

**OSSINING PUBLIC LIBRARY**  
**Director's Report**  
January 2020

**Karen LaRocca-Fels, Library Director**

**Board and Administration Work**

The Policy Committee had sparse attendance at its January meeting, but we were joined by Diana Lennon and James Trapasso who gave input on the Meeting Room Use policy and various issues surrounding outside groups using library spaces. I revised the Security Camera policy based on the committee's recommendations and the input of the Department Heads. The Professional Development and Professional Memberships Policy (formerly the draft Continuing Education Policy) has been drafted and shared with the Department Heads for input. Kathy Beirne has prepared a draft Freedom of Information Policy based on the model put together by the New York State Committee on Open Government for the committee to review. The draft Library Equipment Use policy has also been reviewed by the Department Heads and revised.

**Budget**

Bob Majernik has been busy over the past month putting together a draft budget for 2020/2021. A draft will be presented to the Board for discussion at the January meeting. We still have work to do and priorities to determine, but it is a solid start.

**Personnel**

I'm pleased to report that we have hired Karen Juliano as our new part time Staff Assistant in the Business Office. Karen joined us to start her training in early January. She will be away for the month of February, but will start up again in March, ready to go. Karen was formerly the secretary of the Ossining High School Principal until she retired.

The staff Spanish classes are moving along and will be wrapping up in mid-February. Guillermo Rodriguez is teaching these for us.

I asked Diana Lennon to make some scheduling changes in the Adult Services department, which she rolled out at the start of the year. Going forward, all full-timers will be working a weekend rotation (either one Saturday or two Sundays per month). The idea is to provide more consistency of service throughout the week. We have also brought the part-timers in line with the rest of the service departments with a standardized lunch break.

**Building and Grounds**

The contract for the boiler installation was finalized and signed in late December. We worked for several weeks on finalizing the bonding documents so that they are in accordance with the contract. OLA is now reviewing and requesting modifications to the equipment list. Once this is finished, we will meet to schedule the work.

We are awaiting a repair on AC4 (a large part of our HVAC distribution system). John Tortoso and Clean Air have been working on a solution to the problem. The temperatures in the building were helped by some unseasonably warm weather for a time, but are now struggling due to several days of more typical winter weather. John is working his magic to keep the systems up and the building temperatures tolerable.

### Programs and Projects

The fourth Bob Minzesheimer Author Series event will be on Thursday, January 30 at 7:00 pm. Barnaby Dinges will be speaking about his book *Ragged Run*. James Trapasso, Diana Lennon, and I met with Mary Murphy to plan the next events of the series and we have some well-known authors who are tentatively scheduled to come in the spring.

One of the projects that I have asked Diana Lennon to focus on is to evaluate our adult programming for sustainability, alignment with our mission, and service to the full Ossining community. One of the first changes that we both agreed we should make was to the Spanish language classes. We have been offering several Spanish language classes for adults for over four years and we have found several challenges. The way the classes were structured was essentially locking out new students for at least a full year. The leveled classes were also creating an expectation that we should continue to add additional levels once one group went through a level. Along the way and in response to demand, we contracted with a Spanish teacher to teach an additional beginner level class to accommodate another group of learners (Guillermo Rodriguez had been teaching – and continues to teach – two public classes). When we originally contracted with the teacher, we had done so as a pilot. Over the course of the last year, we started to realize that offering the classes as structured was becoming unsustainable and inequitable.

Diana has had good success in running a Spanish/English conversation group in Greenburgh and we decided that it was a good time to bring that here. The class is structured to be beneficial for all levels and can accommodate a higher attendance than a formal class. It is also beneficial to English language learners as well as Spanish language learners. In addition, we changed the format of the other two classes to a more discussion-based focus (therefore, less prep for Guillermo and less of an expectation for leveled classes) and opened them up to accommodate folks who have been closed out of classes. We have been overwhelmed with the response from folks who had been closed out and who are now showing up. Some of the students who had been taking the classes for the last few years are unhappy about the changes and have met with Matt Weiss and me to express their dissatisfaction. We are faced with the challenge of trying to meet the needs and wishes of all of our Spanish language learners.

