



TO: MCLS Board of Trustees  
FROM: Patricia Uttaro, Director  
DATE: January 24, 2022  
SUBJECT: Monthly Report – January 2022

## ***Action Items***

### **Professional Services Agreement with CampbellNet Solutions (Harrison)**

Library Automation Services has identified data communication needs with various network equipment infrastructures. CampbellNet has provided services at member libraries and for LAS for several years. The contractor will bill for services rendered at a rate of \$150 per hour. If there is a need for parts or equipment replacement, MCLS will pay state contract pricing or the actual cost paid by the contractor. The total amount of the contract will not exceed \$5,000 with a term of January 1, 2022, to December 31, 2022, and is funded from the 2022 MCLS operating budget.

Board Action Requested: Approve a professional services agreement with CampbellNet Solutions for an amount not to exceed \$5,000.

### **Amended Agreement, Disaster Recovery Backup Services (Harrison)**

The Board approved a three-year off-site backup storage service solution maintained by our primary hardware vendor, Tri-Delta Resources, in 2018. This service enables key server backup and replication to Tri-Delta's site in Canandaigua, with a VPN between the two sites to provide connectivity in the event of a disaster. The maintenance of this service is \$10,320 per year, and we are recommending a one-year extension through December 2022 as we evaluate capacity for backup support with our recent redundant network with Monroe County on the airport campus. Funding for backup support was allocated in the 2022 MCLS operating budget.

Board Action Requested: Approval of an agreement with Tri-Delta Resources, Inc. for the services and term described.

### **MCLS-RPL Service Agreement (Uttaro)**

The agreement between MCLS and the Rochester Public Library (RPL) that outlines the services to be provided by RPL to MCLS and its members expired on December 31, 2021. Typically, this has been a 3-year agreement; in 2021 we recommended shifting temporarily to a 1-year agreement due to re-negotiation of the MCLS Document of Understanding. However, there are changes to some of the state aid categories that will occur in 2022 and 2023, so we again are recommending a 1-year agreement to expire on December 31, 2022. See the report item below for details on these changes.

This agreement specifies the primary system and support services to be provided by RPL to MCLS members. It provides the same flexibility from previous agreements between MCLS and RPL and maintains the ability to increase operational support for system services.

Board Action Requested: Approval of an MCLS-RPL Services Agreement for the period January 1, 2022, to December 31, 2022.

## Report Items

### MCLS Director Patricia Uttaro reporting

#### Recommending Read/Viewing

- Rochester Regional Library Council Annual Report - <http://bit.ly/RRLC2020-2021>
- Want to Secure Our Democracy? Stand with Librarians - <https://www.wgbh.org/news/commentary/2021/11/29/want-to-secure-our-democracy-stand-with-librarians>
- Rochester Public Library Youtube Channel - <https://www.youtube.com/c/RochesterPublicLibraryNY>  
You will find all sorts of videos recorded for public consumption in the channel, from the Local History programs Christine Ridarsky writes about to the Arts/Lit Division craft programs, to the Business Insight Center's Cannabis Meetups.

#### NYS Library Trustee Handbook Book Club – 2022 Dates & Topics

This series of online training sessions for NYS library trustees proved so popular that a new round of sessions is scheduled for 2022!

The Trustee Handbook Book Club series is kicking off the new year with a bonus session: The THBC After Party! We received so many great questions across the first three sessions that we tacked on an extra 45-minute recording to ensure we got to them all. This recording is now available for your viewing pleasure, along with the recordings of the first three sessions at <https://midhudson.org/trusteebookclub/>

#### 2022 Trustee Handbook Book Club Schedule - All Tuesdays, all from 5:00 - 6:30 pm

- January 18 | Topic: Budgets & Finance  
Registration link: [https://zoom.us/webinar/register/WN\\_h-O8JVTXTbax4XJ8EUxgLQ](https://zoom.us/webinar/register/WN_h-O8JVTXTbax4XJ8EUxgLQ)
- February 22 | Topic: Facilities  
Registration link: [https://zoom.us/webinar/register/WN\\_KacE2TMZTaqrnDIdS3\\_ljQ](https://zoom.us/webinar/register/WN_KacE2TMZTaqrnDIdS3_ljQ)
- March 29 | Topic: Policies & Risk Management  
Registration link: [https://zoom.us/webinar/register/WN\\_Ji0sYwV9TxiHeuWmJq8v8w](https://zoom.us/webinar/register/WN_Ji0sYwV9TxiHeuWmJq8v8w)
- April 19 | Topic: Ethics & Conflicts of Interest + Intellectual Freedom, Censorship and Privacy  
Registration link: [https://zoom.us/webinar/register/WN\\_TFxfAFS9Rz-OSk--iswhQw](https://zoom.us/webinar/register/WN_TFxfAFS9Rz-OSk--iswhQw)
- May 3 | Topic: Planning & Evaluation  
Registration link: [https://zoom.us/webinar/register/WN\\_1JWbEj6VTdehLvoal6sd7w](https://zoom.us/webinar/register/WN_1JWbEj6VTdehLvoal6sd7w)
- June 14 | Topic: PR & Advocacy  
Registration link: [https://zoom.us/webinar/register/WN\\_0EUGOkzIQ3uDPK-qjyOXFA](https://zoom.us/webinar/register/WN_0EUGOkzIQ3uDPK-qjyOXFA)

#### Changes in State Aid Categories

On Wednesday, November 3, 2021, Governor Hochul signed into law Chapter 563 of the Laws of 2021. This new law enacts the provisions of A7021/S6511 which was passed by the Legislature on June 3 and transmitted to the Governor on October 22. The text of this new law is available on the State Library's website at <https://www.nysl.nysed.gov/libdev/2021leg.htm>.

Below are some planned next steps concerning implementing these changes in Education Law 273-a and Education Law 273, as provided by the NYS Division of Library Development.

*State Aid for Library Construction:* The new law amends Education Law 273-a to permanently extend the time for State Aid for Library Construction project completion **from three years to four years**. This new provision applies to those construction projects funded as part of the State FY 2020/2021 budget and all future funding cycles. Projects funded as part of the State FY 2017/18; 2018/19 and 2019/2020 budgets already have four years to complete all project activities per the provisions of Chapter 120 of the Laws of 2020, which was enacted during the pandemic.

IMMEDIATE NEXT STEPS: State Library staff will amend the FY 2021/2022 program guidelines to reflect this change and will also officially notify all public libraries and systems with FY 2020/2021 projects that they now have four years to complete their projects.

LONGER-TERM NEXT STEPS: State Library staff will work with the public library systems during 2022 to develop proposed amendments to CR 90.12 for submission to the Board of Regents.

*Streamlining and Modernizing Library Aid:* The new law also amends Education Law 273 to streamline and modernize public library and library system aid formula language. These no-cost amendments provide greater flexibility and will ease program and reporting requirements, improve efficiency, and reflect changes in the way library and information services are now delivered.

For the public library systems, the amendments include:

- Consolidation of central library development aid and central book aid to create a central library services aid program.
- Streamlining of public library system basic aid formulas by combining per capita funding streams. Complex book reimbursement formula eliminated.
- Elimination of the separate adult literacy and family literacy “grant” programs and consolidation of those funds into the public library system coordinated outreach services program formulas.
- The addition of a new target group for coordinated outreach – at-risk youth, from birth to age 21.

CENTRAL LIBRARY SERVICES AID IMMEDIATE NEXT STEPS:

- Central Library Services Aid Program Guidelines – With the enactment of Chapter 563, the PLS CLDA and CBA programs have been combined into a new PLS Central Library Services Aid Program. State Library staff will update program guidelines to reflect this change. The PLS now has the flexibility to expend these formula State Aid funds for adult nonfiction and foreign language library materials in multiple formats and/or for other expenditures that were eligible under the CLDA program guidelines, within the context of the system’s approved Five-Year Plan of Service. CR 90.4 requires systems and central libraries to expend central library aid funds on adult nonfiction and foreign language library materials. This requirement will remain in place until such time as the regulation is amended.
- 2022/2023 Library Aid Charts – State Library staff will amend future Library Aid charts and payment documents to reflect the consolidation of PLS CLDA and CBA into the new Central Library Services Aid Program. The 2021/2022 Library Aid Charts will continue to reflect the separate CBA and CLDA allocations.
- Public Library System 2021 Annual Reports – CLDA and CBA funds will be reported as Central Library Services Aid in Parts 6 and 13 for the 2021 Annual Report and for the 2022 PLS Budget.
- Public and Association Library 2021 Annual Reports – Central and co-central libraries will report CLDA and CBA expenditures as Central Library Services Aid in Part 15.

