TO: MCLS Board of Trustees  
FROM: Patricia Uttaro, Director  
DATE: November, 19 2018  
SUBJECT: Monthly Report – November 2018

Action Items

MCLS Board Public Comment Policy
While instructions for members of the public who wish to address the MCLS Board have traditionally been included in the press release and public announcement of the meetings, the actions have not been codified in a policy. A draft of a policy, which also includes the procedures associated with the public comment period at each meeting of the MCLS Board of Trustees, is included with this packet for your discussion and approval.

Board Action Requested: Approval of the MCLS Board Public Comment Policy

Report Items

MCLS Director Patricia Uttaro reporting

Recommended Reading/Viewing

Harold Hacker Grants - The Friends & Foundation of the Rochester Public Library and the Rochester Regional Library Council announced the winners of the 2018/19 grants from the Harold Hacker Fund for the Advancement of Libraries. They are:

- Clifton Springs Library: Circulating STEM – $717. The purpose of Circulating STEM boxes is to demonstrate to students and their families that science, technology, engineering, and math can happen anywhere at any time with any materials. The library will begin circulating boxes, each with a
different STEM activity for families to work on together at home. The boxes will explore topics such as force and motion, light, sound, electricity, and building.

- **Henrietta Public Library: Unpacking Diversity, Intersectionality and Privilege** – Speakers Series – $3150. The library environment and profession are not immune to these topics, and in today’s social and political climate it is important that library staff gain understanding and self-awareness of how they affect and are affected by these ideas. This series will begin to unpack the ideas and vocabulary around these topics for MCLS library staff in respect to their work with each other and their work with their patrons.

- **MCLS Outreach/Extension Department: Picture This: Graphic Novels and Literacy in the Monroe County Correctional Facility** – $2500. This project will explore the feasibility of expanding Outreach/Extension services at Monroe County Correctional Facility to include a graphic novel program for inmates geared to inspire, educate and promote literacy, as well as a sense of community.

- **Naples Library: Mobile Computer Lab** – $2669. The Naples Library will purchase laptops to provide technology literacy, one-on-one tutoring, and digital inclusion in a rural area where many patrons, of all ages, have little or no internet access.

- **Wadsworth Library: Growing a Maker Community** – $3700. This project will fund a growing collaborative relationship between the library staff of SUNY Geneseo and Wadsworth Public Library in their work to grow a maker community in their region.

Eight proposals were received and each was reviewed carefully and thoughtfully by a panel of three judges. The judges thought the successful applicants best exemplified the spirit of the Harold Hacker Awards. The Harold Hacker Fund for the Advancement of Libraries is a fund which honors Harold Hacker, former director of the Monroe County Library System and founder of the Rochester Regional Library Council and Pioneer Library System. The Friends & Foundation of the Rochester Public Library manages the Harold Hacker Fund for the Advancement of Libraries and provides additional supplemental funds each year to enhance the impact of these grants. The Rochester Regional Library Council is the Administrative Agent.

**Teen Book Festival News**
This statement was recently released by the Teen Book Festival Planning Committee:

> The Greater Rochester Teen Book Festival (TBF) lost our founder and dear friend this year. Stephanie Squicciarini passed away on March 1, 2018. The Board of Directors of the Greater Rochester Teen Book Festival Inc. and the TBF Planning Committee have made the difficult decision to cancel the annual Greater Rochester Teen Book Festival event for 2019. All the organizers and volunteers need time to process and heal. But most importantly, we will use this time to rebuild, reorganize, and implement a strategic plan so that the festival will become a sustainable event that area teens can look forward to long into the future. TBF remains committed to fostering and promoting reading amongst young adults in our community and we want to thank you for your loyal support of TBF over the past 13 years. We will keep you informed of our progress and other teen-focused opportunities on our website, at teenbookfest.org. We appreciate your continued support of this very difficult decision and look forward to the future of the Greater Rochester Teen Book Festival. If you have further questions, comments, concerns feel free to email ROCTBF@gmail.com.

Everyone involved with the Teen Book Festival understand the need for taking a year off. MCLS will continue to support the TBF in any way necessary.

**Communication**

**Advocacy** – The MCLS Advocacy Team met to discuss the strategy for the upcoming legislative season. With the flip in the NYS Senate from Republican to Democrat, we expect a significant change in bullet aid resources which will affect MCLS libraries adversely. There are a couple new legislators we’ll need to work with on
education and libraries. The system will provide a bus to Albany for Library Advocacy Day on February 27, and some libraries have already indicated interest in sending their Teen Advisory Boards. Lyla Grills (Penfield) will work on developing some guidelines for engaging teens in advocacy efforts.

The Rochester Regional Library Council held its annual “Legislative Thank You Breakfast” at the Henrietta Public Library on October 26. Eighty-five member library directors, trustees, friends and our state government representatives from the Monroe County and Pioneer Library Systems turned out to celebrate another fruitful advocacy season over coffee and bagels. Thanks to the Friends and Foundation of the Rochester Public Library for sponsoring the event.

Staff & Trustee Development

MCLS Discussion Group – This group met for the second time and discussed statistics and program evaluation. Participants left with a better understanding of what statistics libraries are required to keep by New York State. There was lively discussion around the differences between outputs (numbers) and outcomes (changes in behavior), and even livelier discussion about what would happen if we just stopped counting things manually and only reported numbers that can be supplied through the ILS or other software. This is proving to be a thought-provoking opportunity for staff from all over the system to meet and discuss important questions.

Technology

Library Automation Services, Brenda LaCrosse reporting

- Generated Wi-Fi usage reports
- Peer server updates
- Updated the Eware licenses on all servers
- Completed the Laptop Learning LAB B build
- Set up new Windows 10 laptop for staff at Scottsville
- Addressed trust issues on PCs at Rush and Scottsville

MCLS Network

- Provided staff assistance with the calendaring software LibCal. Continued implementation of system-level search filters now available from latest upgrade
- Sent out information to all towns with instruction for replacing Eware licenses
- Began setup and evaluation of test LibCal Spaces site
- Met with MCLS Office staff about adding an MCLS Office section to the Help Desk. Began development of MCLS Help Desk pages and forms.
MCLS Director’s Report – November 2018 (Continued)

Miscellaneous activities
- Closed 908 Helpdesk tickets this period; 60 tickets currently open
- Took action on 105 emails from Patron Inquiries account
- Assisted 28 patrons through the overdrive.inquiries email account
- Assisted 7 patrons and staff members through the webmaster account
- Approved 26 reviews in CatalogPlus

CARL.X
- Ran and distributed 86 CARL Report Requests. (24 custom)
- Prepared 26 Monthly reports
- Took action on 103 emails from the Patron Inquiries account
- Carl stopped - 10/26 worked with Carl and staff with information to both
- Went live with Pre-Pub holds in CARL
- Custom receipt edits for Webster and Ogden

Central library Wi-Fi usage – Clients per day– October 2018

MCLS Office
Assistant Director Sally Snow reporting

Kaylee Fenton, a film student from Rochester Institute of Technology, came to Central to interview staff about the legends surrounding the Rundel building. Snow did an on camera interview about the history behind the ghost stories and showed Kaylee some film of her own capturing our library “ghosts” in action.

