



TO: MCLS Board of Trustees
FROM: Patricia Uttaro, Director
DATE: October 19, 2020
SUBJECT: Monthly Report - October 2020

Action Items

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

MCLS delivery includes daily pickup and drop-off of library material returns, requests/holds, and interoffice mail. For decades, the MCLS has provided the community with the ability to check out and return library materials at any MCLS location of convenience, known as “One County, One Card.” In the MCLS catalog, library users can also place holds for materials filled as first available across the MCLS, delivered via MCLS fleet to their preferred pick up location.

The MCLS fleet consists of three box trucks that run three static routes averaging 62 miles per day to 32 member library locations, as well as special service support for library material outreach services and special collection partners such as The Strong. Average mileage per truck is just over 15,400 miles annually with average freight of 3,120 pounds handled daily, Monday through Friday. The fleet was previously acquired through an operating lease program sponsored by Monroe County Fleet. The MCLS was notified in late 2019 that the program would be discontinued and have been working with County Budget and Finance to determine the optimum solution for cyclical fleet replacement.

Service delivery is the backbone of MCLS services, and the fleet supported 3.2 million library items shipped between member libraries in 2019, enabling the member-wide circulation of 6.35 million items the same year. Based on previous operating lease and use history, the fleet will be replaced every five years, with the cost of new vehicles offset by trade-in valuation at the point of sale. This estimated cost and trade value are factored into the budget, assuming \$216,000 for fleet replacement in 2022 and \$234,000 for replacement in 2027 (factoring inflation). The request if approved will be a debt issuance, with debt service incorporated in annual MCLS operating budgets.

The amended request increases the CIP by \$450,000 for fleet replacement; combining the approved automation request of \$930,000, the revised, total CIP request for 2022-2027 will be \$1,380,000.

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

Monroe County Library System Document of Understanding (Traub)

The Monroe County Library System and its members define their relationship and responsibilities to one another using a Document of Understanding (DOU). The current DOU terms run from January 1, 2018 to December 31, 2020; MCLS convened a team to update the DOU early in 2020. The DOU team recommends a 1-year extension of the current DOU set to expire with the System’s current plan of service (whose term will end December 31, 2021). The current DOU Team is expected to continue their work next year, authoring a revamped version of the extended DOU to align with the System’s next Plan of Service. All member library Boards have endorsed this Document of Understanding.

Board Action Requested: Approve a 1-year extension to the Monroe County Library System Document of Understanding (January 1, 2021 – December 31, 2021).

MCLS Board Meeting Dates for 2021 (Uttaro)

The recommended dates for meetings of the MCLS Board of Trustees are:

January 25

February 24 (Wednesday – Joint budget meeting with RPL Board)

March 15

April 19

May 24

June 14

NO MEETING IN JULY

August 16

September 20

October 18

November 15

At this time, meetings will continue to be held via Zoom.

Board Action Requested: Approval of the 2021 meeting dates for the MCLS Board of Trustees.

Discussion Items

By-law Revision Recommendations & Nominating Committee Update (Thompson)

As a result of our discussions regarding the absence of diversity by race and ethnicity on the MCLS Board of Trustees, the Nominating Committee is seeking to address this issue by examining several options, one of which is to redefine the length of time and service that is permitted under the by-laws.

The Nominating Committee is recommending the following amendments to Article VI of the MCLS By-laws:

- a. Limit the number of full five (5) year terms of any Trustee to two (2) consecutive full terms, i.e. ten (10) years of service.
- b. Current Trustees who have already served the partial unexpired term of a former Trustee and have completed or will complete their own full five (5) year term shall be eligible to serve a second additional five (5) year term.
- c. Current Trustees who have completed two (2) consecutive five-year terms and are currently serving in an additional third term, shall not be eligible for any additional consecutive term.
- d. Any trustee who has served two consecutive full five (5) years terms may apply for an additional partial or full-term appointment, but only after an absence of a minimum of two (2) full years from the MCLS Board.

These changes in the MCLS By-laws are open for discussion at this meeting. A formal vote would take place at the November 2020 board meeting. If approved by a vote of the Trustees, the changes would be prospective, effective on the date of the amendment to Article VI of the MCLS By-laws.

