

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

**Karen LaRocca-Fels, Library Director**

This month has been another month of change. While we have continued to grow our digital programming and promotion of digital collections, we started (slowly) rolling out on-site services.

The Arts Westchester awards ceremony will be held at the end of this month on June 30th. The library will be receiving (digitally, of course) the Sophia Abeles Art Education Award. I was filmed accepting the award at Arts Westchester earlier in May. They will be putting together a compilation of those organizations receiving awards, which will be good to see.

Curbside pickup was the big project for the last few weeks. Once we learned that we could proceed, we went into full planning mode. Marie Trapasso was tasked with the overarching planning and the department heads and Molly Robbins all stepped in to provide assistance and guidance. We are using Curbside Communicator to communicate with our patrons in regard to their pickups. There were some initial glitches -- not with Curbside Communicator, but with Evergreen -- but patrons were patient with us and the staff were very inventive in figuring out workarounds and solutions. Kudos to the staff of the Circulation Department, who not only stepped up to staff curbside, but whose ideas and innovations for the process were helpful in getting it up and running

The Re-Entry Committee continues its work, planning for various stages of re-opening and discussing solutions to a variety of problems and challenges we may face. As we move closer to allowing the public in the building, our work will continue to ramp up. We are taking it slowly on this front. Our focus right now is building out our curbside services in order to be able to provide physical library materials and printing. Next step (possibly) is curbside computer access. A big thank you to Molly Robbins in her efforts to plan the various spaces in the building. Social distancing in our office spaces will be a challenge.

I put together our building safety plan and a staff safety plan protocol document that I am sharing with you. The staff safety protocols are what we are using to minimize the risk of spreading COVID-19 amongst our staff. So far, everyone has been great about following the protocols. It is definitely a change in routine -- but our routines have been upended in any case.

Assemblywoman Sandy Galef confirmed with me that we will have an extended deadline for our security camera installation project. I understand that they are giving us another year to complete this project.

I attended the Regents Commission on Libraries meeting on May 13th and was very impressed by some of the planning that other library systems in our state have done. Both Upper Hudson Library System and the Ramapo Catskill Library System created documents and plans, in collaboration with their member libraries, to phase and plan their re-opening. The RCLS plan was shared with the PLDA and with Terry Kirchner (who was also on the call). The bottom line for us, though, is that we are on our own to make decisions for our own libraries, following best practices and advice from colleagues, trustees, and counsel.

As you all know, our budget vote is happening by mail this year. As I write this, we just found out that the deadline for receipt of the absentee ballots by mail has been extended to June 16th, so it will be a bit longer before we know the results.

Diana Lennon, Allison Robbins, Mallory Marinaro, and I have been busily working on the IMLS Library Cares Act grant. We are writing for funds to create a workforce development team consisting of three part-time professionals (two librarians and a library assistant) and several rotating cohorts of teen Tech Tutors, all to help with job searching, career development, interviewing skills, and a variety of other skills needed to successfully gain employment. The grant includes lendable technology to help bridge the digital divide. It also includes training for the current library staff, as well as outreach training by the workforce team to further train library staff in how to help patrons with employment searching and prep. We're calling it WORK: Workforce Opportunities, Resources, and Knowledge. This grant is a longshot for us, but why not? Our grant writing team is gaining valuable skills in writing a grant of this caliber and we can reuse much of our work and research for future grants. The grant application is due on June 12, so hopefully, it will be snugly put to bed by the time we meet.

Matthew Weiss, Shandi Speller, Alice Joselow and I attended a meeting of the Ossining Equity Task Force on June 5th. I'm glad to be part of this effort. I also think that we need to move ahead independently on our own work for our institution.

The boiler installation project is wrapping up. The big waiting game now is with ConEdison for the hookup. We are assured that we are on their roster, but COVID-19 has caused them to shift their priorities to emergency work first.