Consulting
- The Newman Riga Public Library has several new trustees. Snow attended their board meeting and provided an orientation to both the new and experienced trustees.
- A representative from the Bonadio Group was referred by the Pioneer Library System. Snow spoke with him at length and answered many questions about how state grants for libraries can be used and whether such funds can be used in place of operating funds. Snow advised that grant funds are restricted to specific grant activities and that municipalities cannot use these to replace library funding.
- Two member libraries called for assistance on resolving interpersonal issues with their library boards.
- Bed bugs keep popping up. Snow advised a member library about what to do if a staff member has bed bugs in their home.
- Snow advised a member library without a long range plan that it is a NYS minimum standards requirement and made a referral to a local consultant.
A Pioneer System Library asked the barring status of a patron in Monroe County. Snow followed up with some research and was able to discover the patron was not banned from the system, but from at least two MCLS libraries.

The Pittsford library held their staff day at Central. Snow spoke to them about the relationship between MCLS and RPL.

The Mendon Library asked for the loan of carts during their shelving upgrades. Snow referred them to Central Circulation and Shipping to work out the details.

<table>
<thead>
<tr>
<th></th>
<th>Facebook</th>
<th>Facebook Calendar</th>
<th>RPL Twitter</th>
<th>MCLS Twitter</th>
<th>Instagram</th>
<th>YouTube</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile/Page Visits</td>
<td>629</td>
<td>2,630</td>
<td>370</td>
<td>317</td>
<td>79</td>
<td></td>
</tr>
<tr>
<td>New Followers/Page Likes</td>
<td>37 (3,827)</td>
<td>—</td>
<td>5 (1,671)</td>
<td>11 (1,987)</td>
<td>20 (1087)</td>
<td>4 (72)</td>
</tr>
<tr>
<td>Likes/Favorites</td>
<td>—</td>
<td>—</td>
<td>22</td>
<td>12</td>
<td>107</td>
<td>5</td>
</tr>
<tr>
<td>Engagements</td>
<td>4,073</td>
<td>2,047</td>
<td>61</td>
<td>31</td>
<td>108</td>
<td>—</td>
</tr>
<tr>
<td>Comments</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Checked In/Mentions</td>
<td>36</td>
<td>—</td>
<td>34</td>
<td>25</td>
<td>6</td>
<td>—</td>
</tr>
<tr>
<td>Messages responded to</td>
<td>5</td>
<td>—</td>
<td>2</td>
<td>—</td>
<td>2</td>
<td>—</td>
</tr>
<tr>
<td>Post Reach</td>
<td>34,814</td>
<td>23,218</td>
<td>—</td>
<td>—</td>
<td>1,274</td>
<td>—</td>
</tr>
<tr>
<td>Video/Story Views</td>
<td>2,089</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>0</td>
<td>335</td>
</tr>
<tr>
<td>Saves</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Shares</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>4</td>
</tr>
<tr>
<td>Actions on Page</td>
<td>4</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>9</td>
</tr>
</tbody>
</table>

Social Media Statistics

**Constant Contact MCLS Newsletter**
- 951 subscribers opened newsletter
- 106 clicked through
- 28 new subscribers

**OverDrive**
- Circulation - 48,499

**Central Meeting Room Use:**
- Total Number of calls – 22
- Total Emails – 58
- Rooms/events booked – 109
Interlibrary Loan:
- Lending: Requests Received – 783; Requests Filled – 397
- Borrowing: Requests Received – 48; Requests Filled – 45

Outreach Services, Melanie Lewis reporting

General Services and Programs
- Outreach Station Team selected, pulled, charged and packed materials for 15 library stations, fulfilled special requests for 7 stations.
- Librarians selected and delivered library titles and digital downloads for 28 homebound patrons. Loaded and mailed digital cassettes with titles from the Talking Book and Braille library for 5 in-home patrons.
- Mailed reference packets to 2 homebound patrons

Station Support Visits
- Sisters of Mercy Mother House – The Mercy Mother House’s long time librarian recently stepped down from the position this month. Amy Discenza visited with new library staff members to talk procedure and to review their site profile. Since the last visit, their library has been relocated from the basement to the second floor living quarters of the Mother House. There is less space, but it’s more accessible to the Sisters. They agreed to slightly reduce the number of items we ship overall, but increase the number of large print and fiction titles significantly. This comes as a relief to Extension staff who previously struggled to provide the Mother House with the quantity of new nonfiction they requested. Amy also shared information about other Extension and MCLS services such as book club and bi-folkal kits and VIP passes.

Outreach
- Pathstone Presentation – Discenza spoke to a group from Pathstone’s Employment Focused Services Program about various library services from the educational (TASC, computer classes, JIC, Small Business Resource Center, Patent and Trademark) to the entertaining (GoChip, digital library services, ukulele, VIP & Empire passes). She highlighted human services programs such as LROC, Nurse Barb and the Mobile Dental Unit. The Employment Focused Services Program serves individuals (18+) on probation and who are court-referred. All participants are unemployed and have been placed on probation within the last 6 months or have recently been released from the adult criminal justice system. This month’s participants included a couple of library power users. It was so exciting to hear them share their experiences with the library’s Patent and Small Business Centers.