To help with the overcrowding of the beginners' groups, we added another session on Monday evenings, to be led by Guillermo. This should alleviate the over-filling of the current beginner discussion group and will offer an evening language learning option, which has been unavailable and very much requested. We have broken the groups into sessions (12 weeks is the number that we are starting with and we'll see how that goes), thus alleviating the issue of folks being shut out of a class for a full year. The groups are limited to 25 learners. We have discussed, and I will bring up to the Board, the idea of doing priority registration in the future for Ossining library cardholders in an effort to first serve our

community members before opening up registration to all. Another idea that we are discussing (and something that White Plains Library is doing with their beginner Spanish classes) is limiting students to one session. This is a work in progress and our goal is to continue to offer language learning opportunities that are sustainable for the library and staff, fair to those who would like the opportunity to learn, and that fit within our mission of serving the Ossining community.

Ideas that were brought up by the group who met with Matt and me included offering the classes for a fee in order to offset the cost of bringing in a teacher and partnering with WCC to offer a class or two of theirs at our library, with the registration and fee going through WCC (similar to the TASC classes through PNW BOCES). These are ideas for us to discuss.

The New York Library Association, in partnership with the American Library Association, is starting a Key Advocates program, whereby a key library advocate is identified in each congressional district and receives training on library legislative advocacy. Four states are participating in this national pilot project. Along with Key Advocates, NYLA asked for support advocates to assist the Key Advocates. I volunteered to be a support advocate and, much to my surprise, was picked to be a Key Advocate. The silver lining: I will receive some good training in advocacy skills. The lift doesn't seem to be heavy and this is work that I should be doing anyway.

I'm sad to let you know that, due to a technicality in the *Invest in Kids* grant, while we were officially informed that we were chosen for the grant, we are now being told that we do not qualify for the grant. This was the grant that was to fund the BEAMS (Be Excellent At Middle School) program. Suzy Zavarella and I are re-evaluating BEAMS to create a modified program that serves the same group of kids and has a similar mission. More details to come.

We are applying for a *Public Library Association Inclusive Internship Initiative* grant. The *III* is a program whereby the granted public library hires, for the summer, a high school intern from a group or demographic that is traditionally underrepresented in the library field. The grant pays for the wages of the intern, travel expenses for the intern and the library mentor (Ignayra Lopez has volunteered) to and from a training and orientation session and a wrap up reporting session. Mallory Marinaro is putting together the grant application. This is a fabulous opportunity to learn about librarianship for the teens who participate and a great way to help diversify the profession.

### Technology

Allison Robbins completed a "lost time" study to quantify the time lost due to problems with WLS's technology. Over a period of two weeks, we lost approximately 33 hours, 20 of which were due to slow login times for staff.

Allison has been working on rolling out Sling, the online staff scheduling software that we will be using starting sometime in February. She has trained all of the supervisors and is currently working on training all of the staff so that we are prepared and ready to go. I will be very happy to say goodbye to the paper schedules and the endless revisions. Two really cool features: Allison has set up Sling to easily identify who the Library In Charge Person is at any given time. She has also set it up so that we can see which of our Spanish speaking staff are

working at any given time so that we can call them in a pinch to help our Spanish speaking patrons.

I plan to attend the January WLS Board of Trustees Meeting on Tuesday, January 28<sup>th</sup>, to continue to express my concerns about our technology issues and to hear what the Board is working on to address the problems.

#### News from the Public Library Directors Association

I called a PLDA Executive Committee and Committee Chairs meeting early in January to plan for the year. I feel that it's important for PLDA to have a clearly understood decision-making timeline for the year and that the committees have clear charges and deadlines.

I attended the PLDA Finance Committee meeting and weighed in on the IT finance model. The model has been changed without PLDA approval.

The January PLDA meeting was interesting. WLS had asked that PLDA vote on the 2020 IT finance model. The group overwhelmingly opposed voting on the model and asked the Finance Committee and WLS staff to redo the model to reflect the same calculations as in the past with no changes. The PLDA also asked that WLS absorb the cost increase that was caused by Mount Vernon Library pulling out of the WLS network. We also passed a resolution asking WLS to provide the PLDA with five years' worth of financial reports for the IT budget so that we can determine how much of the WLS fund balance comes from money that member libraries paid into IT.

