



TO: MCLS Board of Trustees
FROM: Patricia Uttaro, Director
DATE: September 14, 2020
SUBJECT: Monthly Report – August 2020

Action Items

Monroe County Capital Improvement Program (CIP) 2022-2027 Request (Harrison)

The MCLS' telecommunications and network storage solutions continue to evolve as we expand hosted solutions for many operations. The capital program focuses on annual costs associated with software and hardware maintenance, as well as the MCLS' business continuity planning (Uninterrupted Power Supply System, backup server hardware) and storage needs for the continued expansion of digital asset management for primary historical resources. MCLS costs for several large network equipment expenses are kept lower (Firewall, etc.) based on E-rate eligibility for up to 85% reimbursement.

In 2019, the County requested to replace a cyclical five-year debt authorization cycle with a flat, multi-year cash capital rate. The annual amount of \$155,000 will result in net savings on the MCLS operating side from the elimination of borrowing costs (interest) through 2023. The total amount of the five-year cycle is \$930,000.

Board Action Requested: Approval of the 2022-2027 County CIP Request.

MCLS Recommendation for NYS Library Construction Grants (Traub)

Each year, the MCLS is awarded a set amount of funding to allocate to member libraries for eligible construction projects. This year, the construction program funding was significantly cut by NYS legislators, resulting in the total funding available dropping from \$1.2M to \$566,135. MCLS Associate Director Adam Traub met with a small committee of member directors to read grant applications and recommend funds allocation. Only two applications were received this year, both from the Rochester Public Library. The recommended allocations are:

- Rochester Public Library, Central Library – HVAC Upgrades for the Bausch & Lomb Building - \$473,000
- Rochester Public Library, Arnett Branch – Roof Construction - \$93,135

Board Action Requested: Approve recommended allocations of library construction funds.

Report Items

Library Director, Patricia Uttaro reporting

Census Support - Central Library Patron Services Manager Cynthia Dana made contact with Yixuan Lin, Monroe County Department of Planning & Development, regarding Census information. Lin had developed flyers specific to the library and asked if we could distribute among member libraries, with focus on City Branches as they do their final push for completion. The flyers were acquired and distributed to MCLS libraries. Curbside staff have been including Census information with materials for weeks, but these new flyers were a welcome addition.

Central Library Re-Opening – Late July and early August was consumed with preparations for opening the Central Library (and City branches) to the public. While Central had offered curbside service from May 18 on, only a few staff were in the library working, with the majority on furlough or working reduced hours from

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home. Most staff returned to work in the buildings on August 3. They found new traffic patterns, social distancing and hygiene requirements, and modified services. On August 10, the Central Library welcomed our patrons back to the building. Anecdotal evidence from staff showed patrons very happy to be back in the building. In order to better control movement and exposure in the buildings, we elected to keep the Rundel Building closed to general use but available for appointment-only research or browsing. That approach has allowed us to assign staff where they are most needed, and provided researchers, especially in the Local History Division, with a safe place to work.

The Technology Center opened to eager patrons on August 24. A reduced number of computers are available, which allows for appropriate and safe social distancing. Staff are cleaning keyboards, mice, and workstations in between patrons. We will be working with the City and County in the coming weeks to schedule a “Grand Opening” of the Technology Center. Many staff devoted hours of work to creating the Technology Center and getting it ready to open on August 24. The project team was led by Brie Harrison, who did an exemplary job of getting everyone together to make the appropriate decisions, select the furniture, develop the workflow and traffic patterns, and determine the services to offer, all while still in pandemic-mode. The Center is being led now by Jay Osborne and a team of very capable staff.

Patrons and staff are greeted each day by our Security team and other staff who assist people with finding what they need. There have been very few instances of mask-refusal, and our staff have handled those with confidence and grace. We have had to tighten up the definition of a “mask” due to some people providing unusual facial coverings. We are providing disposable masks to people who need them or who do not have a mask that fits snugly over the nose, mouth, and chin.