Correction Support
- Librarians selected, purchased, delivered titles to the Monroe County Facility Veterans Unit for the new “Steve Nash Veteran’s Collection.”
- We provided titles for a classroom book club.
- Librarians selected and delivered 150 paperback books to the Monroe County Jail (Downtown Facility).
Collection Related
• Updating Bi-folkal kits: A Bi-folkal kit is a multimedia presentation to spur discussion and memories. Bi-Folkal kits provide captivating, informing and stimulating activities for older adults. Focusing on reminiscence, remembering and reflecting, the kits can be used with any group of older adults or mixed-age groups. Each kit is designed to unlock remarkable stories, humorous anecdotes, and first-person accounts of history, experience and life. Extension’s kits were in need of updates. Some still had slides, cassettes. Eagle Scout candidate Ronnie Emhof spent the summer and fall transferring audio and material on to flash drives. He and his Dad made several visits to the library over the past few months to complete the project. Ronnie is a member of Troop 178 and is a junior at Gates Chili High School. They are pictured here during their final visit, bringing Ronnie one step closer to earning his Eagle ranking.

October Spotlight: 2019 Harold Hacker Grant
• Extension Department was awarded $2,500 in Harold Hacker funds to roll-out a graphic novel discussion program plus author visit at Monroe County Correctional Facility in collaboration with Xandi DiMatteo and Teen Central staff. The goal of the project, which will take place in the fall of 2019, is to explore the feasibility of expanding Extension services in the jail to include additional literacy-related programming for inmates through partnerships with other MCLS libraries and departments. Our pilot program will include RPL staff-led discussions of Greg Neri’s Yummy: The Last Days of a Southside Shorty and Grand Theft Horse, as well as a visit from the author who will be in town for Greater Rochester Teen Read Week. Neri’s books are set in urban landscapes and deal with subjects like gangs, drugs, violence, sex and inner city life. They provoke thought and discussion and can be enjoyed by even reluctant readers. The program will also include a workshop for MCCF educators about using graphic novels in the classroom.
Central Library Updates

Arts & Literature Division, Nanci Nugent reporting

- Sewing Halloween Ornaments: October and Halloween is always a fun creative time in the Arts Division. This October was no exception. Librarian Nanci Nugent led students through a class full of Halloween colors. Students made a sewn and stuffed pumpkin head decorated with a black hat and Halloween ribbons. All students said they had a great time making this ornament. Many can’t afford supplies so they said they are thankful for the library where they can be creative and interact with others with the same interest. All said, “Nanci makes these classes fun and she is patient with all our questions.”

- Victorian Hair Ornamentation: Local historian and artist, Susan Doran explained the art of Victorian Hair work to library patrons in an interesting and beautiful program. Hair work in its many forms established itself as a longstanding tradition by the latter half of the 19th century. Doran demonstrated how locks from the dearly departed were mounted into rings and brooches. Ladies filled their autograph books with snippets from their friends. At the time of rising commercialism, sentimental hair work became a way to signal one’s sincerity and was a treasured keepsake. Students learned how a family tree from the 1800s illustrates how the hair of family members was literally intertwined with their genealogy. Some students who attended were not aware of this craft and the beautiful wreaths and brooches that can be made. The program attendees are looking forward to the hands-on class Doran will teach in November.

- Mary Shelley 200th Anniversary of Frankenstein Lecture: 2018 is the 200th anniversary of Mary Shelley’s novel, Frankenstein. Professor Timothy Madigan Ph.D. from St. John Fisher College is an expert on the novel and has given many lectures on the subject. He talked about Shelley’s early life and her famous intellectual parents. Her father was writer and philosopher, William Godwin, and her mother was women’s rights activist, Mary Wollstonecraft. Madigan spoke about how the early death of her mother may have provided her with a background for the novel. Shelley often went by the name Mary Wollstonecraft Godwin, in memory of her mother. Madigan answered many questions from audience members; several did not know about Shelley’s interesting yet controversial life.

- Getting to Know You: Writing Characters Local teacher and writer, Anais Salibian, led a Rochester Writes workshop designed for fiction writers eager to learn how to better develop their characters. Writers participated in exercises to help them deepen their understanding of their characters’ histories, values, motivations, and secret sides. Writers left the class with more three-dimensional protagonists and antagonists and felt a deeper personal connection to their characters.

- Explore Creative Non-Fiction This three-part Rochester Writes series, led by Marna Rossi, explored the craft of applying story and poetry to fact-based stories. Marna engaged the class with exercises designed to help the non-fiction writer develop compelling characters, dialogue, images, action scenes, and story lines.
Training

- Florence Morris and Renee Kendrot attended a webinar with Susan Shiroma from the Foundation Center. Susan Shiroma provided an overview of how to search the databases we subscribe to as well as how to assist customers with questions about grants when they come in. This is the first time that other staff besides Darlene has been oriented on the Foundation Directory Online directly from the Foundation Center.
- Sarah Bishopp Vélez attended the Census Bureau’s 2-in-1 workshops “Finding Census Data: AFF, ACS, & Decennial” and “We’ve got the Numbers – Mapping.” Presented by Dave Cracker, these two workshops provided hands-on learning for how to manipulate tables and map demographic data in American Factfinder. These workshops were especially helpful given how frequently small business questions require this type of research.
- Renee Kendrot attended a provider workshop at ABVI. Several people presented from various organizations to assist people with financial needs in the community: the Department of Health and Human Services (DHHS), National Grid (Erie County), Home Energy Assistance Program (EAP) Energy Assistance Program and Project Share Heating Fund) Law NY and information on Social Security and Disability. Kendrot will be sharing the information with everyone at our next staff meeting.

Outreach

- Bishopp Vélez was asked to teach a session of the Urban League’s 60-hour NxLevel Business Training Course. The class began with a brief tour of the small business printed resources on the 4th floor, and then continued in the 1st floor computer lab, where Sarah provided a hands-on demo of several of the Business Division’s databases and other online resources.
- Bishopp Vélez was invited by Malik Evans - City Council Member and ESL’s Business & Consumer Prosperity Program Manager - to attend a special event hosted by ESL and Consumer Credit Counseling Service (CCCS) of Rochester at the Dryden Theatre. The event included a presentation by Thea Garon from the Center for Financial Services Innovation (CFSI), as well as an open panel discussion with Thea and Chad Rieflin, Lynette Baker, and Robert Jacobs from CCCS of Rochester. Thea, who is a Director on CFSI’s Program Team, spoke about a recent study she led on financial health indicators in America (the report of which will be released November 1st, 2018). The summary of this research is that, while news headlines are painting a rosy picture of the U.S. economy, it is far from perfect and the vast majority of Americans are merely “coping” financially. She went on to describe some of the indicators her study looked at to assess what financial health looks like. The panel discussion allowed for several questions from the audience regarding how we might as a community and a country look towards improving financial health for all.