Some virtual meetings and workshops that I attended these past few weeks. I'm leaving out the Department Heads' meetings -- we have those three times a week on most weeks:

- 5/11: Site visit with FirstLight Fiber
- 5/11: Community Partners Meeting
- 5/11: Policy Committee Meeting
- 5/12: Adult Services Part Timer Department Meeting
- 5/12: IMLS Grant Committee Meeting
- 5/13: Regents Advisory Council on Libraries Meeting
- 5/13: Poll to the Public Team Meeting
- 5/14: PLDA Meeting
- 5/14: IMLS Grant Committee Meeting
- 5/15: Re-Entry Committee Meeting
- 5/18: Library Board Meeting
- 5/20: Meeting with Nancy Arroyo and Diana Lennon
- 5/20: Meeting with Carry Cubillos, Maddi Zachacz, and Jaimie Hoffman
- 5/20: ArtsWestchester Filming
- 5/21: PLDA Meeting
- 5/21: IMLS Grant Committee Meeting
- 5/22: Re-Entry Committee Meeting
- 5/28: PLDA Meeting
- 5/28: Meeting with Jeanine Esposito (EXCITE Transformation for Libraries trainer)

- 5/28: IMLS Grant Committee Meeting
- 5/29: Re-Entry Committee Meeting
- 6/1: Community Partners Meeting
- 6/2: Staff Census Training with Neighbor's Link
- 6/2: IMLS Grant Committee Meeting
- 6/4: PLDA Meeting
- 6/5: Ossining Loves to Read Meeting
- 6/5: Ossining Equity Task Force
- 6/5: Re-Entry Committee Meeting
- 6/5: IMLS Grant Committee Meeting
- 6/8: Community Partner Meeting
- 6/8: IMLS Grant Committee Meeting

Attached please find our Department Reports.

Respectfully submitted,

*Karen LaRocca-Fels*

**Molly Robbins, Assistant Director**

During May I continued to come into Ossining 2 or 3 days a week and pick up the library mail, sort it, and then work on projects here in the building. The boiler project continued on schedule and I checked on the progress each time I came in to the library. I regularly touched base with Bert Leitman, Project manager, to see how things were going. I touch base regularly with Karen, the dept. heads, and the B&G staff

I am continuing to focus on professional reading, attending relevant webinars (diversity training and outreach, fundraising, and health and safety), and following closely how to manage issues related to the COVID-19 outbreak. The most difficult and frustrating part is the lack of consistent information. The knowledge base for COVID-19 protocols is constantly growing and the rules and recommendation seem to change daily. Just when I have written up new procedures to follow or identified equipment to recommend for purchase, something changes. I know this is a frustration for nearly every agency. Our staff have all been gracious and flexible, especially the building and grounds crew, and we are all doing our best.

B&G staff moved on to some larger projects in May. The stone flooring in the lobby has been deep cleaned and the nonfunctioning security gates have been removed. The lobby looks much brighter, cleaner, and more inviting. This will also allow us to manage social distancing in a space where that previously would have been very difficult. Additionally Steve and Joe were able to resolve a long standing frustration related to the lighting directly above the Cheever room reading tables. The lights were often not on due problems with stuck ballasts, and regular overheating that would trip the breaker. All the fixtures are now working and have been replaced with LED bulbs. The LED bulbs will last much longer and run more efficiently. They also run cooler and we have moved past the breaker problem.

As always Karen and our staff have been great during this crisis. The support we have given each other has been tremendous.

**Carry Cubillos, Cultural Programming Specialist**

I continue informing the Latino Community, through the Facebook page in Spanish, of all the community events, updates, services and everything happening in Ossining.

Feeding Westchester: May 5, 12, 19, 28, 28: Community Center 9-11, Market Square 12-2, Bethlehem Church 4-7.

Feeding Wednesdays: Grab and Go Groceries: Community Center 9–11 and Market Square 12-2 pm. Ossining Food Pantry help de community with cards to be used in supermarkets and grocery stores sent by mail to their homes.