Plans are in place to add evening hours to Central beginning September 21, and to add Saturday hours beginning October 3. While the first floor of the Rundel Building will open for general public access on September 21, the Local History Division will continue to offer appointment-only service due to the nature of research done there. For example, a single researcher may use dozens of microfilm reels, maps, manuscripts, and books – all of which must be quarantined for a minimum of 72 hours before they can be used again.

We will continue to monitor patron and staff feedback as the months go by. We are working with a number of staff right now who need accommodations due to homeschooling requirements for their children, or issues with their own health or the health of family members. We are being very flexible in approving telework applications, due in part to the willingness of staff to provide support where we need it.

MCLS Office Updates

Associate Director, Adam Traub reporting

The MCLS Office continues to hold weekly calls for member library directors to share experiences, ask questions, and coordinate efforts on multiple fronts. Topics of these calls generally address staffing issues during the pandemic, enforcing health and safety policies within libraries, and sharing updates.

The State Library held multiple calls in relation to State Aid for libraries, while also trying to finalize 2019 Annual Reports. The State is currently withholding 20% of funds for Library System Services Aid and Categorical Aid; it is uncertain if or when the remaining 20% of aid will be distributed to library systems.

LAS worked with RPL staff returning to duty starting August 3rd, including reactivating emails and assisting with account information. New computers installed at the RPL branches were upgraded to Windows 10. The Central Technology Center was equipped with computers (21), all set up and installed in time for the opening on August 24th. The full complement of computers was not installed to ensure users could be seated while maintaining social distancing guidelines.

Member Library Updates

- Brighton Memorial Library's renovation of their entry foyer continues; entering and exiting the building continues to shift to alternate locations as the renovation progresses.
- Chili Public Library - The construction of the Chili Community Center, which will be the new home of the Chili Public Library, continues as scheduled. Updates, including 360° video and a live webcam, can be seen at the following address: <http://www.chililibrary.org/new-library-building-construction-update.html>.
- Webster Public Library - The Friends of the Webster Public Library are holding parking lot books sales each Thursday to keep book sales going while remaining safe. Parking lot sales are weather permitting.

Shared Collections

The county-wide Overdrive platform continues to be in high demand: checkouts, across all formats, were 85,588 for August, up 47% from last August; on average, that means there were 115 checkouts per hour, each hour of August.

With our new Central Databases fund this year, Collections Manager Jen Lenio purchased a year's subscription to Medici.tv for access by all MCLS cardholders. Medici.tv is the largest online catalog of classical music, opera and dance videos. It contains 3,500 musical works filmed from the 1940s -the present; 2,700 films including concerts, operas, ballets, documentaries and master classes and over 150 live events streamed every year. The August (the 10th – 31st) statistics for Medici.tv: 59 videos viewed with an average visit duration of 30 minutes, 43 seconds. One patron recently wrote in: "What a marvelous gift for us!!"

Medici.tv can be accessed from this page - <https://libraryweb.org/research/databases/> and by entering your library card number.

Outreach Update, Melanie Lewis reporting

With staff furloughs and job-sharing ending, Outreach focused on adjusting to the new work environment after being away from the office since March. We expanded connections with in-home patrons and began to reconnect with library stations to resume services. Janet Duff, Outreach's Library Assistant, took the leadership role in managing Library Stations due to the vacancy of the Librarian I position in our department.

Outreach selected, downloaded, and mailed digital cassettes with titles from the NYS Talking Book and Braille Library for 5 patrons. In addition, the team began sending "book bundles" to area libraries for our in-home patrons who were able obtain assistance with picking up materials or using curbside services.

To expand services while unable to visit patrons, the Outreach team began exploring options for a "books by mail" for appropriate patrons. Supplies have been ordered with hopes that the program can begin in September.

Corrections Support

Periodical deliveries for the Downtown County Facility and State Work Release Program resumed. Initial discussions with staff from the downtown facility began regarding collection development for the 2020-2021 budget year.