LONGER-TERM NEXT STEPS:

- Amendments to CR 90.4 - State Library staff will work with a small group of public library system directors and central library directors to develop proposed amendments to CR 90.4 central library regulations for submission to the Board of Regents in 2022.
- Amendments to PLS Five-Year Plans of Service – Some systems may decide that they wish to amend the Central Library Plan in their Five-Year Plan of Service. As the PLS recently submitted new Five-Year Plans on October 1, 2021, and as some Plans are already approved by the State Library and many more are close to approval, the State Library suggests that the PLS consider waiting to submit plan amendments until after CR 90.4 is amended.

COORDINATED OUTREACH SERVICES PROGRAM IMMEDIATE NEXT STEPS:

Coordinated Outreach Program Guidelines

- With the enactment of Chapter 563, the Adult and Family Library Literacy “Grant” programs have been eliminated as of the program year that began on July 1, 2021. The PLS now have the flexibility to expend Year 3 2021/2022 Adult and Family Literacy “grant” funds in the same ways that they expend PLS Coordinated Outreach funds, within the context of the system’s approved Five-Year Plan of Service. The Year 3 2021/2022 Literacy “grant” funds may be expended to carry out already planned Year 3 Literacy activities and/or they may be used for other eligible expenditures under the PLS Coordinated Outreach Services program. This is a local decision.
- 2022/2023 Library Aid Charts – State Library staff will amend future Library Aid charts and payment documents to reflect the elimination of the Adult Literacy and Family Literacy “grant” programs and the addition of these Literacy program formula funds to the PLS Coordinated Outreach Program. The 2021/2022 Library Aid Charts will continue to reflect the Adult and Family Literacy allocations, as the funds were paid out under these two programs.
- Public Library System 2021 Annual Reports –Year 3 Adult Literacy and Family Literacy funds received and expended in calendar year 2021 should be reported as a part of overall Coordinated Outreach Services receipts and expenditures in Parts 6 and 13. Unspent Year 3 Adult Literacy and/or Family Literacy funds should be reflected in the Part 13 coordinated outreach carryover and balance.
- Adult and Family Literacy Library Services “Grant” Program Final Narrative Reports for Three-Year Award (2019/20, 2020/21 and 2021/22) - State Library staff will be requesting a final narrative report from each system for each of the two grant programs – one report summarizing accomplishments for the three-year Adult Literacy program to-date, and one report for the Family Literacy program. All systems have already received their first 90% payments for Year 3. Upon receipt of an approvable final narrative report, the State Library will release the final 10% payments for Year 3 (FY2021/2022). Systems will submit the final narrative reports using the online LD Grants system.

LONGER TERM NEXT STEPS: State Library staff will prepare proposed amendments to CR90.3 paragraphs l, m, and n to repeal the Adult (n) and Family Literacy Library Services (m) Grant Program regulations and to amend the Coordinated Outreach Services Program language (l) to add the new target group: at-risk youth from birth through 21.

### **Governor Hochul Vetoes Ebooks for All Legislation**

Governor Hochul vetoed this bill in late December, ending months of advocacy by library representatives, patrons, and legislators to create a law in NYS that would require publishers to end the discriminatory and damaging practice of elevated pricing on e-books purchased by libraries. Below is a statement issued by ALA President Patty Wong:

*"The bills had passed the New York state senate and assembly with overwhelming bipartisan support in June 2021.*

*"Governor Hochul's decision to veto S2890B / A5837B is unfortunate and disappointing. Protecting New Yorkers' access to digital books through the library is critical to ensuring equitable access to information for all. We are grateful to the New York Library Association and New York library workers, advocates, and partners in the legislature who helped develop and champion this bill, and we will continue to work toward a solution that puts equitable access first."*

*The governor's claim that federal law ties the hands of state lawmakers is incorrect in response to publishers' unreasonable attempts to discriminate against public libraries. "*

*The problem is clear: For popular trade ebooks, libraries often pay \$55 for one copy that expires after 2 years (or \$550 for one copy for 20 years). Meanwhile, a consumer will pay about \$15 for perpetual use. By comparison, libraries can purchase hardcover books for around \$18-20. The challenges don't end there: non-price terms are similarly problematic, such as the ability to archive and preserve works or develop versions for people with disabilities. From the library user's perspective, change is necessary.*

*ALA will continue active engagement toward more reasonable access to digital books for libraries. While direct negotiation with the industry – with whom most of the decision-making and authority on library digital book pricing and access rests – is preferred, ALA will also work at the state and federal levels to extend some of the rights that libraries have in the print world to the digital environment.*

*Too much power rests with publishing companies and their large multinational parents. ALA firmly believes libraries need to have more of a voice in the digital book market. America's communities deserve to be heard and served through their libraries. Library groups, library advocates, and friends of libraries will not cease our efforts to ensure fair pricing for libraries despite this disappointing outcome."*

I expect there will be renewed advocacy and work on this issue in the coming months and years.

### **NYS Releases Digital Equity Portal**

Working in partnership with Community Tech NY (CTNY) and Cornell University's New York State School of Industrial and Labor Relations (ILR), the New York State Education Department (NYSED), the New York State Library (NYSL) and The John R. Oishei Foundation (JROF) have launched the New York State (NYS) Digital Equity Portal. The NYS Digital Equity Portal is an interactive, online data mapping tool for communities across the state seeking data on New Yorkers' ability to access the internet to advance digital equity.

The development of the portal draws on existing digital equity work, including the NYSED's "Achieving Digital Equity in New York State: An Outline for Collaborative Change," (<https://www.nysl.nysed.gov/libdev/DigitalEquityNY.pdf>) and feedback from digital equity advocates across the state to create a resource that is clear, comprehensive, and user-friendly.

Recognizing that access to broadband in and of itself is a limited measure of the digital divide, the NYS Digital Equity Portal allows users to generate interactive snapshots of connectivity, population/demographics, speed and cost of broadband, and other digital equity resources from selected geographies across NYS. Users can analyze the data based on geographies such as congressional districts, zip codes, census tracts, and New York public library system. The project team plans to develop more data layers through continued research and collaboration with digital equity advocates in New York State.

The NYS Digital Equity Portal reveals barriers to internet access and this data will help communities develop digital equity strategies based on an understanding of digital equity needs, gaps, and priorities.

The NYS Digital Equity Portal is an expansion of the Western New York Digital Divide portal, an online resource created with the support of The John R. Oishei Foundation in late 2020/early 2021. The portal is supported in part with federal Coronavirus Aid, Relief and Economic Security (CARES) Act funds allocated to the New York State Library by the Institute of Museum and Library Services (IMLS).

The NYS Digital Equity Portal can be accessed here - <https://blogs.cornell.edu/nysdigitalequity/home/> . Technical development of the NYS Digital Equity Portal is led by Dr. Russell Weaver, Director of Research, ILR Buffalo Co-Lab.

## ***MCLS Member Libraries***

### ***Interim Associate Director Jennifer Lenio reporting***

#### Chili Public Library

- Chili Public Library's final report for their library construction grant for its new library has been approved, which will trigger their final payment.
- The Library has created a new monthly program for teens where they gather to play tabletop, card, and board games together.
- The Library's Friends group received \$6,150 from the Gates-Chili Chamber's golf event.

#### Gates Public Library

- Gates hosted a food for fines event during November. Six boxes of food and toiletries were collected between 11/10/21 and 11/30/21. All of these goods were donated to Linda's Cupboard at Hope Hall and a total of \$99.35 in fines was waived from patron accounts.
- The Library's Friends group received \$6,150 from the Gates-Chili Chamber's golf event.