Ossining Prepared Meals: May 7-13, May 14-20, May 21-28. At Stop Shop 4-6 pm.: Gullota House in collaboration with Elks, Cap, School District and the Ossining Food Pantry, joined efforts to provide and distribute prepared meals, as well delivering food to the disabled and the elderly. They use the first letter of the last names in consecutive order, and repartition times are divided as follows: 11-11:30, 11:30-12, 12-12:30 and 12-1 pm.

During Westchester food distribution, OPL has offered the community information about resources for parents to help their children with the distance learning, Census books and information about the Census 2020.

How to make your Own mask: I received an English video from a friend on "How Make your Own Mask". This mask it's not only very easy to make, but fun. Parents can make it with their children, decorate it and wear it in half an hour at most. With Suzy Zavarella as a videographer, I recorded this video in Spanish. Below is the link:

<https://docs.google.com/presentation/d/1UzMSWupM3nlj9C80k1OXUNjUdg-ZYmlMuKGtXwbnTEc/mobilepresent?slide=id.p>

Census 2020: As I mentioned before, OPL took the opportunity to talk about the Census, distribute fliers and giveaways during the food distribution. This is the time when we see a great amount of the Latino community members which is our main target. Various meetings, chats, and trainings happened during the past month. I attended 2 trainings and two WLS chats. The chats with WLS were very informative. We exchanged different ways to communicate with people, especially with the hard to count community. We learned there is a slowdown in results. The last meeting was two weeks ago.

Results for Ossining were 48%. On Friday June 5<sup>th</sup>. the percentage only reached 58%. I made some suggestions. One of them was, since we are in places like food distributions, with a great presence of Spanish Speakers, we need to ask individuals if they filled out and sent in the Census. If their answer is yes, we ask them to call 5 of their friends and ask if the filled out the form yet; if their answer is NO, first do some convincing talk and then offer to guide and help them. Encourage them to do it for Ossining's well-being in the next ten years. WLS thought it was a great idea, so Joe Maurantonio hijacked my idea. I have been doing this since day one, as I did in 2010. As time passes, taking advantage of the extension, I hope we can do something to help the percentage go up. On May 28 Ignayra Lopez and I recorded a video, Suzy Zavarella recorded it. I explained in great detail every question on the Census with the aim to help our community understand what the Census is and why they are asking all those questions. It was posted the same day.

Ignayra Lopez created a group called "Spanish Speaking Presence Committee." As its name mentions we, the Spanish speakers, will be present in community events, where it is necessary to communicate, help, and instruct in any way we can the services or events that can affect our Latino community. During the month of May, we had three meetings. We are: Ignayra Lopez, Guillermo Rodriguez, Diana Lennon, Suzy Zavarella and myself. I really appreciate the help of Suzy Zavarella, she has been collaborating with me in all the events offsite for Latinos, as well as, recording two videos to be posted on the Spanish Facebook page.

I post events for the library departments, as well as other organizations, such as Ossining Open Door, Ossining School District, Ossining Food Pantry, Gullota House and more.

Also, a weekly update from Governor Cuomo. I post a weekly summary of all the events not only about COVID-19, the decline in the number of deaths, the new childhood disease known as the Multisystem Inflammatory Syndrome related to the Corona Virus, that no vaccine has yet been found for any of these diseases but also, the rights and duties of business owners

preparing for Phase One on May 15, all its requirements such as the preparation of workspaces with the required social distancing, maintaining hygiene standards and use of masks, continuation in the suspension of rent payment for three months since last April; schools will continue distance learning until the end of the year, nothing specific has been determined about education during the summer time 2020.

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

It seems incredible that we have spent another month creating ways to work at home and deal with a new world. On May 14th, we were thrilled to welcome back Bonnie Katz, and with her usual enthusiasm, she jumped back into her responsibilities and joined our virtual world of work. She also started to learn LibGuides along with the entire department. Everyone, particularly the part-time staff, is contributing to this project by working hard on learning and building these information resources on a wide variety of topics. We plan to debut them on the website soon.