WLS asked the member libraries to sign agreements committing us to fund the network connectivity line of the IT budget until 2022, with the idea that if PLDA passed this as a requirement and individual libraries did not sign the agreement, our WLS networks would be pulled. PLDA did not agree to vote on the agreement.

The three IT audits have started or are about to start.

#### Some trainings, meetings, and events that I held or participated in over the course of the last month:

12/16: Spanish class  
12/18: PLDA Finance Committee meeting  
12/19: Ossining Equity Task Force  
12/30: Spanish class  
1/6: Spanish class  
1/7: NYLA Advocates informational call  
1/7: Department meeting  
1/8: Managing Change workshop  
1/9: Meeting with Spanish language learners  
1/13: PLDA Executive and Committee Chairs meeting  
1/13: Spanish class  
1/14: PLDA Finance Committee meeting  
1/15: Policy Committee meeting

- 1/16: PLDA meeting
- 1/16: Enhancing Communication workshop
- 1/17: Meeting with Mary Murphy, James Trapasso, and Diana Lennon re: Bob Minzesheimer series
- 1/23: Ossining/Tarrytown Community Network meeting

Attached please find our Department Reports.

Respectfully submitted,

*Karen LaRocca-Fels*

**Molly Robbins, Assistant Director**

The December door count is 15,814 visits. We typically see a drop off in the number of visitors due to weather and holiday season commitments. We had two days with some hours lost to snow, partial days Christmas Eve and New Year's Eve, and we were closed on Christmas Day.

The month certainly seemed to fly by. I am looking forward to a happy and peaceful 2020.

Like many library staff, I took some holiday vacation time. This year my husband and I traveled to visit family in the Buffalo, NY area

In December B&G staff completed 58 work orders in addition to routine cleaning and maintenance. Less traffic in the library building allowed us time for projects like furniture repair and cleaning, wiping down walls and touching up paint, and repairing and replacing signage.

We did some work in the Children's department rearranging shelving and signage. We also added new heavy duty runners in entry ways to absorb winter muck and have less of it around the building. We helped add some festive decorations and lighting around the building. While there are fewer programs and events in December, we still have multiple room setups and changes that the B&G staff is always busy with.

Working with the OPL Friends as their liaison is one of the great parts of my job. The Friends' wrapped up the year with great final sales, meaningful donations of excess inventory to community organizations, and a great deal of assistance helping prepare the 5000 area for the upcoming boiler installation.

Much of my own work in December involved continuing action on outstanding projects mentioned in my November report. I am also working with Karen on the budget for the upcoming fiscal year. When Adult Services needs a helping hand with displays and ordering, I always pitch in. Additionally my organizational skills have been in high demand as we prep for the boiler installation.

**Carry Cubillos, Cultural Programming**

On December 4<sup>th</sup> Alice Joselow called a meeting to inform Ossining community organizations about the distribution of funds from "The Strategic Prevention Framework for Success" a grant received in the amount of \$300,000 from which the library will receive \$10,000 for programs related to mental health and substance abuse.

On Thursday, December 5<sup>th</sup>, Karen, Diana Lennon, Luisa Granda and Rodolfo Moran from Neighbors Link and myself, met to talk about strategies on how the Library and Neighbors Link will work in a coordinated way guiding the families and the community in general in decision-making about the importance of the Census 2020. We want to help them understand how the Census is the key to obtain the financial resources affecting schools, housing, health care services, business investment, and much more. Our conversations continue.

On December 14, I attended a Neighbors Link informational presentation about the "Green Light Law" This presentation was about rules, regulations, restrictions, etc., for new driver's license applicants. Undocumented immigrants in New York will now be able to apply for drivers' licenses; after the state's so-called "Green Light Law" was approved. It is crucial for us as a library to educate people about this process and to let them know we are ready to assist them in preparation for this important step in their lives. We have for our community all the necessary documents to follow the process to obtain a driver's license, such as, manual for drivers to prepare for the written test, application, a complete list of documents accepted as points, and print-out review for the written test. These documents are all in Spanish as well as in English; and are located in every library department. We are very lucky to have enough Spanish Speaking staff ready to assist our patrons. My personal comment is that this law is very fair and is going to make, not only undocumented people's lives easier, but safer roads for all of us.