Stations

We are excited to restart Library Station services in September; the last delivery was in February, due to a quick shutdown in early March. Prior to the pandemic, there were approximately 25 Library Stations (mini libraries) at a variety of retirement communities and other institutions. Library station managers have been contacted to discuss whether they would like to continue library services and have been informed of several

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key new policies. These policies include quarantining return items for 5 days prior to their delivery date and requiring that the boxes be available at the entrance to their facilities. While a few are unable to accept deliveries at this time, some managers are very happy deliveries are restarting.

MCLS Office Statistics

Social Media

August 2020	RPL Twitter	MCLS Twitter	Facebook	Facebook Groups	Facebook Calendar	Instagram	YouTube
Profile/Page Visits	39	40	688	-	-	62	-
New Followers/ Page Likes	6	5	20	-	-	11	5
Engagements	37	5	1581	-	84	62	25
Check In/ Mentions	8	7	-	-	-	-	-
Post Reach	2005	1960	1476	-	906	1341	-
Video/Story Views	-	-	841	-	-	14	781
Saves/ Actions on Page	-	-	5	-	-	4	-

Cataloging & No-Hits

- No Hits – 2,624
- New Titles – 2,943

Shipping

- Totes Hauled – 4,314
- Holds Totes Processed – 679

ILL

- Lending Requests: Received – 232; Filled – 110
- Borrowing Requests: Received – 38; Filled – 53

Note: ILL service resumed 8/3/2020

Central Library Updates

Arts & Literature Division, Nanci Nugent reporting

Kathleen Rullo from Jardin Terrariums taught another popular virtual class. For these Zoom classes, patrons pick up supplies at the Circulation Desk at Central; this is working out very well. A student remarked, “thank you for allowing us to pick up the supplies, it really helps us to have some fun and be creative.” Patrons made some lovely and whimsical terrariums.

The seventh, and last, episode of the virtual murder mystery “It Came from the Stacks” aired this month. The murderer was revealed, as well as the title that the drama was based on, “The Unexpected Guest” by



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Agatha Christie. The mystery was recorded during the shutdown from the homes of eight Central Library staff, giving our patrons a chance to see some familiar faces (and one family member- thanks, Tony Pellegrino) in a fun setting.

Librarian Mary Fraser collaborated with sand artist Katie Jo Suddaby and musicians Jahshanti Henry and Laura Lentz to create a meaningful ceremony to mark six months of the COVID-19 pandemic in the United States. Each collaborator submitted a video, and Dennis Williams, manager of Central's Teen Center, edited them into a split screen format. Katie Jo created, and finally destroyed, a sand mandala while Jahshanti and Laura played the flute. Also included were two animated shorts set to music from a collection of solo flute pieces that had been compiled during the pandemic.

Business Insight Center, Jennifer Byrnes reporting

The Business Insight Center assisted: 2 in person, 12 by email, 2 by mail, 6 by phone.

Patent Virtual Assistance Center: webpage views 34

3D Printer: 4 prints

Hours of in-depth market research: 16 (Byrnes was on vacation for two weeks).

Small business topics included video gaming industry, virtual touring, plus size clothing, and geothermal energy.

Databases

InnovationQ: 11 users, 130 searches

PitchBook: 15 users

ValueLine: Logins: 169; Searches: 3,985; Downloads: 888

Byrnes and Meddaugh provided information and guidance to two projects that received an Honorable Mention in the 2020 Patents for Humanity program of the United States Patent and Trademark Office. "Patents for Humanity is a global competition open to any patent owners, patent applicants, or patent licensees. Submissions are evaluated on the effectiveness of their technology to address humanitarian issues, the contributions made by applicants to increase use of their technology among the impoverished, and the impact those contributions have made to improve lives." Rubitection, a 2020 Luminate finalist, created a medical device that detects early stage bed sores, thereby improving the quality of patients' care.

Central Children's Center, Tonia Burton reporting

Outreach/Community Contacts

Burton worked with Summer LEAP to distribute 130 summer learning backpacks to help children entering kindergarten this fall.