Report Items

Online Programs – Since pivoting to offering library programs virtually in March, staff have begun to gather some interesting and unexpected feedback. Using Project Outcome surveys, participants have been asked to evaluate programs and provide feedback on the format. Here are some of the responses:

MCLS Director's Report –October 2020 (Continued)

Do you enjoy attending online library programs, and, if so, would you continue to even after in-person programs are made available again?

- much more flexible in my time- less rush to get there.
- I think even after this - a hybrid approach to meeting will be a more open flexibility in access to programs. Especially since we are getting used to connecting this way and if we need to isolate, we can still connect to a program.
- This was very convenient.
- This was the first online program I've attended due to my family's schedule. I prefer in-person events (pre-COVID) but I have a hard time going because of my family commitments. I hope you continue to offer more online events.
- Yes, to some extent but I prefer in-person. I would think that during the winter participants may prefer to do online rather than come to RPL.
- Yes, I enjoy online library programs and would continue in the future.
- Absolutely. It is so much more convenient, not having to drive, park, etc.
- Absolutely love the online

These responses will be seriously considered when we are able to begin offering in-person programs again.

MCLS Member Library Updates

Associate Director, Adam Traub reporting

Many members are reporting that they are expanding hours, including offering weekend hours, and reintroducing furniture that was removed for their initial reopening. Further, many libraries are reporting staff fatigue in relation to reminding patrons to wear their masks.

Brockport-Seymour Library Director Michael Boedicker has resigned to take a position as Assistant Director at the Gates Public Library. Former MCLS Assistant Director Sally Snow has come out of retirement to take on the interim directorship at Brockport-Seymour while their board searches for a new permanent director. Seymour Librarian Natalie Burch negotiated an interesting tutoring project with SUNY Brockport where SUNY students are offering homework and tutoring assistance via Zoom for young students. Burch has generously expanded the program to allow students from all over Monroe County to participate.

Brighton Memorial Library is offering an "All Brighton Reads" event where the community will read *Slaughterhouse Five* by Kurt Vonnegut. The main character in this classic novel, Billy Pilgrim, was based on Brighton resident Edward R. Crone, with whom Vonnegut served in World War II. Brighton, like many other libraries, moved their Fall Book Sale outside this year!

Chili Public Library kicked off its annual Mitten Drive and is collecting mittens for the Lewis Street YMCA to distribute. Teen librarian Valerie Scheg has started a YouTube channel called Chili Chapters where she conducts tours of the library. In this one, she shows off a newly created Teen Non-Fiction section and highlights some books: <https://youtu.be/DRKJeTtdFI>

MCLS Director's Report –October 2020 (Continued)

East Rochester Public Library welcomed new Director Tim Ryan. East Rochester has also started offering popular “book bundles” where patrons can pick up bundles of books on a specific topic. They have created themed book bundles including Trucks, Dinosaurs, Halloween, Autumn, and Princesses. Each book bundle contains 8 picture books for the whole family to enjoy. These are very popular with children. While East Rochester remains closed to the public, they continue to offer curbside pickup and digital story times.



Fairport Public Library continues to pump out lots of virtual story times and other events, and have begun offering story time outside as well. Children’s Librarian Lauren Seaver created a series of bi-lingual virtual story times where she invited staff from all over MCLS to partner with her to deliver story times in multiple languages. Here, RPL Children’s Librarian Jasmine Santiago joins Seaver for a story time in English and Spanish: <https://www.facebook.com/fairportpubliclibrary/videos/402701610718372>

Gates Public Library recently hosted the Gates-Chili Chamber of Commerce’s monthly Friday Morning Mingle. Members of the Chamber visited Gates Public Library for a tour and heard from Director Anna Souannavong about the challenges libraries have encountered while handling COVID-19. Gates children’s librarians Mary Jo Smith and Hannah Baumgartner continue to offer plenty of virtual story time programs and are planning a virtual “pet costume” event for October.