In May, we continued to meet in our Re-Entry teams to discuss how to move towards returning to the library with the appropriate safety precautions and our priorities defined. The Adult Services staff also meets weekly in Full-time and Part-time groups, as well as individual meetings with me and each other. To give some perspective, I had forty-eight virtual meetings--only within OPL-- in twenty work days in May. All staff continued to participate in webinars and outside meetings, including Guillermo Rodriguez and I attending an excellent Book Expo session entitled "Pivoting through crisis: A global pandemic's impact on the future of library services". Bonnie attended *Library Journal's* "Day of Dialog" on May 28th to find out what is new in publishing, particularly important as she resumes her collection development responsibilities. Additionally, Heather Pullem responded to ten *OPLAnswers* emails from patrons, and AS staff responded--in English and Spanish--to almost sixty phone calls.

May brought more virtual programming: James Trapasso brought back the Breaking News & Discussion Group on Tuesday mornings, with forty people attending the first session. Attendees signed in from Florida, Georgia, and South Carolina! Yoga and knitting continued virtually on Saturday mornings. A history lecture series on Ancient Egypt had 18 attendees, and another on Ancient Rome had 13 people, with some signed on from South Carolina, Florida, and one person from New Brunswick Canada. (He was a teacher and his friend sent him the Zoom information as they knew he would be interested.) The Health & Wellness Series continued with 30 attending "Power of Plant-Based Nutrition" and 22 at the "Meditation Aromatherapy Sound Session". Both were great lectures to have during this time in quarantine. James also coordinated the "Positivity Project" for both staff and patrons, and we will be sharing these soon on social media and in eblasts. Musicians continue to submit their concert videos; guitarist Austin Charnis submitted his second video recording that we shared. James and Guillermo continued their virtual Travelogues with "travel" to different wineries in New York, and back to Colombia!

James, Guillermo, and I also made videos encouraging the public to fill out the OPL survey, and I made a BookTalk video about Chilean author Isabel Allende. Scott Craven created a "Remote Book Club" video about Ossining and the book Crash Out: The True Tale of a Hell's Kitchen Kid & the Bloodiest Escape in SingSing History, by David Goewey. Guillermo is working

on a Spanish "CineClub Virtual" which will focus on discussing and watching Latin American and Spanish films. And so timely for our historical moment, Bonnie continues to work on her "Racism in American Cinema" project, a critical piece of our work as Adult Services Librarians.

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

This month much of the concentration has been geared towards re-entry and what will Summer look like with all the changes that are put in place. The children's team goal was to put a plan in place for Summer.

Our usual virtual programming has continued to thrive this month. Some new additional programming has been added. Our Homework Help program has gone virtual. The program will be held on Wednesdays from 3pm-5pm up until mid-June. We've been utilizing a new Zoom feature called breakout rooms to pair students and volunteers. I must say we've gotten a good response. At our last session we had 10 students sign up. I wish we would have thought of doing this much sooner. However, in the future it's something we could offer as part of our regular in-person homework help program for students who can't make it to the library. Debbie has also begun to host I ♥ Art Jr. This has sprouted in response to patrons wanting to get their little ones in on the art action. Very similar to I ♥ Art, I ♥ Art Jr. have a simple craft and art project for a much younger audience. Debbie has also changed her format to the program. She has been developing videos to showcase the art activities and explanation of artists and their style. You can find an example [here](#).

May was Mental Health Awareness Month as well as Asian Pacific American Heritage Month so we curated children's book lists that go along with these themes. Our staff also shared their favorite picks for the month. I find this a great way to promote our collections. Another way we've been promoting our collections is through recorded booktalks. You can find all of our recorded book talks on our [YouTube page](#). Mallory helps us share out the lists and booktalks via eblast and social media. All the books we use for the lists are available on Overdrive, Libby or Hoopa for electronic reading.