On December 14, as a member of the IFCA Board, I was invited to the reopening of their thrift store. After renovation, the store is bigger and very well organized.

On December 18, I, along with Diana Lennon and Allison Robbins, attended the WLS Census training workshop.

During the month of December, five people came to my office soliciting loans from the OMF. Three of them were granted.

### **Diana Lennon, Adult Services**

It seems strange that 2019 ended, and that I have been at OPL three months now! A lot has happened in those three months, and yet there is still a lot more to be done.... December was challenging, with a number of staff out sick and some negative reactions from patrons about decisions I made. This was balanced by staff stepping up to help out in Adult Services, and positive feedback from other patrons about the changes I am implementing in 2020.

One major change I am making is to the Spanish language programs here at the library. While they had been in place for a number of years, I believe they were not inclusive, nor sustainable, in that format. After discussion with Guillermo Rodriguez and one of our teachers, Barbara Bethea, I asked Guillermo to offer a Beginner Spanish Conversation Group to replace the Wednesday advanced group he had been leading. We also informed Barbara that we would not continue the different levels of Spanish classes that she had been teaching. These formats excluded patrons and in my opinion, did not meet community needs except for those of a small group who had attended these programs for years. Our new format includes Guillermo offering a Beginner and an Intermediate Spanish Group, and I will lead a Spanish-English Conversation Group. I have had great success with this type of group that is open to anyone at any level of learning either Spanish or English, and it unites the English Language Learners in the Latino community with those learning Spanish. Additionally, Guillermo is teaching a Staff Spanish Class, and with his (public) Beginner group, he will have one preparation for these two programs. It also saves money for the library by having Guillermo and I run the groups, rather than outsourcing the programs. I am

confident that each of the programs will be successful, sustainable, and will meet community needs. While it was unfortunate that some patrons were quite negative about the changes, we have received a lot of inquiries about the new programs. I am very excited to begin these programs in January!

One of my early 2020 goals is to get a better handle on the Adult Book Orders and Budget. Molly, the Adult Services team, and Marie's team in Circulation, have done an incredible job of keeping the shelves stocked with books and those shelves weeded and in order. I would like to clearly organize our ordering and weeding schedules, and align material orders with the budget. In the first quarter of 2020 I will focus on this, including more assignments to the part-time staff to help with all aspects of collection development.

Starting in January, Bonnie and Guillermo will work one Saturday per month, as I have been doing since I began in Sept. James will continue to work on Sunday programs. This may affect Part Timers' weekend hours, but there may be opportunities for them to work a shift during the week. Karen and I feel this will provide the public with a consistent level of service that is challenging when only part-timers work on weekends. In assuring that the part-time staff is up to date on all aspects of Adult Services, I have been emailing all AS staff a "Weekly Update" to keep them informed of changes and updates in how we serve the public. I believe this has helped them to better understand their roles, answered their questions, and clarified our work.

In December I attended two sessions on the Census: a meeting with Neighbors Link, and a training session through WLS. Both were informative and helpful as I work on staff training for the Census. I also attended a training here with the Baker & Taylor representative, which was very helpful in learning more about their ordering system. We had an EverGreen Reports work session too, led by Allison, and I found it helpful that we could work on them together. We are planning a group work session on LibGuides for January.

With cold and flu season in full swing, and the holidays in December, it was a busy month with a lot included! I hope everyone had time to enjoy the holidays and contemplate the New Year!

### **Ignayra Lopez, Children's Services**

#### **Class Visits**

We hosted some more 5<sup>th</sup> grade visits to the library. Students were working on gathering non-fiction books for class work. They also browsed and checked out books for leisure reading. These particular visits students learned to navigate the library's catalog, which is a lifelong important skill. It was fantastic.

#### **Outreach**

This month we were able to connect with Ossining Children's Center again. Debbie will be visiting the center once a month to visit the students and share some stories and songs. We will be continuing our visits indefinitely.