Greece Public Library continues to make progress with their renovated entryway, which will include new bathrooms, flooring, and lighting to welcome patrons to their library; this project should be completed by the end of October. In addition, the expansion of the children’s room continues which will expand the square footage of that area from 3300 sq. ft. to over 10,000 sq. ft. The Barnard Crossing Branch remains closed.

Hamlin Public Library continues to provide virtual story times via Facebook. They have been taking their story time on the road and partnering with local agencies. You can see their story time from the Hamlin Volunteer Ambulance here: <https://www.facebook.com/watch/?v=242316903796783>.

Henrietta Public Library staff produced a very popular Fall Book Preview podcast in which two staff members talked about their picks for the most anticipated Fall releases. Henrietta added five additional open hours, and staff have also started to offer an in-person, outdoor story time. Henrietta continues to educate their community with virtual programs examining race, privilege, and discrimination. Justin Murphy will give a lecture next month on the segregation of Rochester schools, and Dr. Taj Smith presented a talk on Understanding Power and Privilege on October 8.

Irondequoit Public Library has added some additional hours to their weekly schedule. They are open for limited in-person services, including browsing and computer access. They continue to offer an array of virtual programs ranging from story times to lectures. Their in-library bookstore has re-opened.

Mendon Public Library is currently surveying their community to determine what people are looking for in the library. Staff have offered an in-person, outdoor story time at the Mendon gazebo that has been very well-received by the community.

Ogden Farmers’ Library continues to offer virtual programs, like this creative Digital Escape Room! <https://docs.google.com/forms/d/e/1FAIpQLScspfdhst6SIYp0Ix6JDNg9lLwDrcV22PxALIKU0mALpMHC5Q/viewform>

MCLS Director's Report –October 2020 (Continued)

Parma Public Library continues to offer craft programs via Zoom. Participants pick up their supplies at the library then receive a link to the Zoom tutorial. Several libraries are doing this and getting a very good response from patrons.

Penfield Public Library is offering a "Pre-Election Seminar" where two professors from St. John Fisher College will discuss how we are influenced in making decisions. Penfield is participating in the tutoring program developed by the Brockport-Seymour Library, and offering a bi-lingual storytime in Mandarin and English.

Pittsford Community Library is providing a variety of take-and-make crafts for kids, which can be picked up in the library. Pittsford is also offering an intriguing 2-night event called "Unpacking Edgar Allan Poe's Short Stories" where participants will read and discuss Poe's work.

Newman Riga Library started the trend of outdoor book sales in late August/early September. They are also participating in the tutoring program begun by the Brockport-Seymour Library.

Scottsville Free Library is offering weekend hours, though the Mumford Branch is still closed.

Webster Public Library continues to offer a wide variety of virtual programs for all ages, ranging from Chair Yoga to Teen and Tween Craft programs to story times. They have offered "pop up" books sales in the parking lot outside the library, as well as a fun outdoor dance party.

MCLS Office Updates

Associate Director, Adam Traub reporting

As Congressional District 25's Key Congressional Contact, Mr. Traub participated in a meeting with Joe Morelle, his staff, and NYLA representatives to discuss library operations during the pandemic, how library funding has been effected, and to advocate for legislation that would provide federal funding to libraries and municipalities across the country.

Alicia Gunther returned to work from maternity leave and resumed responsibility for her duties this month, including social media, assisting with video editing/posting, and monitoring requests from member libraries and patrons.

Overdrive Use

- Total Checkouts – 75,259
- eBooks & Audiobooks – 73,341
- Magazines – 1,841
- Lucky Day – 1,974
- CPC/Simultaneous Use – 1,854

Gunther resumed monitoring hold lists and title recommendations received by the System; 247 titles were purchased based on patron requests, waiting lists for titles, and upcoming expiring titles in the System's collection. New collections were published to highlight topical titles: "Banned Books Week," "Hispanic Heritage Month," and Halloween-themed collections.