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Burton joined Shamika Fusco, Lyell Branch Supervisor, at the Cameron Ministries 3rd Annual Resource Fair and Carnival. Activity bags and books were well received by the kids.

Since reopening, Children's staff have been offering Summer Take Home Kits to each family coming through our doors. Each kit contains an arts & crafts activity, a STEM challenge, a reading log, and a couple of interactive items with suggestions on how to engage in imaginative play.



Children's Center's shared several posts on our Facebook group containing resources and events of interest for local families, such as information on a back to school forum presented by URMC. Other posts encouraged families to engage in a variety of activities, including a census storytime with the star of the movie Moana, a storytime by author Oge Mora, and an episode of Checkers' Library TV. Next month, we will be producing original storytimes for local families to view online.

Raising a Reader

Alycia Roets has joined the Raising A Reader team as program coordinator. Planning had begun for the upcoming school year but was brought to a halt when city schools changed to 100% virtual for all students. There will not be in-person options for the program this year, so we will temporarily change the program operations for the 2020–2021 school year. Raising A Reader bags will be sent to all participating city branches for borrowing. The bags will have four books and be labeled for ages and languages. Each bag will contain a flyer that points patrons to our events page for ongoing family engagement trainings and other virtual offerings. The bags will be holdable, allowing town libraries to use the bags for their families.

Circulation/Information, Chad Cunningham reporting

New borrowers: 13

Access cards: 1

Notarial acts: 31

A new resident came to the library to get a card. He was looking for books on the Bible; he was very impressed with the variety of books that we had. He is a very boisterous individual and filled the library with laughter. Multiple patrons have expressed their happiness that the library is back open for browsing. Patrons are also very appreciative of our notary services and thrilled to have computer access again.

Local History & Genealogy Division, Christine Ridarsky reporting

The Local History & Genealogy Division (LHGD) reopened to patrons on an appointment-only basis on August 17; sixteen (16) appointments were held. Staff who were on furlough and reduced work hours returned to their full schedules, with four of our five part-time staff members continuing to telework from home throughout the month.

Programs

Barb Koehler continued to offer Weekly Genealogy Meet-Ups and six weekly one-on-one genealogy appointments (all via Zoom). Total attendance for the meetups was 70; 17 patrons attended one-on-one appointments. Patrons continue to respond favorably to these offerings; one particularly grateful patron

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emailed Finn to express high praise for Koehler and her programs, noting that “these sessions with Barb have been my saving grace through the pandemic.”

Community Outreach/Meetings

Dan Cody was interviewed by WXXI reporter Brenda Tremblay regarding the local social impact of the 1918 Influenza Epidemic and its similarities with the COVID-19 pandemic. This interview was broadcast on Monday, August 31, and can be heard here: <https://www.wxnews.org/post/history-professor-sees-similarities-between-2020-and-1918-pandemics>

The William G. Pomeroy Foundation approved the application that Emily Morry and Ridarsky submitted for a grant to fund a historical marker at the former site of Corinthian Hall. This is the fourth successful application for a marker that they have secured.

Ridarsky and Morry continue to partner with the City and the Ibero-American Action League to develop content for interpretive signs that will be installed at the International Plaza, a Latin-themed event space and marketplace on North Clinton Avenue.

Ridarsky participated in a tour of Mount Hope Cemetery's poor lots with a committee exploring ways of honoring patients of the Rochester Psychiatric Center and others with mental illness who are buried in the cemetery. The committee was convened by Drs. Robert Riley and Laurence Guttmacher and a psychology professor from Nazareth College.

Special Collections

The division accepted four major donations in the month of August: the Derleth Collection of 35mm slides showing Rochester construction projects of the 1960s; the Krepps Collection of large format photographs of the demolition of the Hotel Rochester; a photograph of the home of 19th-century Rochester politician Alphonso Collins; and a large addition to collections from the Out Alliance, which will require processing before the full scale and scope of contents is known.