Part of the re-entry process I was tasked with heading the Spanish speaking presence committee. We had lots of wonderful ideas come about in these committee meetings. One thing was more Census outreach within the community. Carry and I went out to the food distribution site on Tuesday, May 12th to hand out children's books about the Census and talk to the community about the importance. Carry and I also did a Facebook Live on Thursday, May 28 on the Unidos Comunidad Ossining page discussing Census info in Spanish. We've also created a handout with resources to help families with distance learning. We are committed to also sharing tips on the Facebook page.

Many connections with the school district have happened during the month of May. I'm so grateful during this time I've been able to meet and partner with educators to share the resources the library can offer them and their students. On Tuesday, May 19<sup>th</sup>, I joined Ray Sanchez and the principals in the school district in a meeting to walk them through the many digital resources that can be used to support school learning. I was then asked to participate in a Professional Learning Week in the district so I presented the same resources to teachers on Tuesday, May 26<sup>th</sup>. In addition to this, I participated in the 1st virtual Saturday Explore and

Learn for the district. You can see my Storytime of “One Cool Friend” by Tony Buzzeo and activity [here](#). Lastly, I was able to publicize our new programs and resources in all the school eblasts to families in the district.

Our Summer Reading program has been finalized. Our Virtual Kickoff will be held on Saturday June 20th with Jungle Jim performing. We have created our reading log and mapped out how the program is going to look this year. It will be the same for all ages and very easy. We will be explaining the program in a video. The video will be shared with the school district and with Mallory to share out.

Here are some webinars our children's staff has taken this month.

- Demco: We are all in this together. Covid 19 safety tips for reopening your library
- SLJ: Flipped Classrooms and other online learning tools
- OrangeBoy: Managing Customers expectations as you reopen
- Booklist Webinar—Mental and Emotional Wellness: Books for Young Readers
- HarperCollins Children's Books Fall 2020 Book Preview
- Maximizing and Measuring Virtual Programs
- Booklist's Book Buzz Jr.
- School Library Journal Day of Dialog 2020
- WLS Zoom Webinar

Here are some webinars the children's team has taken this month:

- Flipping the script: What's next for libraries?
- SLJ Middle Grade Magic
- Online Learning Tools Within Your Gale Resources for Public Libraries
- Webinar: Hands-Free Story Hours
- Documenting the Present Moment
- Thinking Sideways
- Improving the Quality of Youth programs
- Remote Teaching with Art
- Art & Inquiry: Museum Teaching Strategies for Your Classroom

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

In the interest of full disclosure, when Karen asked for our monthly reports, I was a bit baffled, because I couldn't comprehend that it was already June and that the simultaneously short and long May was already (or finally?) over. It was another month of learning on the fly and testing my flexibility and while that reads as a complaint, I don't mean it as one (I do long for the days of being able to plan more than two hours in advance, though).

The biggest themes of the month were messaging (regarding an unconventional budget and our plans for reintroducing services) and curbside pickup. Marie and I spent a lot of time working on how to best communicate our curbside pickup system and I think it all came together very well and very quickly.

I've received many lovely emails and messages from patrons since the building has closed, and they reaffirm that the work our staff is doing is greatly appreciated by the community. This recent email put a huge smile on my face:

*"I have to tell you the OPL has been an essential lifeline during these overwhelming times. Your emails, programs, hoopla, etc. have brought me such joy. Thanks for being there, beyond the building."*

What a delightful message! The notion of the library as a lifeline has been important to me since our building closed, so to have that mentioned by a member of the community was wonderful.

### **Grant**

May was a month of grants, and I'm nervous and excited to see how the grants are received. Allison, Diana, and I collaborated on the "*Libraries Lead with Digital Skills*" grant offered by PLA and Google, and we all agree that even if our proposal isn't successful, the program we designed and the Grow With Google suite of learning apps will be essential for adult programming going forward.

