Cassie (PLS): It is unfortunate that NYLA did not send their email out sooner. Cassie will add an article in the next PLSnotes about SnapShot Day.

Cassie (PLS): There are 3 new legislators in the PLS service area. O’Brien, DiPietro, and Nojay. Diana from Bristol got the opportunity to speak with Senator O’Brien due, in large part, to the good relationship she has with the Town Supervisor.

Diana (BRI): A local development organization was meeting in the library and the Town Supervisor, who was meeting with Sen. O’Brien at the Town Hall, knew the library was open for the group. He called Diana and then brought Sen. O’Brien in to meet her and they talked for about 1 hour. The Senator’s daughter wants to be a librarian!

Cassie (PLS): Be ready! — You never know when something may come up and you will have the opportunity to make a difference for your library!

Pat (PLS) asked Wayne County librarians to take a bundle of the Wayne County Community brochures from the side table. This is a popular Wayne County publication.

Diana (BRI): Re: Foster Care. The Bristol Library was left some money by a patron to start a collection of materials that address foster care. The collection will be housed at Bristol and will be on loan through OWWL. The collection will start with 16 books and the money will allow the collection to grow and stay current.

Jenny (CAN): Wood Library is busy trying to raise money for a building addition, work to start in the Spring.  
Announcement: Congratulations to Ron Kirsop, who is now the Assistant Director for Wood Library.

Pat Evans (VIC) thanked everyone in Pioneer— she feels they are the best group of people in the state! Pat will be missed and we all wished her well in retirement. Andrea Tillinghast (former Gorham & Red Jacket director) is eager to be back in the PLS fold as Victor's new director.

Beth (GPL): Geneva is holding another Geneva Reads community event around the book *Just Like Us: the true story of four Mexican girls coming of age in America* by Helen Thorpe. The author will be a speaker at HWS colleges and the library will hold companion group talks for other age groups.

Peggy (PER): The 2013 [Tale of Three Counties](#) event features the book *May the Road Rise Up to Meet You* by Peter Troy. Peggy highly recommends this book.

## **Introducing NYLTO.org**

*Facilitator*: Cassie Guthrie

In the works, Cassie and Pat will do a policy development workshop, if there is sufficient interest.

Call Cassie if you would like her to speak at your board meeting about NYLTO and its features.

### **Highlights:**

The program attendees were asked to come up with words to describe:

- How is your relationship with your trustees?
  - Contrary
  - Respectful
  - Better
  - Good
  - Amicable
  - Changing
  - Strained
  - Mixed
  - Dis-jointed
  - Passive/Aggressive
  - Supportive
  - Visionary
  
- What are your biggest challenges in working with your boards?
  - Funding
  - Apathetic
  - Ask for \$
  - Don't understand tech challenges
  - Separation of power (Roles & Responsibilities)
  - Advocacy
  - Micro management
  - Don't understand service aspect
  - Communication
  - Not receptive to change
  
- What tools do you wish you had to help you improve your relationship with your trustees?
  - Easier access to education
  - Short bits of info
  - Visual
  - Orientation procedures
  - Resources to improve communication

All of the above are why the NYLTO website was developed. SALS (Southern Adirondack Library System) was working on policy development, and that is how the idea for NYLTO.org was born. It is based on Sandra Nelson and June Garcia's *PLA Creating Policies for Results*. There are 9 library systems participating. The information on the site is NYS specific. It is a tool to help directors gain respect & build credibility as library professionals.

Contact Betsy to register your trustees for the NYLTO site. Emails are needed in order to register, but the option to *not* receive emails from the Forums is available (and recommended).

Highlighted Features ([see handout on Twiki](#)):

- ◆ Tips for new trustees (Diana in Bristol has already used)
- ◆ Working with Friends Groups (see also *United for Libraries* website, formerly ALTAFF-  
<http://www.ala.org/united/>)
- ◆ Tips for holding better board meetings
  - How to Be Effective and Ineffective
  - Board Meeting checklist, created with an eye for holding a more productive board meetings, e.g. Meetings to last no longer than 2 hours, and send agenda before meetings so trustees can prep ahead of the meeting
- ◆ For trustees, a *For Your Info* tab with links to most used docs, i.e. minimum standards; Public Library Law in NYS (contains law and opinions)
- ◆ The site has many ideas to use at board meeting as Board Development agenda items
- ◆ Policy Development – spotlights the most legally challenging policies
- ◆ See also LTA website <http://www.librarytrustees.org/> - contains a policy database; policies collected from across the state; *Policy development caution*: they are not vetted
  - 2 philosophies regarding policy development: Jerry Nichols - look at samples and revise for your library, and Sandra Nelson – construct policies from the ground up. Perhaps a melding of the two approaches is best.
- ◆ Policy Templates available on the website, more in PLA publication, which is available in the Professional Collection.
- ◆ Each policy has a forum (of which you can opt out of receiving email from the forum contributors)
- ◆ Words matter – it is important what you call things in your policies (see worksheet on policy elements).  
Procedures – are not board approved; Policies – are board approved.
- ◆ Libraries can prevent problems down the line if things are addressed in policies, i.e. when patron challenges materials purchased
- ◆ Idea: print out individual pages to give trustees information in smaller doses and to jump start conversations
- ◆ Would letting Town Board be aware of some of the information on NYLTO site help them to understand what libraries do?