

Southern Tier Library System  
**EXECUTIVE SUMMARY – May 2011**

**2011 Nat'l Library  
 Legislative Day  
 May 10**

Key issues – Fund Library Services and Technology Act at \$232 million - these funds benefit New York citizens through access to statewide databases, support for summer reading, and grants to library systems.  
 2010 funding - \$189 million  
 Support USA PATRIOT Act Sunset Extension Act S193 providing improved legal review of Section 215 business records orders, including library and medical records  
 Oppose S.J. Resolution 6, disapproving the net neutrality decision by the FCC regulating the Internet and broadband industry practices  
 Support eRate telecommunication discounts for schools and libraries

**Amazon/OverDrive:** *April 20, 2011* “Today [Amazon and OverDrive announced the Kindle Library Lending program](#), which will enable Kindle customers to borrow and enjoy eBooks from our library, school, and college partners in the United States. The program is scheduled for launch later this year, and will significantly increase the value of the investments that libraries have made in OverDrive-powered digital materials...”

<b>Finances:</b>	Expenditures to date: 25%	Budget Year: 33%
	Revenue Received to date: 30%	
	Cash Reserve: March \$914,915	April \$850,066
<b>Items Processed:</b>	Items in: 4,017	Items out: 3,895
	Backlog this month: 823	Last Month: 332
<b>Cataloged:</b>	New Titles Added: 1,896	Last Month: 2,222
	MARC records withdrawn: 4	Last Month: 0
<b>Processing Fees:</b>	Books: 2,673 \$1,336	2011 Total: \$5,391
	AV: 312 \$ 156	

**Interlibrary Loan:** requests filled from outside STLS March: NA Last Month: 234  
 Holds filled from STLS collections March: 290 Last Month: 392

**Department Activity –**  
 Cataloging and Processing – total contacts with members: 23  
 Information Technology – total contacts with members: 855  
 Youth Services – total contacts with members: NA

**Consultant Services – brief descriptions of contacts with members:**

**Outreach Services Typical Contacts:** consultation and training in developing library services/programs for coordinated outreach populations, services to state and county correctional facilities, adult care, and other area residential facilities; grant development and implementation; delivery service, rotating collections of large print, adult popular fiction, audio books, and videos/DVDs; holds for STLS materials, multi-media kits.

**Correctional Facility Contacts:** consultation and collection development assistance in serving inmate populations, obtaining loans from local STLS libraries, and forwarding requests on behalf of those libraries.

**Information Technology Typical Contacts:** training and troubleshooting Sirsi Unicorn procedures and policies, telecommunications issues, consultation on technology issues, questions from library patrons on using STARCat, PC anti-virus and spyware protection, new PC setups and software installation.

**Interlibrary Loan Typical Contacts:** training, overdue materials, requests for additional information in order to clarify requests, procedures in placing interloan requests, procedures for ALA ILL requests sent directly to a member library, interloan policies, bills for lost materials.

**Technical Services:** cataloging library materials, importing and revising appropriate records from other databases, training members and troubleshooting records entered in the regional online database, physical processing of library materials.

**Youth Services Contacts:** consultation, research and training on a wide variety of library services to youth ages 0-18—, materials selection, library policies, programming ideas and aids, national and local children’s literature related events and promotions, cooperation between member libraries, local education opportunities.

**Revenue and Expenses**

	<b>Year to Date 4/30/2011</b>	
	<b>Revenues</b>	<b>Expenses</b>
01 - Administration	\$138,616.75	\$95,015.54
05 - Adult Services		
10 - Automation	\$162,709.75	\$90,945.10
15 - Delivery		\$30,304.29
20 - Interloan		\$13,228.32
25 - LSTA Grants	\$600.00	\$8,952.84
30 - Member Services		\$20,482.56
35 - Other Grants	\$119,948.00	\$21,786.18
40 - Outreach	\$92,774.89	\$17,844.15
45 - Technical Services	\$4,130.00	\$40,433.37
50 - Youth Services		\$10,227.72
55 - Pass Through	\$364,930.44	\$364,487.48
<b>Totals</b>	<b>\$883,709.83</b>	<b>\$713,707.55</b>
<b>NET SURPLUS/(DEFICIT)</b>		<b>\$170,002.28</b>

### **Special Projects**

Assisted **Cohocton Public Library** with the move to the new library space in a renovated storefront. Mandy Fleming moved Cohocton rotating collections for temporary library closure and updated the hold map so holds would not be placed on Cohocton items during their move. Al Oliveras scheduled Time Warner to move the cable connection from the old library to the new building. Once the cable was moved Al transported seven computers and two printers to the new building and set up the networking equipment connecting several computers and printers. The Cataloging and Processing department contributed many cardboard boxes for use during the move. WETM-TV reported on the chain of school children moving books from the old building to the new. You can see the video online at <http://www.wetmtv.com/mediacenter/local.aspx?videoId=2453702&navCatId=401-Library> or from a link on the Cohocton Public Library's Facebook page.

### **Staff**

Michael McKeegan has been hired as a Technology Technician on a temporary part-time basis to provide technical support for the three Federal ARRA funded Public Computing Centers in Alfred, Corning and Wayland libraries. Work will include support for computer hardware, software, networks, website and other IT services. Welcome to Mike!