Small Business Consulting

- Bishopp Vélez assisted several small business clients this month in finding pertinent research for their start-up ideas. These aspiring entrepreneurs were interested in starting businesses such as a bowling/roller skating venue, party supply rental business, personal stylist/image consultant biz, natural nails salon, real estate investing, restaurant, forming an LLC, real estate business and auto repair shop.
- Darlene Richards assisted patrons with research on medical marijuana, internet providers, business expansion, interior designers and diversifying your LLC.

Database Statistics

- CQ Researcher: 3 sessions, 16 page views, 2 documents
- Small Business Resource Center: 6 sessions, 12 full text retrieval/retrieval, 21 searches
- Foundation Directory Online Professional: 36 searches
- Ibisworld, October: 29 hits
- Morningstar Investment Center: 71 searches, 42 record views, 4 sessions
Children’s Services Consultant, Tonia Burton reporting

Programs

- Adventures in Coding Program was presented by our children’s librarian Katie Powell. Powell is creating a series of hands on coding programs that she will offer monthly. Her first program was held on Saturday, October 13, and was a hit! Kids of all ages and abilities learned how to code Cubetto and send him around a map.

- During the month of October school visits were in high demand. Between group visits and the Laurie Halse Anderson visit, 876 students visited the Central Library in October. We reached multiple schools in the Rochester City School District and schools from all over the county.

- During one school visit Powell demonstrated an oozing pumpkin which the students and teachers loved.

- Laurie Halse Anderson was the Greater Rochester Teen Read Week (GRTRW) Author and to make her visit accessible to schools without funding for such a visit, Central served as a school visit. Burton worked with Xandi DiMatteo, the GRTRW team, and school librarians across several districts to offer the program. Anderson talked about the importance of ensuring her stories are accurate and discussed her process, as a white woman, vetting her books for culturally appropriate content and experiences. She works with academics to ensure her stories are as true as possible to the experiences of the topics she writes about. Students thoroughly enjoyed their visit and one student even hugged her autographed book and was jumping up and down after talking to Anderson. She couldn’t believe she met a famous person.

- Halloween Spooktacular – Central Library divisions worked together once again to offer our patrons a fabulous event. We had no idea how many people would attend and our best estimate is that 300+ people enjoyed a Silly, not Spooky magic show from Checkers; Trick Or Treating throughout the buildings, making pumpkins in the Art Division, an I Spy activity, amazing Photo Booth in the imagineYOU lab, and sensory activities created by students from Nazareth. WXXI brought fun activities, a dance party in the Secret Room, and scavenger hunt. The patrons raved about this so we will have to find a way to do it again. It would not have been possible with current staffing without help from our friends at Nazareth, WXXI, and the other Central divisions that helped. Huge thank you to Jeff Bostic, Digital Media Associate, imagineYOU, Melissa Manczuk in Art, and everyone else that handed out goodies in Circulation, Science, and Business. Unfortunately, because it was so busy, we did not have anyone able to stop to take photos. Bostic did give some great photos.

Community Outreach/Meetings

- On October 2, Tonia Burton joined Jeanne Steinbrenner (Pittsford Library Children’s Librarian) and attended a Monroe County Friends of the Library meeting to share the trainings provided to children’s services staff around early literacy and brain development and why it is important for the development of children.

- Burton attended the monthly meeting of the Parent Engagement Collaborative Action Network (PECAN) of Roc the Future. The group discussed the need for Family Engagement trainers for organizations, and
also revised the vision statement based upon PECAN feedback from the previous month and established levels of family engagement:

Levels of family engagement:

1. Organizations and individuals that engage families in order to provide a service
2. Organizations and individuals that engage families in order to develop capabilities (in leadership/parenting)
3. Organizations that teach other organizations how to engage families
4. Organizations that do research on best practices in engaging families

Burton is considering how the library can best support the training needs of the community and how we begin offering trainings to groups beyond libraries.

- Monroe County Library System Children’s Services Performers Showcase was held. This year Burton focused on getting new performers to visit. Two programs that everyone was excited about are Akruti Babaria of Kulture Khazana and Manasi Parikh of Mad Science of WNY. Akruti was introduced to Burton via Patty Uttaro’s connection to the Erie County Library System. She is interested in providing Indian culture programs and gave us a sample of a Bollywood Dance.

- Burton met with a newly formed WXXI Citizen Science Project Group. The group includes Cara Rager (WXXI Education Specialist), Mike Barry (Monroe County Youth Bureau), Carla Stough-Huffman (Greater Rochester After School Alliance), and Betsy Ukeritis (New York State Department of Conservation). WXXI partnered with all members to apply for and won a grant to create a Citizen Science Event which will take place in April at Seneca Park. Currently, we are planning to host family events in April 2019, that include: Family Fishing Day on April 13, 2019 at Mendon Ponds Park, Fishing pole giveaway, and Nature Day on April 27, 2019, at Seneca Park. Outdoor categories to cover: science, nature walks, observations, play, safety, Smokey the Bear, and PBS KIDS Nature Cat. Citizen science training opportunities will be offered to the community in March-April 2019.

- Burton attended the annual Action for a Better Community Signature Luncheon. She was honored with the Elliott Landsman Head Start Community Service Award for her work with the ABC Head Start program and Raising a Reader. The award was accompanied with a proclamation from County Executive Cheryl Dinolfo which recognized the work being done throughout the early childhood community.

- October 24: Burton teamed up with Shamika Fusco and Patricia Connor to attend School #5 Family Reading Night. Burton provided hands on technology for families. Families explored coding through Cubelets, tangrams with Osmo, and building with Magna Tiles. It was great to watch the kids jump right in and figure out how the Cubelets works. One young man mastered the cubes and proceeded to show his mom and sisters. He was so proud!