Brandon Fess finished processing and writing finding aids for eight collections: the Music Scores Collection; the Association of City Employees Collection; the Corpus Christi School Historical Documentation; the Stereograph Collection; the Almanac Collection; the Rochester Council, Boy Scouts of America Messenger Service Records; the Winans Family Genealogy Papers; and the George W. Goler Papers. Goler was an early advocate of preventive medicine and the City of Rochester's Health Officer from 1896 to 1932. The Goler collection is extensive and documents the response to key public health problems, including epidemics, sanitation, venereal disease, and food safety. The National Library of Medicine has designated this collection to be nationally significant; having a complete finding aid for it greatly increases the discoverability and accessibility of the historical materials within it.

Anecdotes

Emily Morry received an email reference question from a researcher in Barbados named Betty Grandison who is writing a book about her late husband, J. Hamilton Grandison, a major figure in the history of Barbadian music. She was seeking to get in touch with an old friend of her husband's whom she had met in Albany in the 1980s. The only identifying information she could provide was that his name is Andrew Williams and that she had heard that he had worked at a library in Rochester at some point. After some thorough research, Morry was able to locate the gentleman in question and the two were very grateful to have been reconnected after all these years. (Postscript: Williams was actually a former employee of Rochester Museum & Science Center, not the library.)

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Morry also received a call from Rebecca Fuss of FFRPL, informing her that a patron made a donation to the library as a result of assistance Morry provided to a patron seeking information on a house he had lived in during the 1960s.

Reynolds Media Center, Joseph Born reporting

Hoopla

- Circulation – 1,701
 - Movies / TV – 440
 - Audiobooks – 688
 - Music – 81
 - Ebooks – 331
 - Comics – 161
- New Users – 66

In August, RMC handled 525 reference questions & 615 non-reference transactions totaling 1,140. RMC's door count averaged 122/day while open 10 am – 4 pm.

Sciences &History Division, Darlene Richards reporting

Sarah Bishopp Vélez, Darlene Richards, and Brie Harrison met with Nick Coulter, co-founder of Person Centered Housing Options (PCHO) and the Library Resource Outreach Center (LROC), to discuss the possibility of the library supporting a new eviction prevention program. Coulter was asked to submit a program proposal to Monroe County, and he was interested in having the Rochester Public Library's support, particularly regarding providing a space(s) for the program. Harrison agreed to write a letter of support for the County's RFP. Coulter followed up with Associate Director Adam Traub and Assistant Director Tolley Reeves to assess interest in the towns and branches.

Bishopp Vélez was finally able to arrange a pick-up time for when staff from the Library Resource Outreach Center (LROC) could come in-person and grab all of the donated items that came in from member libraries. Due to our generous staff, there were 20 boxes of items, which will be put to good use.

Bishopp Vélez, Florence Morris and Dori Eisenstat acted as greeters the first two weeks the library opened. Morris commented: "I enjoyed the two weeks of helping out with greeting the public as they entered BLB. All of the people I encountered wore their masks and were all very pleasant and very happy to have the library once again opened."

Bishopp Vélez and Arianna Ackerman met with Dr. Larry Guttmacher, former MCLS Board President and current Professor of Clinical Psychiatry and Clinical Medical Humanities & Bioethics at the University of Rochester, and Bob Riley, Assistant to the Clinical Director at the Rochester Psychiatric Center, to see the Deadly Medicine exhibit. Dr. Guttmacher was preparing to present a talk on eugenics, in relation to this exhibit, for the library the following week, and thus wished to see the exhibit beforehand. During their time at the exhibit, Dr. Guttmacher and Bishopp Vélez agreed on final details for the virtual talk to be hosted in Zoom. They also discussed with Ackerman and Riley the potential for other, future collaborative projects regarding mental health.

Dr. Guttmacher's presentation took place via Zoom and was very well received. In particular, he discussed how eugenics actually started in the United States and gave many accounts of the ethical atrocities that people were subjected to in order to control people. The talk was followed by a very lively Q&A, with several excellent

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and thoughtful questions asked by attendees. This program garnered much positive feedback for both the presenter, Dr. Guttmacher, and the host, Bishopp Vélez. Some of the comments include:

“good content well organized, the technical part (Zoom) was excellent. The MC did a perfect job of being brief but to the point. Professional and friendly manner and good diction.”