#### Greece Public Library

- Senator Ryan and Assemblywoman Jean-Pierre spent time at the library with Senator Jeremy Cooney, Assemblymembers Josh Jensen, and Jen Lunsford as part of their statewide tour of different libraries.
- Greece's roof replacement construction project is now complete.



Henrietta Public Library

The library participated in the Town of Henrietta's first-ever holiday tree-lighting ceremony on December 4.

Irondequoit Public Library

Irondequoit was once again a drop-off location for the Willow Domestic Violence Center's Purple Box Campaign. Donations were accepted through December 31.

Mendon Public Library

On December 11, Mendon hosted Cris Johnson's Christmas Magic Show that had a great turnout. Ms. Grills said it was their first larger indoors program in a long time and it was great to hear the families having so much fun.

Penfield Public Library

Library Director Bunny Brinkman retired at the end of December. Former MCLS Assistant Director Sally Snow is serving as Interim Director while the Penfield Board searches for a new director.



### Pittsford Community Library

- PCL hosted a choir and gave out over 400 make & take crafts during the Pittsford Chamber of Commerce Candlelight Night event in December.
- PCL organized and is hosting the Town of Pittsford's MLK Living the Dream series. Events are scheduled throughout January and include two movie screenings with moderated discussion, a panel with local students, and a performance by the MLK Youth Choir with spoken word and speech reenactments.
- PCL now offers customers the convenience of reserving its three study rooms online.  
<https://www.townofpittsford.org/library/services#studyrooms>

### Seymour Library (Brockport)

The library celebrated its 25<sup>th</sup> anniversary in its current building on December 8. They had a fun day with three different programs: Mama Goose, harpist Sandy Gianniny and African Drumming with Mayukwa. And the time capsule event was enjoyed by everyone that attended.



### Webster Public Library

- Assemblymember Jen Lunsford presented Library Director Terri Bennett with a proclamation recognizing her career with MCLS ahead of her retirement at the end of December.
- Their HVAC construction project is now complete and they are using their state bullet aid for hearing loops at their reference desks and in their large meeting space.

## ***MCLS Office Updates***

### ***Interim Associate Director Jennifer Lenio reporting***

- After the Amerks Reading Power Play kick-off on November 8, the Amerks and various MCLS member libraries co-hosted three virtual story times. During those story times 18 kids/families won prizes provided by the Amerks. There are four more virtual story times scheduled for January.
- Alicia Gunther coordinated an MCLS table at the Rochester Maker Faire. Four staff from MCLS member libraries also attended the event, sharing information with the public about different STEAM programs, materials, and services available at the member libraries. Throughout the day staff met with approximately 300 people.
- Gunther met with the Adult Literacy team to finalize Adult Literacy fund spending for 2021-22. The team agreed to offer a one-year trial of Great Courses through OverDrive's Libby app.
- December kicked off the first round of Library Advocacy meetings with local legislators. Staff and trustees met with 12 of the 13 State Senators and Assembly members representing Monroe County. Virtual meetings are being scheduled for Library Advocacy Day on March 2, 2022.

- Jen Lenio provided Collection Development training for the new children's librarian at Lyell, the Ogden Children's Librarian, Schon, and the new Douglass Supervisor, Evanna DiSalvo.
- Lenio received this email from a patron:

*Hi Jennifer,*

*I understand that you are the person who facilitated the availability of Medici to MCLS patrons. I'm writing to let you know how much I appreciate having this, the best of any resources I've come across. So thank you very much!*

*Nitra Hillyer  
West Irondequoit*

### **CARL Reports Project**

Lenio has been leading a team tasked with increasing the usefulness of the CARL collection reports. The team met to discuss possible phase two reports/functionality. It was decided to add a statistic for the percentage of the collection checked out, top author lists, and outdated stock checks (for nonfiction subject areas like medical books that can become outdated). Jordan Dotson will begin working on the macros for these additions.

An announcement about the new reports was sent to the MCLS librarians and directors. Henrietta Director Adrienne Pettinelli replied almost immediately:

*"Wow, that's awesome! I would have loved these reports when I was managing collections, and I'm sure our collections managers will find them helpful. We did a TON of weeding before we moved and are now just getting back into it with some new guidelines and new librarians, so this is great timing for us, too. Thanks so much!"*

And from Steven Schon, Children's Librarian at Ogden:

*"I really appreciate the work you have been doing on these new reports; they're great! I think the future Top Author and Outdated Stock Check will be incredibly handy (I haven't conducted an in-depth dive yet, but I suspect my non-fiction collection could use a serious refresh!)"*

### Social Media

In mid-November we put out a call on social media for the community to share their favorite book from 2021. We received 91 responses. Alicia Gunther created a collage of book covers representing Rochester's favorite reads in 2021. This collage has been shared on social media.

November & December	RPL Twitter	MCLS Twitter	Facebook	Facebook Calendar	Facebook Groups	Instagram	YouTube
Profile/ Page Visits	1,214	816	555	110	19	48	-
New Followers/ Page Likes	16 (2,048)	6 (2,215)	20 (5,476)	-	21 (806)	22 (2,029)	22 (322)
Engagements	116	62	2,558	114	292	458	114
Check In/ Mentions	38	40	-	-	-	20	-
Post Reach	10,477	5,443	30,585	2,358	-	12,035	37,411
Video/Story Views	-	-	844	-	-	83	2,612
Saves/ Actions on Page	-	-	5	-	-	23	-

**Library Automation Services – A Snapshot of Service**

During the Plan of Service work in 2021, one thing we heard from the staff was that the work of behind-the-scenes departments like LAS is often a mystery. This month, we offer a snapshot of the work LAS conducts each month.

- Mary Royce created new closed dates web forms and templates on the ePortal. These templates will be used by member libraries to enter and display their upcoming closed dates for 2022. The data is then used for entry in CARL.X to set due dates and for updates on the MCLS website.
- Royce identified an issue occurring when multiple messages are sent to Spectrum/Charter accounts. She worked with Spectrum support to troubleshoot. Continuing to monitor and work with staff to mitigate the impact.
- Royce prepared the MCLS Budget Kit forms and pages for 2022 entries.
- Jim Whittemore finished upgrading all branch patron PCs from 1909 to 20H2 and added photo editing and DVD playing software to the PCs.
- Pamela Principé extracted 242 Vertical File records and extracted 3,493 Photo File records for the NY Heritage project.
- Mary Jane Wright completed updates on the Susan B. Anthony Letters Collection pathfinder for the Local History and Genealogy Division.
- Whittemore replaced a failed 48-port switch with a temporary 24-port switch on the 3rd floor of Rundel and restored service to most users.
- Whittemore replaced new UPSs at Arnett, Charlotte, Douglass, Lyell, Maplewood, Monroe, and Winton.
- Martha Ruggeri replaced all scanning software and hardware in Local History with Envisionware LDS equipment and branded all LDSs with the Central logo.
- LAS upgraded CARL to CARL.X 9.6.9, CARL.Connect 1.6.5, CatalogPlus 3.6.3.
- Wright completed updates on the town and villages pathfinders and several additional updates to architects' pages in Architecture pathfinder.
- Royce transferred 2022 closed dates for all libraries from the ePortal to CARL.X. Updated the closed dates pages on the ePortal and the holiday closings page on the MCLS website to reflect the 2022 dates.

- Royce updated Office 365 distribution lists and group memberships for incoming library directors and the interim associate director.
- Royce worked on a procedure for packaging Office 365 forms and transferring ownership to another user.
- Brenda LaCrosse worked with vendors to patch log4j vulnerabilities on local servers.

This is a taste of the work completed by LAS. Staff also closed 217 tickets for service from member libraries.