- Mary Eileen Wood collaborated with Children’s and Business Department to offer a Homeschool event to help families plan and prepare for the upcoming 2019, Terra Rochester-Fingerlakes Regional Science & Engineering Fair hosted by the Rochester Museum & Science Center. Wood is a representative of Terra Science and Education Foundation is a non-profit organization dedicated to providing educational incentives, opportunities, and assistance to those who are engaged in education, specifically in STEM, K-16+ and innovation in education. Families were also given text books designed for homeschooling and found out about resources available in the Business Division. Burton and Wood are hoping to collaborate again for the upcoming 2019 Summer Reading program.
Circulation/Information Division, Kathy Sochia reporting

Statistics
- 163 new borrowers
- 3 RRLC Access cards
- 82 Notarial Acts

Programs
- Brian DiNitto taught 13 computer classes. 33 people attended. Comments: Brian is awesome; Very pleasant and patient; He’s fantastic, couldn’t ask for more; Excellent help, very patient. Thank you. Couldn’t have been better; Extremely helpful; Looking forward to next classes; Very patient instructor. I truly enjoyed the class. Wish it were a little longer.

Anecdotes
- A patron came in and shook Brian DiNitto’s hand for helping him land a job the day before. He will be driving a delivery truck doing overnight deliveries for mall stores in Syracuse and Watertown. Staff helped patron with his resume and application the week before.
- A patron came in and told Information staff that she found a job as a receptionist at a dental office using the resume we helped her develop last week.
- An elderly French-speaking woman from Haiti came into the library for help in putting the Uber ride app on her smartphone. Info staff helped her load the app and showed her how to use it. She stated that it is hard for her to get around and the bus route is not near her house. She was very grateful for our help.
- Earlier this month Ron Freitag had one of our regular patrons come to the information desk asking for information about heart attacks. After discussing a little bit about his concerns, he mentioned symptoms that were in line with having a stroke. I tried not to alarm him, but I urged him to seek some help as soon as he could. A few days later he returned to the library and mentioned that he did seek medical help and he had indeed had a minor stroke. He wanted to express his gratitude for our help and mentioned his dedication to keeping up with his health. This showed to me, again, how important the library is to our community not only for the materials we have to loan, but also for the social aspects of serving our patrons. Patrons who come in so frequently often become our friends and it is extremely rewarding to be there for them, and others, when they face issues such as this.

Local History and Genealogy, Christine Ridarsky reporting

- October was a busy and exciting month for the team in the Local History & Genealogy Division. The Office of the City Historian hosted the Association of Public Historians of New York State’s annual conference at the DoubleTree by Hilton Hotel in Henrietta from October 1–3. Historical Services Consultant/City Historian Christine L. Ridarsky chaired the Local Arrangements Committee; Historical Researcher/Deputy City Historian Michelle Finn served on the Program Committee; Historical Researcher Amy Pepe provided logistical support. The conference attracted more than 120 officially appointed county and municipal historians from throughout the state.
- In addition to their responsibilities as conference hosts and organizers, Ridarsky and Finn appeared on the program in several capacities. Ridarsky taught a training session for newly appointed historians and facilitated a session on the history and future of Rochester’s Erie Canal Aqueduct/Subway/Broad Street Bridge structure. Finn chaired a panel on the 2017 women’s suffrage exhibition, Because of Women Like Her...Winning the Vote in New York State, focusing on the power of community partnership. She also coordinated and staffed a table for the Monroe County Historians group, selling a handful of copies of the Civil War book Where They Fell along with an assortment of Rochester History issues.
- Ridarsky completed her third and final term as a member of the APHNYS Board of Trustees. She will continue to serve as deputy coordinator of Region 11 and chair of the Education Committee.
We were also honored to learn this month that the *Because of Women Like Her* exhibit is being recognized as an outstanding suffrage centennial project by the New York Cultural Heritage Tourism Network. Finn will accept the award on behalf of the library and its partners in the Rochester Area Suffrage Centennial Alliance (RASCA) at the Network’s Recognition Luncheon on November 8.

**Programs**

- The division hosted four programs in October. These included:
  - PT Genealogy Specialist Barb Koehler’s monthly TGIS: Think Genealogy It’s Saturday session. This month’s topic was “Newspapers.”
  - “Spanish Flu in Rochester” by Dan Cody, part of our monthly Rochester’s Rich History series.
  - “How the Frederick Douglass Family Came to Rochester” by Rose O’Keefe, the second installment in our Frederick Douglass Bicentennial series, *Race, Rhetoric and Resistance*. The final two programs in that series are:
    - 1:00 p.m. November 10, “A Time in the Life of Frederick Douglass, Shields Green, and a Woman Called Moses,” a performance by AKWAABA.
    - 1:00 p.m. December 1, “Radical Friends: Amy Post and Frederick Douglass,” a talk by scholar Nancy Hewitt.
  - “Freddy Comes to Rochester,” a talk on children’s book author Walter Brooks, held in conjunction with the Friends of Freddy 2018 Annual Conference, which met in Seneca Falls. Brooks attended the University of Rochester, and the city is mentioned in several of his books.
- Kohler also presented two off-site programs: “Introduction to Genealogy” at the Hamlin Public Library and “Ancestry.com” at the Fairport Public Library.

**Community Outreach/Meetings**

- The High Falls Interpretive Center & Museum welcomed 425 visitors in October. This included two tours led by Pepe, one for 5th graders from Norman Howard School and one for a group from the Arc of Monroe, Penfield. The center will permanently close to the public on November 18, though we will continue by-appointment-only tours through the end of that month.
- Finn presented a talk on “The History of the Rochester Public Library” for students in the Rochester City School District’s Office of Adult & Career Education Services (OACES). This was the second in a series of presentations Finn is scheduled to give at this facility. The students were very engaged with the topic and asked several questions about the types of programs and services RPL offers, and how to locate and access their neighborhood branches and Central Library. At the suggestion of one of the teachers, Finn will bring a member of RPL’s Outreach staff to her next presentation to sign interested students up for library cards.
- Division Supervisor/FT Librarian II, Jay Osborne, gave a presentation on “Why Buick Succeeded in Pre-War Flint, Michigan and Why Cunningham, Jenkins, Selden, and Sullivan Could Not in Rochester” to a meeting of the local chapter of the Buick Club of America.
- Ridarsky attended a meeting hosted by the Ontario County Historical Society about a grant-funded project to identify and gather information about sites connected to woman suffrage history throughout the Rochester and Finger Lakes region. The project is being led by noted women’s history scholar Judith Wellman; Ridarsky will help to coordinate contributions by Monroe County’s municipal historians. Sites identified in the process will be included in a searchable database that will form the basis of a NYS Woman Suffrage Trail.
- Ridarsky was interviewed by Teej Jenkins of WXXI-TV for an upcoming documentary about George Ellwanger and Patrick Barry and the horticultural industry in Rochester.
- Ridarsky gave a presentation to Prof. James Spiller’s Introduction to Public History course at SUNY Brockport. She discussed the role of government-appointed historians in New York State and the planning process for the upcoming Stonewall @ 50 exhibition (see below).
Exhibits
• The Stonewall @ 50 Exhibit Planning Team met once this month and continued to refine the narrative framework for the exhibit, which is scheduled to open in the Anthony Mascioli Gallery in Hacker Hall on March 1, 2019. Finn and Fess also participated. Ridarsky continued her outreach to people and organizations that may be able to provide assistance in exhibit development. This included meetings with University of Rochester visiting professor Lina Zigelyte, transgender artist and activist Justin Hubbell and MCC’s Chief Diversity Officer, Calvin Gantt.
• The traveling version of the 2017 woman suffrage exhibition continues to tour the community and was on display this month at the Penfield Public Library, Webster-Schroeder High School Library, and in Central Library’s Science & History Division. Altogether, more than 20,000 people were exposed to the exhibits in October.
• Remembering Lewis Henry Morgan remains on display in the Local History Exhibits Hall through the end of January 2019. Two sections of the former Local History exhibit, A Rochester Retrospective: Celebrating the Past 200 Years (World War I and Frederick Douglass) remained on view in the Science & History Division. That exhibit will close at the end of November.

