

WESTCHESTER LIBRARY SYSTEM
Trustee Meeting
October 29, 2019 – Approval Pending

The Regular Meeting of the Westchester Library System was called to order by Sean Ryan, President, at 6:10 p.m. at WLS Headquarters. The quorum requirement was met with the following people in attendance:

Board Members present: Dave Donelson, Cathy Draper, Karen Kelley, Maureen LeBlanc, Jonathan Marshall, Denise Matthews-Serra, Julie Mills-Worthey, Susan Morduch, Francis Okelo, Joseph Puglia, Sean Ryan, Edris Scherer, Bernie Seiler, Karen Zevin

Board Members absent: None

Also present from WLS were: Terry Kirchner, Patricia Brigham, Francine Feuerman, Rob Caluori, Elise Burke

Public Library Directors Association (PLDA) Representative: Andrew Farber, Director, Somers Library

Guests: Pamela Thornton, Director of the Chappaqua Library; Mary Kane, Director of the Katonah Library; Virginia Lanigan, President of the Katonah Library Board of Trustees; Dennis Gochuico, President of the Mount Kisco Library Board of Trustees

MINUTES

The proposed minutes for the meeting of September 24, 2019, were approved as submitted on a motion by Ms. Scherer and seconded by Mr. Puglia. The motion was approved unanimously.

FINANCIAL REPORTS

The financial report through September 2019 was presented by Ms. Scherer and was accepted on a motion by Mr. Donaldson and seconded by Ms. Scherer. The motion was approved unanimously.

PRESIDENT'S REPORT

Mr. Ryan noted the importance of each WLS trustee to represent their district and communicate with them as much as possible. Dr. Kirchner has made efforts to communicate with the directors and a newsletter was created for WLS Trustees to share. Any input should go back to Dr. Kirchner and Mr. Ryan and Ms. Morduch, if needed. For organizations like WLS, it is vital for all trustees to give to the organization in some way. Stock options are available and donations can be directed to whatever cause or can be unrestricted. Many funding sources and grants ask specifically what percentage of the board gives to the organization as a demonstration of commitment. The 60th Anniversary is a good opportunity to make a donation.

COMMITTEE REPORTS

Nominating Committee: Ms. Morduch noted that the Committee will meet briefly after the meeting to go over the proposed 2020 roster of new trustees and the Executive Board as well as for the vacancy of District X (Port Chester, Rye Brook, Rye City, Rye Town), all of which will be voted on at the 60th Annual Meeting.

Budget Committee: Ms. Scherer reported that the Committee met prior to the board meeting to discuss the 2020 budget. The main topic of discussion was how to support the IT services more robustly than in the past. The following was highlighted from the current budget proposal: replacement of Windows 7 PCs with Windows 10; going off of Gmail and onto Outlook; increasing overall bandwidth; re-directing money to staff positions to support the member libraries in a more meaningful way in response to the upcoming IT audits. Input to the budget is gathered in several ways via discussions with the various PLDA Committees as well as with the general membership so that the proposed budget is not built in isolation.

Governance Committee: Ms. Draper, Chair, noted that the Committee made some significant changes to the ByLaws, Gift Acceptance policy and WLS Employee Handbook this year to reflect changes in laws and regulations at the County and State levels. Trustees were encouraged to consider being a part of this important committee that reviews the WLS policies annually.

Audit Committee: There is no activity at this time. Trustees were encouraged to consider involvement with this committee.

EXECUTIVE DIRECTOR'S REPORT

A copy of the Executive Director's Report was mailed in advance of the meeting.

Dr. Kirchner reported on New York Library Association's (NYLA) initiative to send letters to the editors of local newspapers regarding the NYS FY2020-21 budget and the fact that Governor Cuomo has cut library aid in his Executive Budget for the last three years. WLS has written a letter and will get it out to our press contacts and will share the letter with the member library directors and encourage them to send one as well.