Statistics

Social Media

September 2020	RPL Twitter	MCLS Twitter	Facebook	Facebook Groups	Facebook Calendar	Instagram	YouTube
Profile/Page Visits	172	105	673	-	-	66	-
New Followers/ Page Likes	9	-	32	35	-	26	18
Engagements	82	4	1656	-	139	109	25
Check In/ Mentions	31	13	2	-	-	3	-
Post Reach	11000	2126	16872	-	1700	576	-
Video/Story Views	-	-	851	-	-	103	1253
Saves/ Actions on Page	-	-	7	-	-	7	-

Cataloging , Dee Mrak reporting

New Titles added to CARL

Total – 2865

Towns – 1975

RPL – 890

(Central – 393)

(Branches – 497)

No Hit Email Requests

Total – 2573

Towns – 1945

RPL – 628

(Central – 59)

(Branches – 569)

Shipping, Frank Russo reporting

Totes

- Totes Hauled – 4,568
- Holds Totes Processed – 709

ILL

- Lending Requests
 - Received – 349
 - Filled – 159
- Borrowing Requests
 - Received – 33
 - Filled – 26

Outreach Department, Melanie Lewis reporting

- During September, we continued to try and resume services when appropriate. We implemented quarantine protocols for stations that were able to participate.
- Our in-home delivery service remains on pause; we persist in seeking alternative ways to get titles to our homebound patrons, including encouraging the use of electronic devices and digital formats such as Hoopla and Overdrive.
- We continue to mail cassettes with titles downloaded from the NYS Talking Book and Braille Library. We are sending out “book bundles” to RPL Branches and Town Libraries for those patrons who can use Healthcare Aides or family members to pick up curbside.
- We also implemented our “Books by Mail” service for appropriate patrons. We mail 2-3 large print or audio books; the patron returns the titles in mailers. Once we receive the return package, we send out more selections.



Corrections Support

- “Making Moves” reentry resource packets were sent to incarcerated individuals, Transitional Coordinators, parolees and ex-offenders.

Central Library Updates

Arts/Literature, Nanci Nugent reporting

Rochester Writes offered its first class focused on race and racism. Alex Sanchez led a four-part series titled *Reading & Writing About Race & Racism in America*. Specific short texts were selected by Alex for the class to read aloud together and discuss. Students then participated in a writing exercise focused on race/racism with time after for students to share their written work. The stories shared by this diverse group of people have been intimate and important, with an impressive level of respect for varying experiences and viewpoints. Due to the originality and meaningfulness of the four-part series, we have decided to extend this to a monthly writing group.

A participant of *Reading & Writing About Race & Racism in America* wrote the following:

I want to thank Alex Sanchez for facilitating a wonderful writing experience and an incredible discourse with some very courageous writers, I have been so impressed. These stories are obviously voices needed to be heard on the American landscape to help purge deep sentiments of divide by casting light through social discourse.

Programs

- Czech Crystal Bracelet: Our library patrons love making jewelry and Let's Bead! Is one of our most popular programmers. For this class Carli Fournier instructed students to make a pretty Czech Flower & Fire Polish

MCLS Director's Report –October 2020 (Continued)

Stretch Bracelet. As this was a class given through Zoom, the supplies were available for students to pick up. Some students fell behind, but Fournier is a very patient teacher and got them caught up. She also created a video that she was able to email to students. This was a fun program and library patrons are thankful we are still providing classes.



- Learning to Draw a Bird: Barbara Freiberg is a new programmer for the Art Division. She teaches a variety of creative classes, drawing being one of them. She did this first class for the library through Zoom. As we are doing our programs remotely, students come into the library to pick up supplies. For this first class, Freiberg taught students how to draw a red bird sitting on a branch. All the students were beginners and Freiberg was patient and answered questions about color, lines and shapes. All students did very well, and some remarks were, "I didn't know I could draw so well," and another said, "I am very much looking forward to the Matisse drawing class."



Business Insight Center (BIC), Jennifer Byrnes reporting

Outreach

- The division sponsored the ROC Tech 2020 conference (virtual only) and 70 participants "visited" our virtual booth. One visitor commented "Never knew this service existed, good to know for the future." Byrnes and Meddaugh presented to SCORE advisors on available services at Oak Hill.
- Byrnes and Meddaugh will be teaching in the Entrepreneurial Studies program at Hobart and William Smith Colleges starting in November.