Digital Projects
• BOCES intern Ethan McBride and PT Clerk Veronica Shaw finished scanning our Ready Reference card file, containing approximately 25,000 cards, and moved on to scanning the Biography Index file. Our Project SEARCH intern, Abrianna Brown, began editing the files in preparation for them to be converted to a searchable database.

Rochester Voices
• Finn submitted a grant proposal to the Erie Canalway National Heritage Corridor asking for $7,000 to develop Erie Canal content for RochesterVoices.org. If funded, this money will go towards hiring two educational consultants who will identify primary materials and develop lesson plans and other educational resources for teachers and students to use in studying the Erie Canal as it relates to Rochester and the Genesee Valley. Grant recipients are expected to be notified by mid-January 2019, with the project running into January 2020.

Social Media
• Staff from the Local History and Genealogy Division contributed content for 13 social media posts in October:
  o 3 on Twitter
  o 3 on Facebook
  o 4 Facebook Events
  o 3 blog entries on www.rochistory.wordpress.com.
• The reach of these posts was 4,468. This includes:
  o 1,672 on Facebook
  o 694 on Twitter
  o 2,103 on our blog
• People engaged with Local History posts:
  o 105 on Facebook
  o 11 on Twitter
  o 28 on our blog.
• PT Library Assistant Emily Morry contributed two blogs: “Out of the Loop part 3: A Before and After Look at the Neighborhoods of the Inner Loop,” and “Wanted Dead or Deader.” Substitute Librarian Christopher Brennan contributed “ABC: The American Brewing Company and Beer Brewing in Rochester, Part 1.”
Volunteer/Intern hours

- Two new volunteers—Bob Holmes and Anna Tomasson—joined our genealogy docent program this month. Together, they, Pat Southcomb, Stephan Clark, and Bob Coomber contributed 27 hours of service in October and assisted 6 patrons. In addition, we were assisted by three volunteers (Susan Potera – 2.5 hours; Nancy Martin – 1.5 hours; Ira Srole – 27 hours), two college interns (Nicholas Andrusin, SUNY Brockport – 41.5 hours; Karen “Kaye” Knoll, RIT – 13.5 hours), one intern from Monroe BOCES (Ethan McBride – 22 hours), and one Project SEARCH intern (Abrianna Brown – 44 hours). In all, volunteers and interns contributed 179 hours of service to the division.

Reynolds Media Center, Joseph Born reporting

Reference

- During the month of October, RMC handled 1,475 reference questions and 446 non-reference transactions for a total of 1921.

Circulation

- In October, RMC circulated 12,341 items or 54% of the Central Library’s total circulation of 22,779 (before renewals from Catalog Plus, Classic Catalog and Telephone are added).

Hoopla

- Hoopla circulations for October totaled 1165: (280 Movies/TV. 461 Audiobooks. 132 Music. 222 eBooks. 70 Comics.)
- 316 patrons used the service during October with 42 new users registering and 76 patrons using all seven circs (24%).
- Average cost was $2.08/item.

Anecdote

- A patron asked Mary Haag for "inspirational movies." Diane Premo and Mary found about 7 or 8 movies with positive and uplifting messages. This lady volunteers in a soup kitchen that serves homeless men and she likes to show movies during the meals. She said they enjoyed the movies and liked to see something hopeful during their hard days.

Science & History Division, Jennifer Byrnes reporting

Meetings

- The University of Rochester’s Memorial Art Gallery and River Campus Libraries’ Department of Rare Books, Special Collections, and Preservation (RBSCP) are collaborating to develop a major exhibition, Graphic Art and Global Health: HIV/AIDS Education Posters from the Atwater Collection, the first major traveling exhibition devoted to the UR’s collection of HIV/AIDS-related posters. Jennifer Byrnes and other members of the community served on a focus group to provide feedback on this event.
- Byrnes met with Lomax Campbell from the Mayor’s Office of Community Wealth Building to discuss potential partnerships, including a circulating collection of gardening equipment for an urban gardening initiative.
Programs

- **Adult Lego Club:** This is a new program that will be offered monthly. This month participants made animals.
- **The Science and History Division participated in the Children’s Scavenger Hunt and Halloween Party on Saturday, 10/27/18.** Children, dressed in adorable costumes and their parents came to us and found the answers to the scavenger hunt and we handed out goodies to the younger children. Approximately 300 children came to the Division.

Partner Organization Statistics

- LROC – 105
- Volunteer Legal Services Project – 12
- Medical Student – 39
- STI Testing – 3 tested, 1 positive for chlamydia
- Greater Rochester Coordinated Network – 3

Training

- Kate Meddaugh and Lily Anthony attended the Concept to Commercialization Bootcamp. This was an intense, two day conference about taking an idea from concept to market. Discussed were product development and testing, risk management, exporting goods, corporate relations, entrepreneurship, and incubator programs. They made many connections with conference attendees, and enjoyed learning about the business aspects of a successful, great idea. A few up and coming start-ups talked about their experiences.