### **MCLS Outreach Department, Amy Discenza reporting**

- Outreach staff selected, pulled, charged, and packed materials for 21 library stations; fulfilled special requests for 16 stations; and made 2 station support visits.
- Outreach staff selected and delivered library materials and digital downloads to 37 homebound patrons, made 3 materials pick-up, and 3 technology support visits.
- Outreach staff received 7 requests for “Making Moves” reentry resource packets from incarcerated individuals, Transitional Coordinators, parolees, and ex-offenders. The “Making Moves” webpage received 207 views online.
- Discenza spoke, via Zoom, to two groups from Pathstone’s Employment Focused Services Program about various library services from the educational (TASC, computer classes, JIC, Business Innovation Center) to the entertaining (hot spot lending, digital library services, programming, VIP & Empire passes). Her presentation also included information about upcoming library events and highlighted exceptional databases such as Udemy and Creativebug. 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.
- Outreach staff received notice that the Rochester Correctional Facility Work Release Program on Ford Street is one of the NYS correctional facilities slated to close by March of 2022. The department will continue to serve RCF until the site’s official closure.
- Instead of providing in-person programming at Monroe County Jail this month, Outreach staff compiled library marketing materials for incarcerated individuals participating in the Storybook Program.
- Outreach staff made a station support visit to St. John’s Meadows to explain the service to their new Volunteer Services Coordinator.
- With the assistance of Mary Royce from LAS, the Outreach staff completed revisions to the department’s pages on the MCLS and RPL websites. One of our department goals is to improve our messaging and better communicate who we are and what we do to both community members and our library colleagues. On the first day the department’s updated pages went live, we received an inquiry about our micro collection lending service. We are grateful to Royce for her exceptional work and customer service on this project.

### **Central Library Updates**

#### ***Patron Services Manager, Cynthia Dana reporting***

- Central Circulation Supervisor Chad Cunningham and Cynthia Dana were invited to Irondequoit Public Library by IPL Assistant Director Matt Krueger to talk with staff about Handling Difficult Patron Situations for the IPL Staff Day. The staff were very engaged and had good questions and comments. Cunningham and Dana offered tips and tricks for handling customer service interactions. They have offered this training at several libraries and the discussions are always interesting and highlight the ways library staff throughout the county have the same issues in different ways. Irondequoit director Greg Benoit told Cunningham that

this presentation was the highlight of the day for most of the staff. There were also fresh, homemade bagels, so it was a highlight of Cunningham's day as well.

- Dana coordinated the collection of donations for Person Centered Housing Options and Mothers in Need of Others. The staff was very generous, bringing toys, personal hygiene items, and cleaning products. Veronica Young, representing Person Center Housing Options was incredibly pleased with the two book trucks we were able to fill.
- Monroe County Health Department hosted a tabled event to spread awareness of the opioid crisis. They trained 13 people on the use of Narcan and provided them with kits. They also were able to replace all our expired kits with new ones.
- Dana worked with Mary Royce to create a form for Central Staff to share their areas of expertise. There are many staff at Central who are experts in certain topics and who are available to give presentations and talks at member libraries. Once compiled, this information will be compiled into an online catalog to be shared with MCLS staff.

#### Anecdotes

- Cynthia Dana shared the following patron story from Flo Morris. Morris often goes the extra mile to assist patrons and is very compassionate. Dana heard staff talking about "their student" so she asked Morris for her description of the relationship they have built with this patron. This patron is a student from Bryant and Stratton in his second semester. He worked during the COVID shutdown to obtain his high school diploma in 2020. He started doing his schoolwork, using his laptop, in the Science Division, working for several hours each day. He shared that he had a 4.0-grade average and felt that the library played a crucial role in his success, as he felt comfortable in a nice quiet environment. Even though his grades slipped a bit in the fall semester as the courses became more difficult, he still attributed his success to being able to use the Central Library most every day. He would love to have the library available on Sundays; he traveled to Irondequoit on those days and found it very welcoming. Central is most convenient as he relies on public transportation. Most often, he simply works independently; however, if he has technical questions or difficulty then he would see the staff in the Central Library's Technology Center. He made it known that he found all the staff here on the third floor to be most helpful and pleasant.

#### ***Arts/Literature, Nanci Nugent reporting***

##### Programs

- Rochester Writes classes continued with two new series, Writing to Heal and Basics of Writing a 10-minute Script. We also had our first in-person writing class of the year, a short memoir writing class led by author Gail Hosking. One of the participants mentioned that they appreciated the safe atmosphere that Ms. Hosking created and the way everyone's story was valued.
- The six-part series Writing to Heal, taught online by Anais Salibian, ended in December. Participants who filled out the class evaluation survey had positive comments, including:
  - "I would not be writing or publishing if I had not taken these wonderful classes only recently offered at the Rundel. Thanks."
  - "Its accessibility made it possible for me to attend. Anais...drew the group, mostly strangers to me, together, which allowed us to support one another with ease."
  - "I love the community that Anais created in the Writing to Heal Trauma class. Anais gave us concrete tools on how to navigate trauma through writing."

- The class Basics of Writing a 10-minute Script taught by Hilary Bluestein-Lyons was packed full of information and chances for sharing works in progress. One student commented “High-caliber instructor-approachable, knowledgeable, made the content accessible...” and another said “I love what Monroe County Library does for the writing community...” (Education & Engagement)
- Wreath making--This is a fun annual class that is done by Kathleen Rullo from Jardin Terrariums. Rullo brings her love of plants, nature, and teaching to her classes. She brings a variety of evergreens and berries for patrons to create their wreaths. Wreaths can be pricey when bought so our library patrons learn the craft of adding these seasonal plants to a wire frame and using wire to hold them in place. Patrons reconnect with nature with a fun hands-on project. After learning this craft, they can take what they have learned to create their own for the next holiday time and other seasons as well. One student said, “I really enjoy these classes and the comradery they bring to us in the classroom. Please keep having more classes.” A class like this is where patrons learn a skill they can use, and it connects us to Priority #1 in our Strategic Plan and Priorities, under Education and Engagement, to promote learning, provide fun and deliver creative and innovative educational experiences for our diverse populations and to expand our visible presence in our communities.
- The Arts and Literature Division has a new theater club called Drusba. Patrons who joined Drusba have created original short plays. This program is for both the experienced and novice thespian. All participants helped to write, read, act, direct and produce this short play. Other plays were read for inspiration to create their first original production. Also in the works: short theatrical adaptations of Kafka's *Metamorphosis* and adapting one of Daniil Kharms' short, absurdist pieces.
- Reconnect Rochester and the Arts and Literature Division presented Introduction to Winter Cycling. Rochester has made great strides in recent years in becoming a more bikeable city. Jesse Peers, Cycling Manager for Reconnect Rochester, talked about how to make cycling a viable transportation option year-round in one of the world's snowiest cities. Patrons learned how to extend their riding season and learned what kind of bike is needed to ride once the snow arrives. Peers has been car-free for 8 years.

***Business Insight Center, Jennifer Byrnes reporting***

Statistics – November and December

- The Carlson Center for Intellectual Property assisted: 6 in person, 33 by email, 2 by mail, 5 by phone
- Patent Virtual Assistance Center: 0
- Webpage views: 95
- Hours of in-depth market research: 79
- Tracy Jong appointments: 5.5 hours, 7 individuals served

Database Use – November and December

- Frost & Sullivan: Downloads 19; Value: \$109,000
- IBISWorld: Page Views 81; Value \$60,410
- InnovationQ: Logins 28; Searches 369
- PitchBook: Logins 21
- Statista: 593 visits, 291 studies viewed (data not available for December)

Programs

- How to Get and Find Grants (Part I of 2, virtual). This program was in partnership with Just Cause, the Center for Urban Entrepreneurship, and the Urban League and was led by Margit Brazda Poirier of Grants for Good. Part 2 was 12/01/21 in person at the CUE and involved hands-on assistance for nonprofits who are currently writing grant applications.

- Business First Wednesday: How to Batch your Content: A Guide to Managing Social Media for Business confirmed! Presented by Anthony Darand, business advisor for the Small Business Development Center.
- Cannabis Industry Meet-Up Information Session: This program outlined what participants can expect from the group that will meet monthly starting in January 2022.