Training

- Lily Anthony is participating in a collaboration with MCC's Geospatial Program to Support MCC Students. This program has librarians throughout Monroe County assist Geospatial Information Science and Technology students in finding GIST data for their projects.
- Anthony also virtually attended the USPTO's Invention Con. In addition to recapping the IP filing process, she also learned about building business models, networking, and building a virtual business.

Programs

First Wednesday: Entrepreneurial Strategies for Winning in a COVID-19 Economy - Developing new ideas, methods and plans for succeeding during times of economic challenges.

Consulting

- The Carlson Center for Intellectual Property assisted: 7 in person, 16 by email, 1 by mail, 8 by phone.
- Webpage views: 54
- 3D Printer: 3 prints, one user
- Hours of in-depth market research: 19 hours

Database Usage

- Frost & Sullivan: 28 downloads value: \$98,250 (August and September)
- InnovationQ: 2 users, 56 searches.
- PitchBook: 27 searches.

Anecdotes

- The Luminate finals took place this month. Two companies that Byrnes and/or Meddaugh worked with won \$400K and \$300K, respectively.

MCLS Director's Report –October 2020 (Continued)

- The Carlson Center for Intellectual Property was nominated for an Urban Libraries Council top innovator award. <https://www.urbanlibraries.org/innovations/carlson-center-for-intellectual-property>

Children's Center, Tonia Burton reporting

Meetings and Trainings

- Tonia Burton hosted the first MCLS Children's Services meeting for the 2020 – 2021 year. Burton brought in Michael Galban (*Paiute/Washoe*), Curator for the Seneca Art & Culture Center at Ganondagan State Historic Site, to discuss Indigenous culture and history in this area. Twenty staff attended this virtual meeting.
- Burton joined University at Buffalo's Library & Information Studies Resources and Services for Children class as a guest lecturer. Burton discussed current issues in children's librarianship amidst the pandemic, how libraries are serving the underserved, and balancing collection development.

Outreach/Community Contacts

- Burton met with students from Melissa Johnson's Service-Learning class at Nazareth College. The students were offered the opportunity to set up a tween book club and create Activity Packets for the winter season. The students are working with Burton and Katie Powell on the book discussion group. They chose *Winterhouse* by Ben Guterson. Powell arranged for the author to do a virtual visit the last week of the group and to send us autographed bookplates that will be placed in books for the participants. Burton meets weekly with the Nazareth students to discuss progress.
- Burton hosted Rochester City School District Early Education staff on a virtual meeting to share library services for the coming months. Burton will offer staff professional development and access to library materials as well as parent engagement early literacy videos. Both teams will work together to film a series of Community Reader Story times. Luis Perez from Greater Rochester Summer Learning will be the first reader.
- ABC Head Start staff are looking for a space to meet with families for assessments. We will be working with staff to offer safe and socially distanced spaces.
- Katie Powell met with Pediatric residents from the University of Rochester Medical Center's Pediatric Links to the Community program to tell them about the library's resource offerings for children and families. Several meetings with additional residents are scheduled for October and November.

Raising a Reader

- Raising A Reader staff Alycia Roets and Sarah Ngo are putting together brief prerecorded videos that highlight different early literacy skills. Burton successfully gained funding through the Mueller Foundation to purchase early literacy kits for families. The kits will include a book, egg shaker, bells, scarf, and flannel pieces. Working with VOA Child Care and ABC Home Visiting program 200 families will receive the kits distributed in the coming months.
- Since the childcare centers and schools are doing remote learning, the team decided that all of Rochester can participate in Raising A Reader this year. Instead of sending red bags with books home through the centers, anyone will be able to visit any RPL location and checkout a Raising A Reader bookbag. Each bag will have 4 books and for a specific age range (birth – 2, 3 – 4, or 5 – 8 yrs.) and include a bilingual book. The bags will have a tag indicating the ages and languages and a bookmark with an early literacy connection. The bookmarks will also promote our soon-to-be released Raising A Reader webpage that will include the early literacy skill videos, Community Readers Story times, and RPL story times.