Outreach

- **Rochester Institute of Technology Venture Creations Incubator:** Kate Meddaugh held her first office hours as part of RIT’s “Ask the Experts program.” Three people took advantage of the office hours, and a lot of Intellectual Property was discussed!
- Byrnes, along with staff from LawNY, presented at the Adult Services Meeting to discuss the upcoming open enrollment period for the Affordable Care Act.
- Byrnes attended the annual Legislative Breakfast to thank our representatives for their support of libraries.
- Alla Levi and Byrnes participated in Mayor Warren’s Inspiring Our Community Conference at the Convention Center on Saturday, 10October 13. A Library table was set up and participants picked up many of our flyers. Many people stopped to say how important libraries are to them and to learn about the library programs we offer.

Consulting

- Jennifer Byrnes consulted with the Mohawk Valley Library System in Schenectady on building a consumer health collection. Byrnes was shadowed by Syracuse University graduate student Melissa Cobo for two days.
- The Carlson Patent and Trademark Center assisted 33 people with Intellectual Property needs this month:
  - 21 in person
  - 8 by phone
  - 3 by email
  - 1 by mail
  - 4 database sessions

At the time of this report, webpage use was not available for the month of October.
Anecdotes

- Jennifer Byrnes attended Mayor Warren’s “Inspire Success” event and spoke with a woman named Damaris who said she and her daughter Clara love the library so much but they are afraid to go because they have fines. Jennifer took her name and number and requested that circulation clear the mother’s fines, which they did. The child’s card was sent to collections from a town library and was still not usable, but Jennifer reached out to that library’s director and the daughter’s fines were cleared as well. It was just in time because she needed a chapter book for a school assignment! This made Jennifer’s week.
- The Patent Center had its first client for the Patent Virtual Assistance Program. The patron spoke to a patent examiner at the USPTO for 45 minutes. She reported that she gained a lot of insight and the examiner gave her “homework” to complete and they will do a follow up meeting.
- A patron asked if there was a good book to read to learn about Frederick Douglass’ life when he lived in Rochester. Steve Nash suggested he read *Frederick and Anna Douglass in Rochester, New York: their home was open to all* by Rose O’Keefe. The patron was delighted to learn that the book’s author presented a program he could attend later in the month.

Teen Central, Dennis Williams reporting

Programs

- The *Girls Who Code* classes are entering their second month. The classes are taught by University of Rochester students who are also part of the WiC program. The *Girls Who Code* class continues to be hosted in the imagineYOU lab every Saturday at 11 am.
- Liberty Partnership, a City of Rochester School program, presented several programs with Teen Central. One was about computer technology and the other was a College Bound Kick-off.
- We participated in the Trick or Treating/Scavenger Hunt Spooktacular with the other departments. DiMatteo provided a book giveaway for teens who stopped by. The imagineYOU lab took part in the library’s Halloween activities by providing pictures with on the spot printouts and emailed copies.
- Laurie Halse Anderson, author of *Speak and the Seeds of America* Trilogy, came to Teen Central and spoke with the teens. About 43 people attended. On Tuesday, she gave presentations to middle schools. This was part of Greater Rochester Teen Reads week. DiMatteo was instrumental in making sure all her appearances went smoothly.
Meetings and Trainings

- During the month of October, Dennis Williams visited the Frederick Douglas Community Library, Arnett Branch Library, Phillis Wheatley Community Library, Charlotte Branch Library, Lincoln Branch Library and Sully Branch Library. He obtained footage of each branch and spoke with and interviewed some patrons and staff members.
- Williams met with Diane Bardeen of ABC several times this month to plan out use of library space for several of their programs.
- Williams met with Josh Pettinger of Wicked Squid on Oct 4, Oct 23, and Oct 25 to discuss his role in imagineYOU.
- Williams met with Brenda Lacrosse on Oct 18, to discuss future computing needs for the overall teen areas.
- Williams met with Ned Davis to obtain the equipment from the grant they’d been awarded from Best Buy.
- Williams sat down with Rebecca Fuss to show her how Virtual Reality worked. She was amazed.

**imagineYOU**

October 2018 – 294 Visitors.

Programs

- The graphic design class is held every Saturday. Jeffery Bostic is consistently getting at least five people every week for classes. Feedback thus far has been very positive.
- The Imagine YOU lab has significantly increased program output. The lab produced 10 songs this month, and four video projects. To give you an idea of the intensity of a video project - Teens typically have some idea of what they want as far as a story line, or concept. imagineYOU works with them to guide them into the process from thought to product. For example, the image below was an interview shot in the studio over 2 days. The process included six takes total: lighting had to be adjusted, camera angles corrected, audio tested and adjusted for each of the takes, and outtakes from the interview redone. The raw footage was then uploaded onto our computers where editing began. Editing took a week, minimum of 3 hours a day. What began with over 2 hours of footage was cut down. Here is the final take with music: https://youtu.be/3o5Sj75VsLw
There are several programs that Bostic has instituted that are extremely effective in assisting teens build digital literacy skills. I would like to highlight one of them for you. It is the business card. It starts with an interested teen who wants to showcase talents, or skills. The program begins with photography, lighting, and composition. The teens are asked a series of questions such as “do you want yourself represented on the card?” If not, what are the skills and talents you want to highlight? What contact information do you want to share? Will this contact information be around for a while? If a photo is desired, then the photography and lighting come into play and the teen is asked to design an effective pose, while adjusting the lighting, the positions and even the settings on the camera. After the shooting takes place, review of positions and lighting happens on one of the computers in the lab. The teen picks his favorite, and then they begin to layout and use graphic designs to create their product. Bostic covers everything from shape design, to color and what the different colors not only represent, but how they make people feel. With a template already created the teen starts laying out the background of the card, then, manipulates his/her picture and any text above the background. By the end the teen now has a foundation for understanding the key that light plays in photography, the importance of setting a camera in a certain position and setting, composition, graphic design, and how to use digital editing to manipulate imagery. They walk away with 50 business cards.

Virtual Reality
- The imagineYOU lab received two new iMac desktop computers as well as an Alienware PC with an Oculus Rift virtual reality station. The VR station has been very popular in its first week in the lab. Several teens have worked up a sweat playing virtual reality games.

Fall Classes
- October featured four fall classes; two Photoshop classes, graphic design and photography lighting class.