#### Community Outreach/Meetings/Trainings

- Jennifer Byrnes met with Chad Rieflin of Consumer Credit Counseling Service of Rochester and Agustin Rodriguez of Ibero-American Investors Corporation to discuss a FINRA Investor Education Foundation (Financial Industry Regulatory Authority)/American Library Association grant that is due in March 2022. They will propose financial literacy counseling in Spanish as well as business support to current and aspiring tenants of La Marketa. Separately, she met with Angela Rollins from the City's Office of Community Wealth Building to discuss the grant. She met with new FFRPL Director Donna Borgus and staff of the EFPR Accounting Group to discuss their participation in "Check-In with an Expert."
- Byrnes attended an Urban Libraries Council Global Entrepreneurship Week celebration call on that brought together the ULC Small Business and Entrepreneurs Action Team and the ULC Strengthening Libraries as Entrepreneurial Hubs Cohort to share accomplishments from the last year.
- Byrnes and Kate Meddaugh attended the NYS Innovation Summit where they learned about economic development, disruptive technologies, and trends in critical industries. The Summit also focused on commercialization, innovations in quantum mechanics, and ways for entrepreneurs to utilize accelerators in the state. They established partnerships with the following organizations: Center for Excellence in Bioinformatics and Life Sciences and the Buffalo Niagara Medical Campus, both part of the University at Buffalo, the Central New York Biotech Accelerator, and the Empire State Development's Division of Science, Technology and Innovation (NYSTAR).
- Byrnes had multiple meetings regarding the new Small Business Administration (SBA) grant the division has received for \$90K over two years. Byrnes met with attorney Jason Klimek to discuss his required pro bono hours to be spent at the Business Insight Center.
- Sam Marrazzo, Chief Innovation Officer for the Buffalo Niagara Medical Campus, invited Meddaugh and Byrnes to speak at the Product Confluence conference. Also, they were invited to speak at the monthly meeting of the Urban Libraries Council's Entrepreneurs and Small Businesses Action Team to discuss resources and best practices of the Carlson Center and BIC.
- Byrnes presented to an English as a second language class at Monroe #1 BOCES on business resources available at the library. Students were from China, Turkey, and Colombia. They found it fascinating that conversations with a librarian are confidential.
- Melissa Cobo attended Financial Projections for Small Business Owners sponsored by Start Small Think Big and Supporting Formerly Incarcerated Individuals with a Fresh Start @ Your Library sponsored by the Public Library Association. She also attended Blockchain and Cryptocurrency: a Primer for Small Business, sponsored by the Service Corps of Retired Executives (SCORE) and Finding Grants that WANT to Fund You, sponsored by NextCorps.

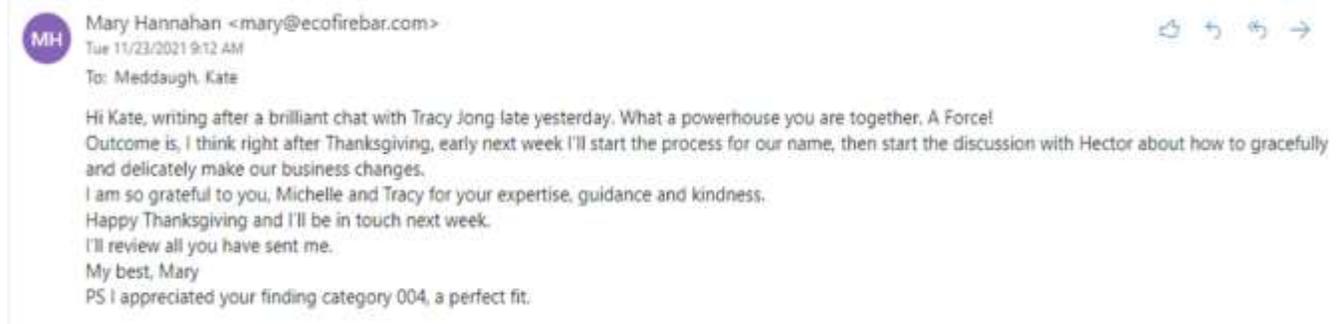
#### Anecdotes

- At the Innovation Summit, Byrnes and Meddaugh will be remembered as the two women zipping around the exhibit hall on a robot made for factories. Byrnes was filmed by the local news



demonstrating how to get in and out of a Swift Rail car, a future mode of transportation.

- Meddaugh received this note from a satisfied client:



- A person from Alabama attended December's First Wednesday program and a resident of Saratoga Springs attended the cannabis meet-up program.
- Meddaugh was contacted by a gentleman in Los Angeles, CA for intellectual property help with his inventive idea. Kate politely told the gentleman of the Patent and Trademark Resource Center in Los Angeles, to which he replied, "Ok, good. But I would like to remain in touch with you, also. The resources you offer are amazing!"

### **Children's Center, Tonia Burton reporting**

**Talking Is Teaching** - "Talking is Teaching: Talk, Read, Sing" is a national program from Too Small to Fail, an initiative from the Clinton Foundation. It is an action campaign designed to encourage parents and caregivers to engage in language-rich interactions with their young children to boost their early brain and language development. Families are critical to supporting children's early development but may not realize the powerful role they play and may have questions about how to engage with their children. Tonia Burton was introduced to the materials at a meeting with New York State Child and Family Services staff and has been encouraging our community partners to join the effort.

With support from The Florence M. Muller Foundation, Children's Services will expand programming to promote coordinated change at the community level through the three proven Talking is Teaching: Talk, Read, Sing strategies:

- Training trusted messengers
- Providing high-quality materials and
- Built environments

We will begin with an established group of partners in the MCLS/RPL early childhood network, and then work to cultivate additional relationships. The project will begin first with MCLS member libraries then the Child Care Council, Nazareth College, WXXI, and Children's Institute's Get Ready to GROW program. Other organizations that have already asked for more information are Hillside Parents as Teachers, ABC Head Start, and Hipocampo Books.



### Programs

- Throughout November Children's Center celebrated Dinovember! There were Take & Make crafts, booklists, displays, and dinosaur hunts which culminated in the Dinolympics. WXXI staff joined with a Dinosaur friend of theirs who greeted children. Many shrieks of joy were heard. It was a beautiful sound! The dinosaur costume arrived early in the month and the staff had some much-needed fun with the costume. One of our new staff members, Taylor Coonelly created a silly TikTok with Katie Powell: <https://vm.tiktok.com/TTPdYQmHLX/>. The humor was needed after a long and stressful past few months and was just what everyone needed to get into the dinosaur spirit. included is a picture of the Dinosaur getting a kiss from patron Collins (daughter of librarian Lauren McCormick). (Both are masked)
- Children's Center and Arnett Library offered a live music performance and craft at both locations with Five By Five, an artist-led Rochester NY-based ensemble with a mission to engage audiences in the collaborative spirit and creativity of today's chamber music. Five by Five received a grant to create musical pieces based on toys from the Strong Museum, and some of these pieces were performed. Families were so happy with this program and the amount of interactivity was great. Five by Five has funding to offer more of these free programs and will be working with other branches for spring 2022.
- Jardin Terrariums offered a virtual succulent terrarium planting class. The class was moved from an in-person program to a virtual program. Patrons picked up their planting kit before the program. Families enjoyed the planting activity, which was accessible for a variety of ages.



### Community Outreach/Meetings/Trainings

- Burton offered two professional development opportunities as part of the Family Literacy Grant. The first training, Making Your Collection Count, was presented by the librarians from Awful Library Books, Holly Hibner and Mary Kelly from Plymouth District Library in Plymouth, Michigan.

The second was presented by Amy Shema, Ph.D., an instructor in the Department of Education and Human Development at SUNY Brockport. This was held at the Irondequoit Library and the goal was to give library staff a chance to consider books from the past and what we should consider when selecting books for our communities. Attendees were given the challenge to choose books from the shelves that represent various points of selection.

- Burton and Miranda Hazen visited World of Inquiry School #58, issuing library cards and checking out books in their parking lot.