Circulation/Information, Chad Cunningham reporting

New Borrowers – 31

Notarial Acts – 54

Anecdotes

- Patrons continue to be happy that we are open. Patrons who usually come in nights or weekends have been contacting us to ask about later open hours.
- Kathy Sochia worked with a trans patron to get her preferred name on her library account. The patron was very grateful for both that and fines that were previously cleared. She intends to donate money to the library in the amount of the cleared fines when she has money again.
- Several patrons have expressed gratitude that we have seating available again.

Patron Services, Cynthia Dana reporting

- Dana, Sarah Bishopp Vélez, and Gabe Pellegrino met with Lisa Kuhlmann and Seth Vanden (Library Resource Outreach Center staff), to discuss logistics regarding their return to Central. This was a chance for them to meet Pellegrino, who will be taking over these duties as he joins the Science Department. They are anxious to be back in the library and we are happy that we can accommodate them and ensure they can maintain social distancing protocol.
- Dana continues to monitor and track use of Reference Chat. She has added more staff, including some branch staff. Although questions have almost decreased by half since July, the service is still being used. Monday mornings and Tuesday and Friday afternoons appear to be busy times. Staff are logging in while at reference desks or while doing curbside service.
- Dana worked with divisions on each floor to determine placement of chairs so that patrons can have a place to read, use their devices or just rest. Staff have reported that patrons are happy with this addition and there have not been any issues with patrons staying all day. She answered a letter from an elderly patron who was dismayed at the atmosphere in the library. He said it was sterile and unwelcoming. He also suggested we have music piped in throughout the building and went so far as to suggest what genres—smooth jazz, light classics and pop.

Reynolds Media Center, Joseph Born reporting

Reference

During the month of September, RMC handled 718 reference questions and 231 non-reference transactions and for a total of 949.

Circulation

In September, RMC rented nine pieces of equipment and circulated 4,020 items (including 206 Mi-Fi units) or 47% of the Central Library's total circulation of 8,659 (before renewals from Catalog Plus, Classic Catalog and Telephone are added). When adding in the RMC items that circulated at other libraries, we circulated 7,785 items! That almost doubles the circulations from RMCs collection.

Hoopla

Hoopla circulations for September totaled 1,597: (386 movies/TV, 711 audiobooks, 91 music, 288 eBooks, 121 comics). 463 patrons used the service during September with 52 new users registering and 99 patrons using all seven circs (21%). Average cost was \$2.03/item.

Science and History, Darlene Richards reporting

- This month we learned that Sarah Bishopp Vélez has accepted a position at the Fairport Library. We wish her well on her new adventure as the Media Specialist and Adult Services Librarian.
- Staff met with Dr. Larry Guttmacher and photographer Jon Crispin to discuss the possibility of doing an exhibit on the Willard Suitcases. The suitcases were found when the Willard Psychiatric Center in the Finger Lakes closed in 1995. The suitcases held belongings from previous inmates and were extensively documented and placed in the New York State Museum. Crispin has been able to photograph these suitcases and their contents and has done small exhibits with his photographs in the past. Mr. Crispin and the exhibits team are looking into the potential for a much more extensive exhibit that would include some of the suitcases, if the State Museum will permit them to travel. Dr. Guttmacher is involved for the programming tie-in. He has many excellent connections with the mental health community and would like to coordinate with the Central Library in hosting some mental health programs during the exhibit.

Programs

- Michele Conner, Master Food Preserver at the Cornell Cooperative Extension of Monroe County, presented an excellent class on food preservation techniques. This program was part of the “Refresh Your Home Inside & Out!” series, done in collaboration with Melissa Manczak of the Arts & Literature Division.
- Dr. Yilmaz Yildirim, Associate Professor in the Department of Psychiatry at the University of Rochester Medical Center, presented on the University of Rochester’s Mobile Crisis Center services for people experiencing a mental health crisis. This presentation was in response to questions from library staff on the availability of these services and whether librarians were able to call for help for patrons in need. The presentation was hosted by Sarah Bishopp Vélez in coordination with Assistant Director Adam Traub and was made available to all MCLS library staff.