Dance
- The glass room continues to be used by teens who love to dance and sing. Ernest Ringo has been cleared as a volunteer. He enjoys teaching kids new dance moves in the lab.
Studio
• Joshua Pettinger, owner of Wicked Squid Studios has resumed his studio lessons. He is an expert music producer and teaches in the lab. Pettinger will begin new training sessions in the studio about equipment etiquette to ensure maximum efficiency. When he isn’t available our studio volunteer will assist teens as needed.

Champion Academy
• Champion Academy continues to use our glass room to record their news show. imagineYOU is able to provide a 4K camcorder, tripod, and lighting for their production.

Upcoming Events
• In November Teen Central and imagineYOU will host Media Literacy Week events. imagineYOU has applied for a RRLC Breakthru grant to get two new gaming PCs. The new hardware will allow teens to participate in e-sports and online streaming.

Project U
• Here is a video produced in the imagineYOU lab: https://youtu.be/UOLzoRyaCzY

MCLS Member Libraries
Bernadette Brinkman reporting

Brighton Memorial Library – Jennifer Ries-Taggart, Director
• Brighton Memorial Library shared that it has received $10,000 in Bullet Aid from Senator Robach as well as an additional $2,500 from the State Assembly.
• Its staff training was a success.
• Brighton Memorial Library was also originally asked to cut part of its budget, but it is no longer being asked to do this and has the opportunity to hire some new staff and continue with some remodeling projects.
• Brighton will be getting two new trustees next year.

Brockport-Seymour Library – Carl Gouveia, Director
• The Seymour Library’s annual gala is November 17 from 7:00-10:00 p.m. It will include wine and beer tasting as well as hors d'oeuvres from Garnishes Event Catering. This year, Out of Pocket Productions will be hosting a mystery at the gala. Participants will be venturing to different zones around the library to gather pieces of the puzzle to determine, “Who is the ‘Thief’?”

East Rochester Public Library – Meredith Fraser, Director
• The library’s Friends’ book fair was a success.
• East Rochester is looking into replacing its computers next year.
• The library also received some new display tables.
• East Rochester is applying for a Genesee Valley Arts Grant to put a mural up behind the circulation desk. The mural will depict all the different locations of the East Rochester Public Library throughout the years

Henrietta Public Library – Adrienne Pettinelli, Director
• Hamster races are coming up; there are 30 hamsters currently registered for the event.
• David Attridge and the Gates Police Chief will be giving an opioid and Narcan training at the library November 1.
• Henrietta and Irondequoit received a Hacker Grant for diversity training.
• The new library is now enclosed and being heated so builders can continue to work through the winter on the interior of the building.
Mendon Public Library – Laurie Guenther, Director
- Mendon Public Library opened on October 10, showcasing beautiful new shelving, magazine racks, and other upgrades to the library. The shelving was donated by The Friends of the Mendon Public Library and includes new shelving for the Adult Fiction and Juvenile Fiction collections, as well as new magazine racks. The Honeoye Falls-Lima High School Robotics Group volunteered to deconstruct and remove the shelving as a community service project.

Ogden Farmers’ Library – John Cohen, Director
- The Friends of Ogden Farmers' Library held a successful book sale garnering over $1,400.
- It will be holding its annual basket raffle in late November and early December.

Penfield Public Library – Bernadette Brinkman, Director
- Penfield’s budget was approved.
- The annual staff training day will be Friday, November 9.
- The library will be getting a new trustee next year.

Selected Meetings & Outputs, October 13 – November 10 (Uttaro)

Standing Meetings
- Brie Harrison; Sally Snow; Ana Suro – one-to-one meetings (monthly)
- Tolley Reeves - one-to-one meetings (bi-weekly)
- FFRPL Executive Director Ned Davis (monthly)
- City Chief of Staff, Alex Yudelson (monthly)
- City Senior Management Team (monthly)
- Monroe County Assistant County Executive, Michael Molinari (monthly)
- Central Library All-Staff Meeting (monthly)
- MCLS System Services and Operations Committee (monthly)
- MCLS Board meeting (monthly)
- MCLS Directors Council (monthly)
- New York State Library – Division of Library Development conference call (monthly)
- Public Library System Directors’ Organization (PULISDO) conference call (monthly)
- RPL-MCLS Management Team (weekly)
- RPL Board meeting (monthly)

Other Meetings
- City Councilmember Matt Gruber regarding grant opportunity with Foodlink
- Emily Lynch, I (Heart) Rochester Instagram Takeover planning
- Early Grade Reading Outcome Team Meeting (4)
- Dr. Daniel Lyman Torres, Attorney Patrick Beath regarding RCSD Data sharing
- Growing Downtown Cultural Committee (presentation on Rundel Terrace Project)
- Nagasaki Friendship Doll Ceremony
- Baker Tilly Interview for City Strategic Planning
- Christine Ridarsky, City Historian
- Jasmine Santiago (consultation on library school)
- Mark Buckley (consultation & interview for Smart City presentation in Ottawa)
- Kate May, Chris Wagner, Sarah Boyce, Suzanne Warren regarding RPL’s Roc Stat presentation
- Literacy Volunteer Brain Games
- Donor Event at Linda & Sid Weinstein’s Home
- MCLS/RPL Advocacy Team
- Dr. Reeves & Tonia Burton regarding RPL Children’s Services
MCLS Director’s Report – November 2018 (Continued)

MCLS Group Discussion on Statistics and Program Evaluation
Roc the Future State of Our Children Preparation Meetings (3)
Dedication of Frederick Douglass Home Marker
Art of the Book Opening
Hank Rubin (regarding non-profit leadership)
NYLA Ready to Read Panel on Brilliant Partnerships (panelist)
NYLA Author! Author! Event
Donna Benjamin, RPL Board President regarding committee assignments
NYLA Panel on Intellectual Freedom (Nazis in the Library) panelist
NYLA Inaugural Banquet
Still I Rise Radio Show guest on WAYO FM

Email Activity
October 2018

<table>
<thead>
<tr>
<th>Name</th>
<th>Send Actions</th>
<th>Receive Actions</th>
<th>Read Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uttaro, Patricia</td>
<td>2426</td>
<td>3589</td>
<td>4128</td>
</tr>
<tr>
<td>Snow, Sally</td>
<td>723</td>
<td>1819</td>
<td>896</td>
</tr>
<tr>
<td>Reeves, Tolley</td>
<td>1217</td>
<td>1545</td>
<td>1358</td>
</tr>
<tr>
<td>Harrison, Brie</td>
<td>868</td>
<td>1661</td>
<td>1804</td>
</tr>
</tbody>
</table>