### Raising A Reader

This month we focused on how to do a Picture Walk using the book *Maisy Goes to the Library*. Sites were given a packet with information and fun activities that corresponded to a video that was sent through each sites Seesaw account. The packets also included library card applications and a listing of libraries and locations.

### Anecdotes/Other

During the Dinolympics suncatcher activity, a grandmother came in with her daughter, son-in law, and granddaughter who were visiting from Puerto Rico. Margarita Chaves was able to get to know them and

communicate with them in Spanish. The grandmother (who is local) bragged about how great the Central library is and how much she enjoys all that Central has to offer. The father came in to join the rest of the family in making suncatchers. It was great conversation and the whole family became involved!

### ***Circulation/Information, Chad Cunningham reporting***

#### Statistics – November and December

- Curbside Pickup Appointments – 7
- New Borrowers – 178
- RRLC Access Cards Issued – 8
- Notarial Acts – 173

#### Community Outreach/Meetings/Trainings

- Chad Cunningham went to the Mendon Public Library to offer training and clarification of circulation policies and procedures. The Mendon staff were very engaged, had many interesting questions, and gave Cunningham some new ideas to think about.
- Cunningham participated in a Zoom presentation to Office of Adult and Career Education Services students that focused on how to get a library card and information about the Rochester Public Library and the Monroe County Library System.

#### Anecdotes/Other

- Cunningham and Jeanne Slocombe from the Central Tech Center waited with an elderly patron after hours until her cab arrived to take her home. The patron had been trying to arrange transportation for several hours and the friends she contacted never showed up. Security Guard Antoinette Davis called the patron a cab and Cunningham and Slocombe made sure the patron was safely on her way.
- Stephanie Penns had a phone call from a patron who was trying to use her library card to borrow e-books through Libby. The patron couldn't get her card to work. When Penns asked her for her library card number she realized that the patron's number was not a Monroe County Library System card from our area but was from one of the other Monroe County library systems in the U.S.
- A patron was talking to Penns and told Penns that she didn't have money to get a cup of coffee from Foodlink. Penns took her to Foodlink and bought her a meal. Penns bought another person a meal when he asked if the library had gift cards to purchase meals.

### ***Local History & Genealogy, Christine L. Ridarsky reporting***

#### Programs

The Local History & Genealogy Division hosted three programs in the library in November, all of which were livestreamed, recorded, and available to view on the library's YouTube channel. The division did not host any programs in December.

- The Ashes of Attica was the second of two programs commemorating the 50th anniversary of the Attica prison uprising. Co-authors Deanne Quinn Miller and Gary Craig discussed Miller's recent memoir, *The Prison Guard's Daughter: My Journey Through the Ashes of Attica*, in which Miller shares her discoveries of events surrounding her father's death during the 1971 prison uprising. To view, visit: [https://www.youtube.com/watch?v=IK5EHR\\_zlBk&list=PLzEBIzX1XFJLebwaUF-QZ\\_xJAtdz\\_HN&index=28](https://www.youtube.com/watch?v=IK5EHR_zlBk&list=PLzEBIzX1XFJLebwaUF-QZ_xJAtdz_HN&index=28).

- The monthly *Rochester's Rich History* series featured a talk by Dr. Laurence Guttmacher and Robert Riley titled "From Almshouse to Psychiatric Center: Mental Health Care in Rochester," exploring the evolving approach to psychiatric care in Rochester, and the nation, from the nineteenth to the twentieth centuries. The talk was based on articles they and others authored for forthcoming issues of the *Rochester History* journal (publication date TBD). To view this talk, visit: [https://www.youtube.com/watch?v=hR0xLvO6xFM&list=PLzEBIzX1XFJLebwaUF-QZ\\_xJAtgdz\\_HN&index=30](https://www.youtube.com/watch?v=hR0xLvO6xFM&list=PLzEBIzX1XFJLebwaUF-QZ_xJAtgdz_HN&index=30).

#### Community Outreach/Meetings/Trainings

- In November, Brandon Fess was interviewed by University of Rochester students working on the *Hear UR* podcast. He spoke about researching the prisoners of war held in Rochester during World War II, how they are remembered in the community and the historical record, and personal memories of them shared by his grandfather. Listen here: <https://hearurpodcast.wixsite.com/hearur/episode-3-in-the-shadows-of-cobb-s-hill>.
- Christine Ridarsky was interviewed twice by local media about City Council's plan to rename a park that honors one of Rochester's founders who was also a slaveowner and trader and her research to identify other public spaces named for slave owners: <https://www.whec.com/news/council-urges-city-to-continue-work-identifying-parks-and-streets-named-after-slaveholders/6324665/> and <https://13wham.com/news/local/city-council-passes-proposal-to-change-names-of-parks-named-after-slaveholders>.
- Fess presented on the division's special collections to two groups in November. The first was a virtual field trip for an Introduction to Museums & Collecting class at the Rochester Institute of Technology (via Zoom). The second was an in-person presentation at the Rochester Genealogical Society's monthly meeting at the Irondequoit Public Library.
- Ridarsky continues to meet with Evelyn Bailey, local LGBTQ+ historian and founder of the Shoulders to Stand On program, about her plan to establish an endowed fund with the FFRPL to create a staff position for LGBTQ+ collections and outreach. The endowment campaign launched in December. For information or to make a gift, visit: <https://ffrpl.libraryweb.org/shoulders-to-stand-on-endowment-fund/>. Bailey also plans to transfer her Shoulders to Stand On initiatives to the library in the future. Learn more about STSO here: <https://outalliance.org/programs/shoulderstostandon/>.

#### Special Collections

- Fess accessioned one new collection in November and two in December. The David Kyle collection consists of Rochester ephemera, postcards and serials collected by its namesake; the Grenell Family Grocery Ledgers consists of two ledger books recording the transactions of an unnamed Rochester grocer between 1858 and 1860; the Greater Rochester Rose Society Records consists of meeting minutes, newsletters, event programs and other records of the namesake organization, which has been a part of the Rochester community since 1919.
- Fess finished describing and organizing the division's extensive map collection in December, bringing this herculean project to a satisfying conclusion, save for a handful of maps that require conservation work and oversized items that require special storage and workspace solutions. The project took more than 30 months to complete, with the result that nearly 2,600 maps are now fully inventoried and can begin to be cataloged. This work greatly increases the discoverability and accessibility of the map collection.

#### Digital Projects

Lisa Buda, the consultant for our 2021 Rochester Regional Library Council Technology Grant project, completed her work in December, paving the way to upload seven of the eight library collections that are in Rochester

Images to the *New York Heritage* digital archive by early Spring, significantly improving discoverability. The eighth collection (postcards) cannot be uploaded until substantial additional metadata is created, either by a library cataloger or another project-based consultant.

### Rochester Voices

A new collection featuring a representative sample of *The Frederick Douglass Voice*, the longest running Black-owned newspaper in Rochester, was added to the *Rochester Voices* website in November. This addition came at the request of our partners at the Rochester Museum & Science Center, who were in turn responding to a request from Joan Coles Howard, former *Voice* editor and daughter of the newspaper's founder, Howard W. Coles. Howard, who donated the Coles collection to the museum in 1998, wanted to commemorate her father's birthday on November 12 with a press release announcing online availability of the paper, which the museum recently digitized. Although the museum intends to mount all 350 issues of the paper on its website and on *New York State Historic Newspapers*, it was not able to do so in time for the birthday celebration. Instead, Finn worked with the museum's Archivist & Librarian, Stephanie Ball, to mount 18 issues of the paper in a newly created collection on *Rochester Voices*, turning the project around in about a week. This collection can be explored at [http://www.rochestervoices.org/collections/frederick\\_douglass\\_voice/](http://www.rochestervoices.org/collections/frederick_douglass_voice/).