Training

Sarah Bishopp Vélez and Darlene Richards attended the live webinar presented by Ryan Dowd, “Getting Hit on by Customers.” Mr. Dowd provided an overview of the three main types of people who will hit on you (those with brain injuries, socially unaware, etc.) and the three main types of harassment. He then went over practical ways to handle each one. Overall, this was a very helpful webinar, especially since it provided tips on sexual harassment from patrons, whereas most trainings only deal with workplace harassment from coworkers.

Technology Center, Jay Osborne reporting

- In the second month of the Technology Center’s operation, we are seeing a steady increase in the usage of our space. In September there were 1062 total uses of our computers, for a total of 702 hours, with an average session length of just under 40 minutes; 605 questions were asked of Technology Center staff. We are seeing a surprising number of patrons visiting us several times a week if not daily. Some are using the space weekly. While we have no hard data on this, the consensus of staff is that 65-70% are daily users and another 25-30% are here at least weekly. A very small percentage of users (4-5%) are here for the first time or only infrequent users of our space.
- As we adjust to our new daily routines, staff members in the Tech Center are evaluating how we can best serve our patrons. Bi-lingual Library Assistant Maria Delgado is developing some ideas about how we might better engage Rochester’s rapidly growing Spanish language community. Her roots here and deep connections throughout the Latinx community ideally position her to address this population. We look forward to learning more of what her vision for this outreach might look like in the coming weeks. Ron Freitag is reviewing the vast array of free online tech tutorials. His goal is to identify a number of these that address some of the consistent needs our patrons present to us. At this point he feels confident that we could save a significant amount of staff time by referring patrons to some of these tutorials. Brian DiNitto is reviewing some of the material he developed for the Zoom classes he was offering during our recent

shutdown. We may find it worthwhile to reboot that project and modify it for our current situation. Jeanne Slocomb is doing a great job in the Tech Center. She joins us from a branch library, where technology was not the focus of her job. She has committed to excel in her new role and it shows. It's great to have someone so focused on professional development and delivering quality public service. We are lucky to have her on the team.

Teen Central, Dennis Williams reporting

Programs and Services

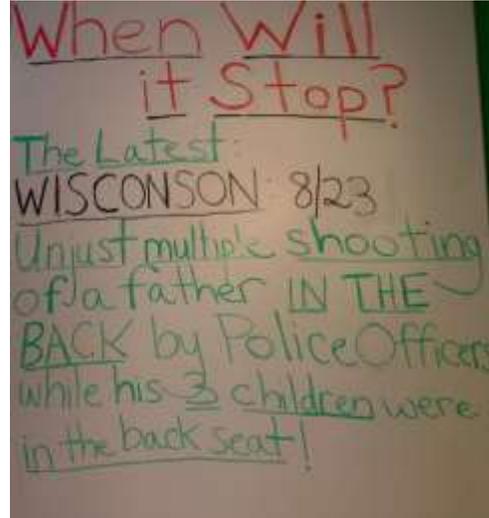
- Since opening to the public again, we have seen and heard some seriously disturbing information from teen patrons. The online school module doesn't appear to be conducive to learning for some teens. One failed 10th grade last school year, because he had no privacy at home and could not focus. Another was given a computer which required updates which were never done, and still has the same computer from the previous school year. The bandwidth and cut off for usage which was provided for students is not nearly enough for them to do a full month of classes all day.
- We have been encouraging students who don't have any bandwidth left, or have simply lost internet connection to reach out to us so that we can provide for them a space to not only do their homework uninterrupted, but have a space that will promote focus. To date five teens have taken us up on the offer.
- To be COVID compliant we have removed all board games, magazines, and porous contact items like the VR headsets from the public space. We have implemented cleaning procedures for video games, computers, chess, and headphones which mirror the procedures being used in the other divisions—specifically the media lab downstairs.
- Jahlay, an 11th grade student at School of the Arts who has been coming in regularly to complete her online daily coursework, got up from her chair towards the end of her long day at the computer, and on-the-spot, Jennifer Cherlin suggested that they do a Stretching Exercise break. The two took turns leading the stretches. It was a very positive spur-of-the-moment program and has opened a nice relationship between them. Two weeks later, the two had a nice moment where they decided to do the exercises again because, in that moment the student was feeling stressed out by an assignment she was attempting to complete that she was having trouble understanding. They took a step away from the computer, and again took turns suggesting different exercises back and forth to one another.
- Williams & Dakota played a mini chess tournament (3 games to break a tie): While a student and tutor were also playing chess:



Political Display

Cherlin created an ongoing **BLM-themed display** on our giant whiteboard, having come up with the idea: “When Will It Stop?” - following the latest police violence, which occurred in Kenosha. It was followed up with an homage to Rochester victim Daniel Prude.