### **Remote Training**

Under the Federally LSTA-funded Innovation Libraries grant, STLS sponsored a webinar on *Social Media: Twitter, Facebook, and More* hosted at three STLS locations. Participants learned why so many 2.0 initiatives fail; common points of failure, and what organizations need to do to position themselves to take advantage of social technologies in ways that will ensure successful implementation, including practical tips, illustrated with examples from libraries with innovative practices and services. Libraries who attended the webinar at STLS enjoyed the opportunity to discuss the ideas presented and share experiences.

### **Visits to member libraries**

- Addison – three visits to assist trustees and treasurer in setting up Quick Books to keep library records (Barb Toombs)
- Angelica – two visits to assist with bar coding. (Faith Smith, Pam Rogers, Shelley MacFeiggan)
  - meet with Board president David Haggstrom and Director Ellen Baker to discuss the bar coding process (Shelley MacFeiggan, Ristiina Wigg)
- Canaseraga – provided training on use of Digital Catalog and demonstrated eBook readers (Al Oliveras)
- Friendship – work with new director Catherine Ramirez on workflows procedures concerning bar coding library items (Shelley MacFeiggan)
- Montour Falls – work with new director Roxanne Leyes on workflows procedures concerning bar coding library items (Shelley MacFeiggan)
- Odessa – two visits to install new circulation PC (Al Oliveras)

## **Other Activities**

Ken Behn and Information Technology staff:

- Responded to 528 (off-hour) calls from Howard, Elmira and Corning about the STLS e-mail server, a virus on a PC in Canisteo, moving computers in Canisteo
- Monitored the STLS network and servers during 4 power outages due to thunderstorms, performed the weekly Sunday reboots of the Symphony server, evaluated 186 e-mails or text messages from the Solarwinds Network Performance Monitor server that monitors the STLS network and servers and reports “Events” that occur
- Provided missing and lost item lists to Horseheads following 3 days of DVD inventory by using API tools to mark items checked out during that period as inventoried.
- Resolved issue with Email server, spent over 40 hours to bring the server back online from Saturday to Tuesday morning. Configured Email server for password complexity requirements due to an account being compromised
- Closed 17 Help Desk service requests for maintenance on STLS servers
- Ordered additional equipment for the JobLink grant
- Configured STLS staff webpage - Sharepoint - to be accessible via the web at address: [sharepoint.stls.org](http://sharepoint.stls.org)
- Answered Gates Broadband questions for participating libraries. Tested a demo Sonicwall TS 100 in Alfred as part of the Gates Broadband Grant Year 2, determined that due to a software bug was unable to verify full capabilities
- Worked with three Chemung County staffers to get Horseheads set up for emailed notices, sent initial Horseheads email and spent 2 days compiling list of over 500 bounced email addresses to remove, sent Deb Brimmer instructions on setting up one-page notices for overdue notice

Shelley MacFeiggan and Cataloging and Processing staff:

- Visited the International Motor Racing Research Center, Watkins Glen to assist with changing location of some items and discarding others. The Research Center has sent 14 delivery bags full of books to be catalogued and bar coded.
- Since the department is short staffed, we have been behind in processing items for libraries. The backlog is being worked on by catalogers and the receiving clerk.

Vickie Button, Outreach Services:

- Circulated large print collections
- Supervised volunteers in weeding rotating collections of old items and charging them to discard

## Director's Visits and Meetings Attended

### April

- 18 Met with Addison Public Library Board of Trustees to discuss Steuben County Aid, deliver 2011 aid check, and review budget vote history
- 20 Attended webinar – *Twitter, Facebook, and More* hosted at STLS  
Attended Open House for new Chemung County Library District Bookmobile
- 21 Met with Atlanta Memorial Library Board of Trustees to discuss Steuben County Aid, deliver 2011 aid check, and review budget vote history  
With Shelley MacFeiggan, met with the Director and Board President of Angelica Free Library at the library to discuss progress toward barcoding the collection, in particular books that are not owned by any other library
- 22 Holiday
- 26 Attended the meeting of the STLS Finance Committee, STLS
- 27 Conducted a meeting of Correctional Facility librarians and Deputy Superintendents  
With Pauline Emery, Southeast Steuben County Library, presented information about library services to Delta Kappa Gamma. Also told the audience about the Foundation for Southern Tier Libraries. Southeast Steuben County Library, Corning.
- 28 Conducted a meeting of the Directors Advisory Council. Among other topics discussed process for developing the STLS Plan of Service  
With Anna Ezzolo, met with staff members of Allegany County Community Opportunities and Rural Development to discuss classes on business issues
- 29 Attended meeting of Schuyler County directors

### May

- 3 Attended meeting of the STLS Revenue Enhancement Committee, STLS  
Attended meeting of the STLS Advocacy Committee, STLS
- 4 Attended meeting of the Foundation Steering Committee, STLS
- 9/10 Attended update on Federal library issues for Library Day Washington DC and met with aides of Congressman Tom Reed, and Senators Gillibrand and Schumer
- 12 Met with Steuben County Library Directors to plan thank you presentation to the Steuben legislature  
Met with STLS Advocacy Committee to update STLS brochure  
Met with trustees of Taylor Memorial Library, Hammondsport to discuss potential impact of tax cap