### Social Media

- The entries posted on the *Local History ROCs!* blog in November were "General Railway Signal: A Good Place to Work," by Dan Cody, and "Hi-De Home pt. 2: The Mystery Surrounding Cab Calloway's Birthplace," by Emily Morry, who also edits the blog. December's post was "Relocated in Rochester: Japanese Americans in the Flower City," by Morry. In addition to these posts, readers revisited 137 previously published posts in November and 145 in December. The most popular posts were "'A Good Guy: The Life & Death of Salvatore 'Sammy G' Gingello'" (225 views), "Kool Things: The History of the J. Hungerford Smith Company" (87 views), and "Time of the Season: Sibley's Toyland" (79 views). All posts can be read online at [www.rochistory.wordpress.com](http://www.rochistory.wordpress.com).

### Anecdotes

Morry's November blog post on Cab Calloway uncovered the fact that the Rochester house in which the jazz legend is born (until now thought to have been torn down) is still standing. The post garnered several comments commending her research efforts, including the following:

*"Ms. Morry, fantastic job of research. So glad there are folks like you who have the time and talent to do this kind of research and "get to the bottom of it". Thank you!" -Steve Moore*

*"Ms. Morry, what a great detective story! It was like reading an episode of "finding your roots" with Dr. Gates on PBS. I am glad you are keeping Rochester's history alive and accurate for the future of Rochester. Great work. Thank you." -Paul Deeth*

*"Bravo Ms. Morry! This is wonderful research, very useful to jazz historians!" -Jeff Pitet (author of a website dedicated to Cab Calloway)*

Cab Calloway's grandson, Joshua Langsam, also lauded Morry's research and indicated he and the Cab Calloway Foundation would like to work with Morry and Ridarsky to obtain a historical marker for the former Calloway house and support other local history projects in the community.

### **Reynolds Media Center, Joseph Born reporting**

#### Programs

In November & December RMC held 6 programs:

- First Friday Films program showed *First Cow*.

**MCLS Director's Report – January 2022(Continued)**

- See It First Saturday Matinee program showed *Jungle Cruise*.
- There were 2 Brown Bag Book Discussion programs talking about the book *Leave the World Behind*. One in-person and one via Zoom.

RMC performed 47 A/V set ups for programs in Central Library's auditoriums & recorded 2 BSI programs for transfer and upload to our YouTube channel.

Statistics – November & December

RMC rented 25 pieces of equipment, loaned 632 Mi-Fi units in addition to the regular collection, for a grand total of 8771 items. When adding in the RMC items that circulated at other libraries, we circulated 17,492 items.

Database Use

**Hoopla**

- Circulation - November
  - Movies/TV – 357
  - Audiobooks – 908
  - Music – 77
  - eBooks – 311
  - Comics – 124
  - Total – 1777
- New Users – 33
  - Total users – 445
- Cost
  - Total \$3,366.23
  - Per item –\$1.90
  
- Circulation - December
  - Movies/TV – 292
  - Audiobooks – 864
  - Music – 67
  - eBooks – 295
  - Comics – 114
  - Total – 1,632
- New Users – 29
  - Total users – 467
- Cost
  - Total \$3,367.78
  - Per item - \$2.06

***Science and History, Darlene Richards reporting***

Programs

- Renee Kendrot and Darlene Richards hosted Simple Strategies for Detoxification presented by Cindy DeCarolis, Certified Health Coach. Cindy is passionate about educating people and helping them heal naturally.

- Gabe Pellegrino hosted So Much More than a Headache: Understanding Migraine through Literature. The in-person program, based on the book of the same title, was presented by Monroe Community College English Professor Kathy O'Shea and Physical Therapist-migraine specialist Jen Tuller. Pellegrino recorded some of the readings and will post them on the Library's YouTube page.
- Kendrot hosted Gifts from the Kitchen by Michele Conners. Michelle demonstrated how to make grainy mustard and dried garden herbs with salt. She also discussed which jars were best for home gifts and provided recipes for the holidays. (Education & Engagement)
- Kendrot/Richards co-hosted Give Yourself the Gift of Self Care This Season during which Barb Klein guided participants how to develop a self-care practice and looked at what is getting in the way of self-care and identified strategies to use right away.
- Lily Anthony and Kendrot did a program for the 80<sup>th</sup> anniversary of Pearl Harbor. Mark Sample from Monroe Community College discussed the events leading up to the actual attack. Comments from attendees included: *"Mark Sample provided a thoughtful, unique perspective on the tragedy of Pearl Harbor. His presentation was engaging and informative. I learned a great deal. I would attend another of Mark's historical presentations!"* *"The professor did a great job. It was a ton of information in a short period but conveyed in a very easy to understand manner."*
- Gabe Pellegrino hosted First Impressions: Four Travel Vignettes, featuring author/travel writer/journalist David Mold. In this program David discussed his experiences in India, Bangladesh, and Madagascar. This program was chosen in relation to the ongoing India Heritage Museum exhibit: *Punjab: Land of Five Rivers*. There was a very lively discussion, with many of the attendees sharing their own stories of travel mishaps and adventures.

#### Community Outreach/Meetings/Trainings

- Anthony had one in-person grant session and one session on Zoom and worked to find possible Foundations for grants for others. Types of organizations included environmental workforce, refugee services, and documentary filmmaking.
- Richards also assisted two different patrons with grant seeking. The first was from a nonprofit who needed grants for disaster relief. The second patron was someone newly hired in grants development at Roberts Wesleyan College. They just reinstated the Foundation Directory online and he was looking for any tips and or resources that might be useful. Richards provided him with information on training, useful websites for grant seeking and introduced him to Maya Temperley, who facilitates the Grant writers' network meetings.
- Our CHIC (Distinction in Community Health) medical student Gregory Matos set up a flu clinic with the Monroe County Department of Health. Thirteen people received flu shots. Another clinic is in the works.
- LROC – There were about 25 people this month. Many people have been asking for the service and the P.A. announcements given through the Bausch & Lomb Building are very effective in reminding people that the service is available.
- In December Matos resumed his health clinic in the Health Central booth, where he checked weight, heart rate, blood pressure, and blood sugar. Matos is attempting to bring another flu clinic and perhaps a COVID clinic to the Library. He also created an HIV/AIDS informational flyer for the Library. A second CHIC student, Basil Kasi, shared a total of ten informational flyers on popular medical topics, including chronic kidney disease (CKD), chronic obstructive pulmonary disease (COPD), Type II diabetes, and cholesterol control. His work was researched and adapted from work done by several reputable medical organizations. Both students received excellent reviews.

## **Technology Center, Jay Osborne reporting**

### Programs

- The Technology Center has begun hosting an open Dungeons and Dragons program on Saturdays. Most of the players are infrequent library users and this opportunity seems to be drawing some new users to the library. Some of the recent joiners suffer from some significant anxiety issues and it is to the credit of Pedro Nunez's management style that this has quickly become a refuge for some of its members. Some are homeless, non-binary, or face personal challenges, but all have found a safe space and a growing sense of community. The therapeutic aspects of this environment are underscored by the feedback Nunez has received from the parents of some of the attendees. They express their appreciation for the library's willingness to provide a welcoming environment that provides an opportunity for self-expression and personal growth.
- In December, after in-person programming was halted, a few of the participants of the Saturday Dungeons and Dragons program still came just to meet and talk to each other. Nunez continues to maintain contact with them and is optimistic that this program will successfully reboot when in person programming resumes.
- Brian DiNitto continued to hold technology classes until his last day in the Technology Center. We anticipate continuing these classes in some form when we can resume in person group meetings. DiNitto has moved to the Maplewood Community Library as RPL's New Americans Librarian.
- Several patrons that were regular attendees of the classes are making good progress through one-on-one tech help sessions. These appointments are more efficient in many ways, and this appointment service model will continue even when in person classes are possible again.