She wanted it to become a group effort, so enlisted the help of both Antoine Mc Donald and Derrick Coley. It needed their perspective, and we welcome the input from teens who frequent here. The Security Guards have passed the word around about its existence so they can come to contribute their thoughts on an ongoing basis to add to the display. We included a comments section at the bottom



imagineYOU Media Lab, Jeffery Bostic reporting

ImagineYOU has reopened after shutting down due the Corona virus pandemic.

Music

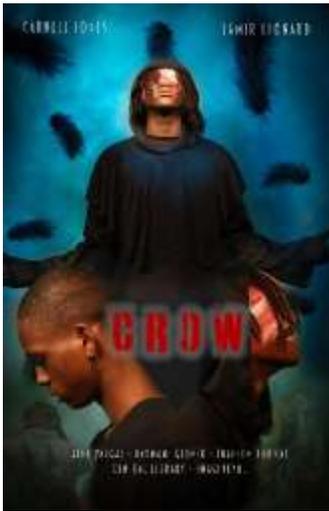
Reopening began with a beat making contest on the Hillside Monroe Campus between students. Angie won, with R\$ and Dark Side Mig coming in second and third place. You can check out the beats here: https://mclsny-my.sharepoint.com/:f:/g/personal/jeffery_bostic_libraryweb_org/Eqzv1lj6-0RImHxKar09b-wB-v4r63mwmZCgJD8k8h5LzQ?e=af8Ewg

Movie

Carnell began filming his short film when the imagineYOU reopened. Here is a snippet of the fight scene filmed recently: https://mclsny-my.sharepoint.com/:v:/g/personal/jeffery_bostic_libraryweb_org/EQUmJyZpbXJEonbO8sQUP0wBcyqAloTcKJT P2nFY9vY5_Q?e=jaHBCt

Posters

Several students wanted to make posters. Some at hillside were able to create their own posters. Carnell, the recipient of the Art in the Loop funding, created a poster for his film.



Selected Meetings & Outputs

MCLS Director, Patricia Uttaro reporting

September 14 – October 18

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)

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

RRLC Webinar: Learning From This Moment: Understanding Privilege and Advancing Racial Equity

City Council Meeting via YouTube

Todd Butler, Causewave regarding MCLS and RPL strategic planning (2 meetings)

RPL Branch Supervisor Johanna Buran

New York Alliance of Library Systems Advocacy Launch (Zoom)

RPL Branch Supervisor Sarah Lehman

Mitch Gruber & Brie Harrison regarding Foodlink Café

NYS Early Childhood Advisory Council Quarterly Meeting (Zoom)

RPL Branch Supervisor Mary Clare Scheg

RPL Branch Supervisor Erin Clarke

RPL Branch Supervisor Shamika Fusco

RPL Brand Administration Librarian, Pat Connor

MCLS Mobile Mental Health Presentation (Zoom)

MCLS REJI Team

Harper Collins Book Buzz Presentation (CrowdCast)

MCLS Director's Report –October 2020 (Continued)

Ryan Dowd Training Setup
RPL Branch Supervisor Bruce Tehan
Roc the Future Convener Meeting (Zoom)
Rochester City Councilmember Miguel Melendez “Meet & Greet”
Rochester City Council Meeting (YouTube)
Dr. Rose Nichols, Deputy Director, City of Rochester Human Resources, regarding staff development plans
RPL Health & Safety Team

Email Activity

September 2020

Name	Send Actions	Receive Actions	Read Actions
Uttaro, Patricia	582	7826	5361
Traub, Adam	481	1697	3458
Reeves, Tolley	526	3586	1383
Harrison, Brie	327	3604	2166
Ana Suro	499	3358	1138