## **Programming**

Our fall programming came to an end this month. We held another Roblox tournament, a patron favorite, on Friday, December 6<sup>th</sup>. Almost every kid who uses the computers in the children's room ends up playing Roblox. The tournament Kevin hosts goes along with the wants of our young community, which we hope to continue to do in the New Year. We ended 2019 with a bang and held our annual Noon Year's Eve Party on Tuesday, December 31<sup>st</sup>. We had a fantastic turn out with about 130 kids and about 150 adults. The theater was jam-packed with bubbles flying through the air, horns blowing, music blaring and feet dancing away. We hope to continue this program again next year bigger and better! We are also looking forward to providing some more fun and exciting programs this winter.

Here's our weekly winter programming schedule:

Mondays – Mother Goose Time, New Parents' and Infant Support Group (sponsored by the Friends,) Use your Brain

Tuesdays – Trivia Tuesdays

Wednesdays – Every Day's a Holiday!

Thursdays – Time for Twos, I ♥ Art

Fridays – Baby Play Time, First Steps in the Library

Saturdays – Family Storytime, Family Yoga Time

Sunday – Reading to Lexie

## **Space**

There has been much change to our space recently. The idea came about to create a designated space for "tweens." Due to this idea we had to physically move an entire shelving unit. The shelving unit housed our Holiday Collection, Staff Picks, Newberry Books, and OPLbery winners as well as our ever so growing Graphic Novel collection. All of these books had to be relocated to other areas of the room and with some brainstorming amongst the team we managed to get them moved. The shelving unit has been taken down and now we have much space for our middle graders to hang out, relax, play a board game, and tinker with some cool materials. Our next step is to order some new tables and comfy seating. Kevin has ordered some new board games. Trish will be ordering some tinkering materials for creative and hands-on activities.

## **Professional Development**

On December 4<sup>th</sup> Marie, Suzy, Diana, Bonnie and I were able to meet with a Baker & Taylor representative. This meeting was very valuable to me. I knew the basics of B&T coming to OPL but at this meeting I was able to get some great helpful tips. We were also able to meet our rep, Tarita Murray, who we can contact with questions.

## **Mallory Marinaro, Marketing and Communications**

December was a month of planning; I spent much of it looking ahead to 2020 and coming up with frameworks and procedures for marketing and communications in the new year. The goal for the year is to be purposeful, intentional, and mission-driven, and I've worked with Karen on identifying goals, priorities, and professional development on moving forward with that vision in terms of publicity, social media, and writing.

## ***Fundraising and Professional Development***

I continue to look forward to working on revitalizing the Ossining Library Foundation and am excited to see a new group take shape.

In light of the new foundation and working more closely with library donors, I have started coursework in Fundraising with U.C. Davis; the program will cover the foundations of development, annual campaigns, major and principal gifts, and planned giving. I look forward to learning more about the field of fundraising and will share highlights and best practices as I incorporate them into my work at the library.

## ***Email Newsletter***

I sent out 8 email newsletters in December--4 weekly programming newsletters, two reminders about our visit from author R.D. Rosen, and two weather announcements.

*New Subscribers in December: 57*

## ***Bob Minzesheimer Author Series: R.D. Rosen***

R.D. Rosen visited on December 10th to discuss *Tough Luck: Sid Luckman, Murder Inc., and the Rise of the Modern NFL* as part of the Bob Minzesheimer Author Series. He was an absolutely fantastic speaker--witty and interesting--and Rob Fleder was a great moderator. While we were disappointed with the turnout, it was a really wonderful book discussion and it was especially nice, and moving, that Bob's son James did the evening's introductions. Publicity for the next visit, on January 30th, is already underway--and truly, if you're looking for a new book to read this winter, pick up *Tough Luck*, it's really quite good.

## ***Social Media***

The wintry decorations and excellent exhibits in the gallery made December a very easy month on social media--so much content to work with! It's been gratifying to see increases in the amount of people who tag us in their comments and locations on Instagram and who check-in to the library on Facebook; it shows that our online presence is top of mind for people (and their tagging is great word of mouth publicity for us!). One of my goals for the year is to continue expanding our engagement with our patrons online, including introducing more interactive content, such as an online book group--stay tuned for details and I hope you'll consider joining!