Allison, Diana, Karen, and I have been working on the IMLS CARES Act grant in recent weeks. The grant application itself is enormous and it will be a true test of our ability to whittle and edit our personal narrative to stay under 5 pages, but it's a great experience to work with Grants.gov and to confront the overwhelmingness of a federal grant application. Because I'll be working with grant writing going forward, I'm viewing this application as a win already, because it's allowing the library to establish a grant framework to use going forward, and we're doing a lot of work now for my future self (and my future self thanks us!).

### **Email Newsletter**

Sending out multiple email newsletters each week has been a test of my creativity, but it's fun to find new and cheerful information to share with patrons; people really enjoyed the links of the week I compile, as well as weekly recipe links (and who could blame them? Creative spins on s'mores is something we can all agree on).

In May, I sent out 18 email newsletters: Children's Room weekly emails (4), Teen Room weekly emails (4) and the Friday Five (5), as well as emails about the Budget Vote and Absentee ballots, our poll to the public, an announcement of curbside pickup, an overview of the challenges we're planning for as we reintroduce library services, and a FAQ for curbside pickup.

*New Subscribers in May: 27*

### **Social Media**

Social media posts and creating graphics in Canva was a large part of May, and our patrons have continued to engage with our posts on Facebook and Instagram, and we've been having

a lot of great conversations through comments and direct messages. Our staff has continued to do a lot of fun programs and videos, which are a lot of fun to promote. Louis and Maggie create excellent videos on a regular basis, and Ignayra's book talks are always a hit with patrons. As ever, Trish's Storytimes and Marie Pierre's book talks and mindfulness programs on Instagram Live are wonderful.

### ***Poll to the Public***

As part of the Re-Entry committee's process, a team of us created a poll to the community to ascertain what's most important to them as the library reintroduces services. We had participation from each department in crafting this poll and, with thanks to Allison, Debbie, Diana, John, Karen, Louis, and Sumbul, we were able to send out a survey that has really engaged our patrons. I've been so pleased with the number of people who have completed it and with the thoughtfulness and honesty of their answers, all of which will prove formative as we move forward with our re-entry plans.

### ***Professional Development***

I continue to add to my list of webinars I want to watch in the future, when time allows, but did attend some this month:

In **Managing Customer Expectations As Your Re-Open Your Physical Locations**, presented by OrangeBoy Inc., Clark Swanson and Kate Jacobs went over best practices for communicating with patrons. The biggest takeaways were to be clear and unambiguous in all communications about our precautions and methods we're taking to be safe. They also had a couple of tips and tricks for expanding services while limiting the amount of people visiting the building and recommendations for how to assist patrons with distance learning.

Allison and I attended the **IMLS CARES Act** webinar, and the webinar itself was as overwhelming as the grant application. We did get some important takeaways and also improved our skills for quickly grabbing screenshots, because the presenters moved *quickly*.

### **Statistics**

#### **Facebook**

**2,388** likes—21 new likes

**24,722** people reached

**3,274** post engagements

**Most popular posts:** Our announcement of curbside pickup; Trish's virtual Storytimes; a reminder that our parking lot has free WiFi 24/7

#### **Instagram**

**1,297** followers--25 new followers

**Most popular posts:** A spring picture of the building; Maggie's *Animal Crossing* circ desk; announcement of curbside pickup

#### **Website**

**2.3 K** users

### 3.6 K sessions

#### People visited the website by...:

Desktop (67%)

Mobile (28%)

Tablet (5%)

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

It is hard to believe May is already over! 2020, as strange as it is proving to be, is flying by. Much of May was spent on planning for our return to the building, research for and collaborating on grants, setting up and training on e-resources such as LibGuides and SharePoint, and planning for technology changes or adaptations in the coming months.