The 6th Annual WLS Battle of the Books (BOB) took place on Saturday, October 19, at the Hommocks Middle School in Larchmont. On a positive note, they ran out of t-shirts for the volunteers and had a wonderful turnout. The youth services staff worked really hard to make this another successful event. It is amazing and lots of fun to watch this competition—especially the team work and camaraderie—and all were encouraged to consider volunteering next year.

The Census 2020 County Complete Count Committee (CCC) is structuring its action plan and getting clearer about the role of the various agencies involved. A key to success of getting a better count is getting the word out to create more willingness to be counted, especially with hard to count (HTC) groups. The County is working on a marketing and awareness campaign to have materials available in a timely fashion for all languages spoken in Westchester. Mount Vernon had the lowest count for Census 2010, and the Central Regional Director Karen Barnes, Partnership Specialist, Lower Hudson Valley, will work with Mount Vernon's housing units to get the word out. Yonkers and Peekskill also have newly identified undocumented populations that will require additional attention. Libraries are being asked to have resources on hand for distribution and to train staff on their role and how to interact with the public. Dr. Kirchner has attended a few training sessions, and the new WLS hire for the Census 2020 will assist libraries with understanding their role.

Dr. Kirchner was invited by Judicial Judge Cathy Davidson to represent WLS at a statewide Access to Justice meeting with 160 lawyers. The lawyers had a true understanding of how libraries assist individuals increase awareness of their right to representation in civil cases. Various challenges were discussed including the digital divide and transportation.

The latest Request for Proposal (RFP) for the Information Technology (IT) audit will be posted on the WLS website on November 4th. The original RFP was broken into 3 more focused areas: WLS IT operations, network operations, and desktop virtualization operations. In the interim, Wilson Arana is working with Compufit to review and improve features and the broader network connectivity. Site visits are being made to analyze other contributing factors, such as wiring and equipment. The possibility is being explored of creating a minimum set of standards in order not to burden the library with extra costs. Internally, one new staff member has been hired and is getting up to speed in his duties. A second new staff member is expected to start on November 5th.

The various issues that have arisen since the beginning of the year and during the migration to Evergreen were discussed. The guests present confirmed their library's difficulties with the transition. The main topics covered included:

- Virtualization Desktop Infrastructure (VDI) issues of slow login time and slow/no performance (especially between 6-7 pm) have made servicing patrons impossible and very frustrating—paper and pen work arounds are faster than working with the ILS;
- Unsure whether problem is with VDI or Evergreen;
- Printing jobs are going to the wrong library;
- Fine structures are incorrect;
- The current RFPs will help to determine the problems but may not resolve them immediately; better to understand the root causes and not just the symptoms;
- Ensuring that WLS has the proper staffing with appropriate skill sets;
- Work to take place on two parallel tracks—short-term review of current configuration and resolution of apparent issues; long-term response to vital issues in accordance with the 3 RFPs issued and prioritizing from PLDA; and
- Ongoing communication of issues, plans for resolution and current status.

PLDA REPRESENTATIVE

Mr. Farber reported on the following highlights from the October PLDA Meeting:

- Directors glad that Compufit has been brought on board in response to library complaints, especially those libraries who have been more adversely affected than others;
- Report from directors who visited a Connecticut library using Evergreen 3.0 successfully;
- Help Desk ticketing issues and poor response time; need for better communication of status; and
- eContent requests and model changes to debit/credit program.

The above issues prompted further conversation about WLS's role in and strategies to deal with both the short-term and long-term pictures for the IT and ILS issues.

ADJOURNMENT

Having completed its agenda, the Board adjourned its meeting at 7:46 p.m. on a motion by Ms. Matthews-Serra and seconded by Mr. Marshall that passed unanimously. The WLS 60th Annual Meeting will be held on November 21st, and the next board meeting is scheduled for November 26th.

Respectfully submitted,



Bernie Seiler
Secretary