## ***Empire State Award Committee***

My tenure as the third-year member of this committee has started, which means the fun of the committee work without the pressure of hosting and coordinating anything! 2020 marks the 30th anniversary of the Empire State Award, and I will be helping the current chair do promotional and graphic work highlighting that accomplishment, as well as working to create a database of New York authors and illustrators, to make the nomination process easier.

## **Statistics**

### **Facebook**

**2,210** likes—21 new likes

**11,237** people reached

**31** checkins

**Most popular posts:** Children's Room Noon Year's Eve Party; Food for Fines; announcement of our revamped Read Away Your Fines program

### **Instagram**

**1,142** followers--9 new followers

**Most popular posts:** The book tree in the Friends corner; a toddler visiting the Cat in the Hat & Olaf *How Tall Are You?* board in the Children's Room; Reading to Lexie

### **Website**

**6.2 K** users

**8.3 K** sessions

**People visited the website by...:**

Desktop (65%)

Mobile (31%)

Tablet (4%)

## **Allison Robbins, Technology and Training**

### **Software**

- **Staff Scheduling:** Sling scheduling software was approved! Department heads all agreed that Sling was a good option and we are forging ahead. Although using Sling and moving to a digital schedule will be an adjustment for all, there are many benefits to having a purpose-built software for supervisors and staff to use and I am confident that we will all be able to adapt to it.
  - January will be full of training, beginning with Karen during the first week, followed by training with department heads/supervisors who schedule staff during the second, and wrapped up with department staff training during the third.
  - On February 1st, Sling scheduling will be launched with actual schedules alongside our usual, paper versions. Over the following two weeks, staff will have the opportunity to get used to having a digital schedule before we go entirely digital on February 15th. During this time we can troubleshoot any issues and provide additional assistance to staff struggling with the software.

### **Staff Training**

- **Evergreen:** I held an Evergreen Reports work session on December 5th, which was attended by Ignayra, Bonnie, and Diana. Work sessions do not include any formal training and are instead a way of setting aside time during which staff and I can work tech based projects together in the same space. We went over some reports basics,

limitations and tips for effective reports, and ways of manipulating the data in Excel after it is pulled. We have another Evergreen Reports session set for January 9th.

## Website

- Issues: Staff is experiencing some issues with certain functions of the website related to our programs “blocks” and media library. I have spoken with Michael Petrocelli at WLS, who is our website contact there, and neither he nor I can figure out what is causing the issues. I will continue to look into it. In the meantime, staff are able to work around the issues.
- Website Hosting: Our website went down on December 20th for a few hours. As a result of the site going down and the process by which it got back up within minutes of the end of business on that Friday afternoon, we realized it was within the library's best interest to find a new host for our website. A managed web host will bring us around the clock support, more frequent backups, prevent our site from going down when WLS servers experience issues, automatic updates to WordPress, which increases security, and other benefits. We will be using WPEngine and I will begin coordinating the migration process with Michael Petrocelli as soon as possible.

## Reports and Statistics

- Calendar Review: The new goal for calendar event information completion was announced: beginning in March 2020, completion of calendar events will be expected two months in advance, rather than one.
- Staff “Time Lost”: We have often wondered how much time our staff “loses” to our WLS system and Evergreen related issues. At Karen's request, I asked staff to record their daily struggles with WLS systems and Evergreen, documenting the category to which the issues belong as well as the amount of time spent dealing with the issues. I created a brief form/slip for staff to fill out over the course of two weeks. I collected these slips and compiled the information written on them. While the collection method is far from scientific and the results should be considered with a generous margin of error, it does provide some indication of the issues that staff are dealing with and how much time might be lost as they do so. The results are below.