“appreciated your reminders before the talk, also the clear instructions and ease of getting connected.”

“I am really pleased that the Rochester Public Library has the Deadly Medicine exhibit and thank both you and Ms. Bishopp Vélez for putting on a great program.”

Technology Center, Jay Osborne reporting

After months of waiting, the Technology Center finally opened to the public. While patrons have limited time on computers per day, the library is still filling a need that some patrons have felt for a very long time. From filing unemployment claims and finding housing to navigating the county real estate tax forms and connecting non-English speakers with appropriate community support, the impact this service has had in a single week is significant. While the raw numbers of patrons helped may not be as high as prior to the closure, the difference access to our computers (and our staff) has made in the lives of some people is hardly insignificant.

Staff have had their hands full keeping track of all the details needed to have 100% compliance rate on our cleaning protocol. That consists of a two-step process: a mild detergent solution to break up any dirt or oils on the equipment followed by a thorough wiping with 70% isopropyl alcohol. This process seems very effective. There is additional equipment that has been requested to make it possible to adopt a modification to this cleaning procedure to serve a larger volume of patrons.

Teen Central /imagineYOU Media Lab, Dennis Williams reporting

We opened to the public this month. Several students were extremely eager to resume access to the imagineYOU Media lab and Jeffery Bostic and Dennis Williams worked together to create a process for appointments. Bostic has been working with 4 students who want to finish making a full length movie.

Williams' resume service, IRS and Social Security assistance continued with 13 queries this month. Traffic in the teen center has been light compared to before the pandemic. All of the kids coming up have been extremely grateful for the access once again to the library.

One teen in particular who is a gay, African American tenth grader expressed just how much he needed the library. He takes medication for anxiety and has no personal space at home. This combination he explained was why he failed tenth grade when they had to go virtual. He asked us if we would allow him to come here this year to work on his homework, because he feels otherwise he may drop out of school. I think you know we will guarantee him space and access.

Selected Meetings & Outputs

MCLS Director, Patricia Uttaro reporting

August 15 – September 12

Standing Meetings

City Senior Management Team (weekly)

RPL-MCLS Management Team (weekly)

A. Traub, T. Reeves, B. Harrison, A. Suro, T. Burton, C. Ridarsky – one-on-one meetings (monthly)

FFRPL Executive Director Ned Davis (monthly)

MCLS System Services and Operations Committee (monthly)

New York State Library – Division of Library Development conference call (monthly)

Public Library System Directors' Organization (PULISDO) conference call (monthly)

Deputy Mayor James Smith (monthly)

County Chief of Staff Amy Grower (monthly)

RPL All-Staff Zoom Call (weekly)

Other Meetings

Commissioner Daniele Lyman-Torres, City of Rochester Department of Recreation & Youth Services

County Finance Director Robert Franklin

Action for a Better Community Executive Director, Jerome Underwood and Dr. Tolley Reeves

Dr. Rose Nichols, City of Rochester Deputy Director of Human Resources

Dr. Cephas Archie, City of Rochester Chief Equity Officer

MCLS Racial Equity & Justice Team meeting

Jessica Alaimo, City of Rochester Communications Bureau

Mike Boucher & Sasha Mitchel, St. Joseph's Neighborhood Center/REJI

RPL Board President & Vice-President, Katherine Baynes and Donna Benjamin

Sasha Mitchell, REJI Coordinator

Rochester Regional Library Council Advisory Meeting

MCLS Board President Marjorie Shelly

Email Activity

August 2020

Name	Send Actions	Receive Actions	Read Actions
Uttaro, Patricia	542	6980	5460
Traub, Adam	564	2169	2957
Reeves, Tolley	369	3168	1109
Harrison, Brie	264	3100	1682
Ana Suro	813	4822	1917