#### **Outreach**

- Poll to the Public: Working with the survey team, I helped design this survey to get feedback from the Ossining community on how the pandemic has affected patrons, what they will need when we reopen to a fuller extent, and which library services they see as a priority. The poll is now live in English and Spanish and is collecting responses. Mallory and I will be working together in early June to analyze responses as well as coordinate contacting patrons who provided contact information.

#### **Software**

- SharePoint: In April, I started a Staff Information and Resources site, designed to be a central repository of information for staff. I have continued working on it, populating it with forms, documents, and some information. This site is nearly ready to release to the staff and will continue to grow as department heads add information to their specific sections. I have also been posting our re-entry procedures as they have been finalized, such as curbside procedures and staff safety procedures.
- LibGuides: I have set up our basic e-resource/database linking, navigation customization, etc. With Diana and Ignayra's help, I have been adding Spanish to the navigational labels of LibGuides and will continue to develop this customization as time allows. At the moment, our main page and most basic navigational buttons have been translated. Adult Services staff has made tremendous progress on a number of guides, in addition to work that Joy Alter has been putting in for Children's Services, and I am very excited to post these publicly within the next couple of weeks. We will be releasing them to the public/publishing them on our website in a "quiet" launch, without publicizing them through Mallory. They will be located on our website under our "Digital Library" menu, together with a link to our new [E-Resources list](#). At this time, we will not be replacing the existing E-Resources pages. Once we have any issues that may emerge with the LibGuides worked out as well as time to publicize the guides and changes, we will replace them.

**Going Remote**

- Zoom: Two more Zoom Pro meeting licenses were added to our account to accommodate increased online programming and to allow overlapping programs across departments. Adult, Teen, and Children's Services each have their own account to use now.
- Zoom Phone:
  - Staff have continued to use Zoom Phone to provide phone services at OPL. Although staff are beginning to return to the building in June, Zoom phones will remain in place until we achieve stability in hours, etc. in the building, resulting in fewer changes for patrons.
  - Usage report for May 2020:

Name	Received	Answered	Overflow	Avg. Wait Time
Teen Services	8	3	5	0:00:20
Circulation	59	29	30	0:00:19
Adult Services	39	24	15	0:00:17
Spanish Language Line	12	2	10	0:00:23
Children's Services	9	7	2	0:00:23

- Note: Outgoing calls and returned calls to patrons are not included in this report, as they are tied to individual accounts. Also, overflow calls include those that came in before and after hours.

**Grants**

- PLA Libraries Lead with Digital Skills Grant: Mallory, Diana and I worked together to submit our application for this grant. Our outlined goal is providing new Ossining graduates, of high school and college, with a series of remote classes designed to help hone their job hunting and application skills as well as provide them with resources they can utilize on their own. We should receive our decision from PLA by the middle of June. If our application is approved, we will begin our program in the second week of July.
- IMLS CARES Act Grant: Diana, Mallory, and Karen and I are still working on the application for this grant, due on June 12. The focus of this grant is providing programming or services in response to COVID-19. Our proposed project is oriented around developing a strong career development program at OPL. This project also includes a technology lending program, intended to help bridge the digital divide in Ossining and I have been researching the technology pieces we might consider acquiring.

### ***Returning to the OPL Building***

- Keeping in mind that we will be returning to the OPL building and reopening to patrons with changed procedures and with a new focus on flexibility, I have been researching technology solutions for staff and patrons. Examples include patron computer setup, staff workstations, printing, ideas for technology assistance procedures, etc.

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### ***Coming in June, 2020***

- Staff Site launch
- LibGuides launch

### ***In the Works***

- Tech-focused learning resources for the community.
- Technology Core Competencies for Staff: Library-wide as well as department specific, developed with department heads.