Computers Slowness related entries:	9	Time lost related to Computer Slowness:	3.72
Crashing related entries:	12	Time lost due to crashing:	1.89
Evergreen related entries:	10	Time lost related to Evergreen:	2.22
Login time related entries:	36	Time lost due to Login time:	20.20
Other:	19	Time lost to Other:	5.18

Total time lost across all categories over 2 week period (hours):	33.08	Hours lost multiplied by \$25 per hour rate as example:	\$827.00
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**Misc.**

- Budget: I began working with Karen on a preliminary budget for technology needs. These needs include: a formative hardware replacement cycle, software and eResource subscriptions, website hosting and maintenance, connectivity, and others.
  - Collections: Diana and I discussed the Nonfiction, 00 (computing and information) section in Nonfiction. Going forward, I will begin weeding and developing the section.
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**Coming In January, 2020**

- Evergreen reports work session: January 9th
- LibGuides work session: January 23rd
- OPL's Digital Checkup: This monthly, patron-oriented workshop series featuring different electronic resources is set to kick off OPL's Digital Checkup in 2020 on January 23rd and 25th with Mango Languages!
- Sling Training and Spinup

**In the Works**

- Technology Core Competencies for Staff: Library-wide as well as department specific, developed with department heads.
- Evergreen Checkup List: A monthly, 5 minute checklist for staff to use in order to make sure that their Evergreen settings are correct--a problem that emerged after our WLS system-wide failures.
- Tech and e-resource focused community outreach: planning has begun in collaboration with Teen and Children's Services.
- Research into Microsoft Office 365 Education

**In the Forecast**

- Researching and using trials of additional genealogical eResources
- Regular/Continual Staff Training Plan
- OPL Evergreen Help on various, problem area topics.
- Computer gaming programs expansion with Kevin, including research into Minecraft Education Edition and supporting systems.

**Marie Trapasso, Circulation and Technical Services**

The last month of 2019 was a month for trying new programs and new ideas. The first new idea Diana Lennon and I decided to try was an expansion of the Read Away Your Fines program. This program now includes adults. However, they must read for a longer period of time than a teen or child in order to have \$2 in fines forgiven. This program has not really caught on yet. Hopefully it will gain some traction in the new year.

The second program we tried out was our Food for Fines program to benefit the Ossining Food Pantry. For every 1 food item that was donated, \$1 in fines was forgiven. We did have \$91 in fines forgiven through this 2 week program. In my eyes, this was a success and I hope to run a similar program in the future.

Las clases de español continúan. I am finding it easier to translate words that are written in Spanish but I am struggling with carrying on a conversation. I am hoping that in the near future I will feel comfortable enough saying "yes" when a patron asks me if I speak Spanish.

I met with Allison Robbins to look at Sling, which is new scheduling software. It seems like it could make everyone's lives easier. I am struggling with the layout and colors of it but I hope that, with time, I will get used to it.

I also arranged for our rep, Tarita Murray from Baker and Taylor to visit OPL on December 4. She sat with me, Ignayra Lopez, Diana Lennon, Bonnie Katz and Suzy Zavarella to go over improvements made to their website and she answered all of our questions. We all benefitted greatly from her visit and Tarita and I talked about having her visit at least once a year. I will reach out to her again in the Spring.

In honor of *Frozen 2* being released on November 22, I put up a bulletin board outside the Circ/Tech area with 10 not well known facts about *Frozen* and its sequel. I received a few compliments on this board. I mean, how can you not love Olaf?

Another project I started to work on at the end of the month was to revamp the library card applications. As Evergreen receives upgrades, it's helpful to staff to also update the library card application. For instance, adding a box that asks if the patron would like their receipts emailed instead of printed. This way we can have their receipts default to email right away. The information is currently being integrated into the application by Janice. Once I have it, I will have it translated into Spanish. I also met with Mallory to go over changing the online application to have it match up with the changes to the paper application. I am hopeful that all of the changes will be complete and ready to go in January.

**Circ Statistics:**

Patrons Added:	111
Interlibrary Loans: (to Ossining):	2,136
(to other libraries):	2,193
Total Circulation (including eBooks):	15,168

There were 2,068 checkouts from Overdrive.

Our museum passes circulated 31 times and our Explorer Bag circulated 1 time.

There was \$99 in children's fines read away in December.

There was \$8 in teen's fines read away in December.

There was \$91 in fines forgiven through our Food for Fines Program in December.

**Tech Statistics:**

Items Added:	906
Items Deleted:	1,650