### Anecdotes/Other

- The vacancy DiNitto's departure has created is to some degree ameliorated by the filling of the part-time Library Assistant position. Kovar began working in the Technology Center in the last few days of November and is off to an amazingly quick start. He has a great deal of customer service experience and also experience in graphics, illustration, and film making. The addition of his skillset to the Technology Center may create some previously unimaginable possibilities for programing and patron education.
- Patron Stan lost his job in computer support in the economic contraction that was part of the pandemic. He lost his income. He left his apartment. He had to leave most of the rest of his life behind when he went to stay in a homeless shelter. He did not, however, leave his high-end laptop behind. Most days he hauled his gear to the library and set up shop in a quiet corner. Nunez remembered him from our Dungeons and Dragons program and asked if he needed a secure space to work. We set him up in one of our lockable rooms and Stan has been a fixture here for several weeks. He is at the library between four and six hours a day every day and is patiently rebuilding his life. Determined not to have history repeat itself, he is doggedly re-learning calculus, among the other subjects he needs to retool for a new career in technology. We can't help him prepare to test out of Calc I directly, but we can provide a supportive environment, access to services like Udemy, and a secure space to work.
- A patron needed help filling out an online application for a position as a driver for a medical transportation service. The process was complicated and frustrating and was completed over a few days. Four of five available staff worked with her to upload many documents, Excel spreadsheets, and forms. On the second day, after about six hours of working at this project, she was ready for the final step: pressing the Enter key, but she wouldn't press it until all the people that helped her get to that step were there to bear witness. With mock ceremony, she swung her arm in a long slow arc to "Press ENTER to Submit." A small cheer rose in celebration of one individual's victory over the Rubik's Cube school of user interface design.

**Teen Central, Shetora Banks reporting**

Programs

- The *Learn to Code* program has been very successful, so in light of COVID restrictions, it will be continued virtually. The use of RPL Google Drive has helped with providing access to course content to participants. The course content will be available to access on the RPL YouTube channel soon.
- The first Sewing Class was also successful. We will advertise again when it is safe to do in-person programming. The subsequent sewing classes were fully booked but canceled due to the pandemic.
- The Crochet 'n' Chat events attract a few interested teens. They seem to enjoy socializing and crocheting when they join the event every week. There are always one or two Zoom participants as well.
- In November Jeff Bostic was able to do several different things on photoshop. Offering caricatures, face swaps, and touchups will continue as the youth learn new skills.
- Professional graphic designer Adam Lenio ran a successful logo animation class. With a huge turnout, Lenio was able to show teens how to keyframe (put into motion) the ImagineYOU logo in Adobe After Effects.
- There was a week this month preparing people for the new year by creating new profile pictures for them. Check out these two teens:





- The Glowforge was a major contributor to Christmas for many visitors this month. Several family photos were made into pieces. Here is a batch of inside joke pieces that one kid made for his closest friends for Christmas:



- This month the Glowforge also made its first wristbands:



Community Outreach/Meetings/Trainings

- Fae Jahanshiri assisted at the Maker's Faire.
- Banks attended the Volunteer Circle at School Without Walls where information was given about the ImagineYou Lab and opportunities to help create book reviews, book lists, and other learning opportunities.
- Jahanshiri watched the recording of From Diversity to Inclusion: How to Audit Your Collection and Why on YouTube this month. This was a great learning opportunity and provided especially useful information about how to do a diversity audit for your library collection. The presentation provided helpful insights with resources and data-driven strategies.
- Banks attended the National Summer Programming Symposium and learned strategies for advertising Summer Reading and making connections with families through our summer programming options.
- Banks met with Sergeant Marquis D. Jean-Francois, Marine recruiter, and learned about the path to leaving high school and joining the Marines. Jean-Francois would like the opportunity to make a presentation and answer questions for youth who are interested.
- Banks met with Nafisah Janan from Mind and Body Movement to plan a vision board and guided mediation program that will be rescheduled when in person programming resumes.



Anecdotes/Other

- The ImagineYou Lab was able to promote the classes and what the lab has to offer in Central's monthly e-newsletter. Several teens participated in taking the promotional pictures. The flyers for Saturday classes have also been made. Here is the newsletter <https://conta.cc/3FRtcS0>
- CASL made a business card with us:

**CASL: GATES-CHILI**  
Community Advocates for Struggling Learners

**Community Advocates for Struggling Learners**

Family Led Support & Advocacy Group

[casl.gateschili@gmail.com](mailto:casl.gateschili@gmail.com)

CASL: Community Advocates for Struggling Learners

Scan QR code to complete the CASL inquiry/intake form

- Several teens were certified for the Music Studio in November and December. We also had a bonus certification when Ian, from Wicked Squid, was able to certify a teen during his visit to the lab. One group of teens made a music video for the song they made in the studio. Check out some of our certified teens and part of the music video below:



[https://mclsny-my.sharepoint.com/personal/jeffery\\_bostic\\_libraryweb\\_org/\\_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fjeffery%5Fbostic%5Flibraryweb%5Forg%2FDocuments%2FTake%20Off%20%28Snippet%29%2Emp4&parent=%2Fpersonal%2Fjeffery%5Fbostic%5Flibraryweb%5Forg%2FDocuments](https://mclsny-my.sharepoint.com/personal/jeffery_bostic_libraryweb_org/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fjeffery%5Fbostic%5Flibraryweb%5Forg%2FDocuments%2FTake%20Off%20%28Snippet%29%2Emp4&parent=%2Fpersonal%2Fjeffery%5Fbostic%5Flibraryweb%5Forg%2FDocuments)

## ***Selected Meetings & Outputs***

***MCLS Director Patricia Uttaro reporting  
November 13, 2021 – January 21, 2022***

### Standing Meetings

City Senior Management Team (weekly)

RPL-MCLS Management Team (weekly)

MCLS Associate Director, Melanie Lewis, Brie Harrison, Ana Suro, Tonia Burton, Christine Ridarsky – one-to-one meetings (monthly)

FFRPL Executive Director Donna Borgus

RPL All-Staff Meeting (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)

City Chief of Staff Tamara Mayberry (monthly)

Urban Libraries Council Executive Director call (weekly)

MCLS Directors Council (monthly)

### Other Meetings

RPL Board President Benjamin

MCLS A to Z Presentation at St. John's Brickstone

NYS Trustee Handbook Book Club

Vivian Pallodoro, Dr. Seanelle Hawkins (Urban League) and Kate DaBoll-Lavoie (Nazareth College)

Reynolds Library Board Meeting

AFSCME Steward Kevin Beard

Monroe County Legislature Rec & Ed Committee

**MCLS Director's Report – January 2022(Continued)**

Western NY Library Council grant reading  
Edge 360 Benchmarks Pilot Kickoff call  
FFRPL Board President Benjamin and Vice-President Hamilton re: Tummonds Fund  
City of Rochester Budget Director Chris Wagner – Budget MOE  
Monroe County Legislature Ways & Means Committee  
NYS Early Childhood Advisory Council meeting  
City Staff on PlayWalk Maintenance  
MCLS Board President Stockman and County attorney liaison Don Crumb  
RRLC Executive Director Osterhaut and FFRPL Executive Director Borgus re: Hacker grants  
Monroe County Legislature meeting  
City Councilmember Patterson re: temporary relocation of Lincoln services  
Press Conference – Mayor-Elect Evans  
FFRPL Board Meeting  
Exit Interview, Associate Director Traub  
BJ Scanlon re: Monroe County bicentennial  
Dr. Cephias Archie  
Incoming City Senior Management Team Orientation (twice)  
Parent Leadership Training Institute student Jessica Milan re: library services for challenged readers  
MCLS Associate Director Selection Committee  
CSEA representatives  
Patron meeting  
RPL Audit Review  
ULC Small Business Calculator Launch  
MCLS Associate Director Interviews (5)

Email Activity

November 2021

<b>Display Name</b>	<b>Send Count</b>	<b>Receive Count</b>	<b>Read Count</b>
Uttaro, Patricia	566	3918	5628
Traub, Adam	411	1872	1697
Lewis, Melanie	156	1410	1463
Harrison, Brie	271	2098	2299
Suro, Ana	637	3061	3982

December 2021

<b>Display Name</b>	<b>Send Count</b>	<b>Receive Count</b>	<b>Read Count</b>
Uttaro, Patricia	559	3197	4948
Traub, Adam	245	1216	1115
Lenio, Jennifer	508	1946	1349
Lewis, Melanie	197	1291	1848
Harrison, Brie	229	1573	1876
Suro, Ana	580	2569	4066