### **Marie Trapasso, Circulation and Technical Services**

May felt like the month of endless Zoom meetings. Some days I would have 3 or 4 meetings in a day and I noticed that I would feel exhausted by the end of the final meeting. Then I came across an article that explained why we feel drained after Zoom meetings. It even has its own name, called "Zoom Fatigue" and the article can be found here <https://www.forbes.com/sites/yolarobert1/2020/04/30/heres-why-youre-feeling-zoom-fatigue/#76d493dc2ac6>

Some of the main points the article discusses, I found myself nodding along with. For instance, that you have to work harder to process non-verbal cues in a Zoom meeting and if there are internet connection issues, your brain needs to work even harder. I find myself getting frustrated when my internet is not behaving and I am in a Zoom meeting. Then I need to turn my camera off so I can be heard, but no one can see me. So, it's annoying having to rely on unreliable technology sometimes.

Another point was work/life balance. Trying to be in a Zoom meeting while my children scream in the background is not ideal for anyone. I have to say that at this point, I am Zoomed out and I can't wait to see everyone in person again.

A bright spot and a huge undertaking for me was getting Curbside Services up and running. I was able to fit in a few weeks' worth of work into 1 week at the end of May so we would be ready to go by June 1st. We partnered with Unique, our collections company, to get a Curbside Communicator up and running. This allows patrons to notify us when they have arrived for their materials and to "chat" with us. I also had to schedule staff, across 4 departments to help out in various areas of Curbside and I also had to come up with a procedure that would be easy to understand and implement. I know that there will be bumps in the Curbside road but I feel prepared to handle them.

The Circulation staff, as per usual, have been phenomenal. They are still answering the Zoom phone while preparing to come back into the building. Every single one of them has been trying their best to adapt and keep the library running as smoothly as virtually possible. They all are rock stars.

I also owe all of the departments but especially the other Department Heads, my gratitude as they all have offered to help with Curbside in any way they can. Without their dedication and teamwork, this wouldn't have worked at all. The Ossining Library is staffed with people who truly care about providing the best possible services to the community.

On May 22, I attended the virtual Circulation Committee Meeting and I took the minutes for it. I was pleased to learn that Ossining is farther ahead in our planning for re-opening and Curbside services than many of the other libraries. Ossining is also ahead of WLS in using a Communicator for Curbside services.

Evergreen will also be going through an upgrade in June. Luckily it won't take much staff training. There are upgrades that will make staff functions easier and a few displays that will look different. But on the whole, it shouldn't be disruptive.

For stats we only have Overdrive stats. We had 3,574 checkouts on all Overdrive titles.

On just Ossining Advantage titles, we had 785 checkouts. To put that in perspective, in May 2019, there were 394 checkouts. That's a 99% increase! I'm so glad patrons are still using and enjoying our eBooks!

### **Suzy Zavarella, Teen Services**

May, for me, will be remembered as the month of Zoom meetings. The luxury of not having to leave your workspace lends itself to back to back to back meetings. I found that I attended many more meetings than I would have been able to if we were in the building. I'm Zoomed out! Needless to say, I am looking forward to curbside pickup and seeing my colleagues live rather than virtually!

Adriana's Foodie Fun recipes this month, Burrito Bowls, Granola Bars, French Toast and Chocolate Banana Muffins, were not only delicious but they were also nutritious. OK, semi-nutritious. Along with his entertaining weekly Worth Watching vlog, Louis continues to keep the Teen section of the website current and up-to-date. No easy feat with me emailing him almost daily with new updates. Marie P continues her live programming on Instagram. On Mondays, with a positive message to begin the week during Mindfulness Moment and on Wednesdays for Book Talks that are timely, appropriate and thought provoking. This month, she also started Hold My Bookmark, don't you love the catchy name, a new book group on FB live, which allows for chatting and comments during the discussion. James has a solid following on Instagram live on Thursdays with new Magic the Gathering Card game tips each week. Recently, he started playing jazz in the background to introduce his younger gamers to different types of music. Susan finished her series of helpful guides for parents with *Asking Questions Efficiently in a Virtual Learning Environment*. She also jumped into the TechSoup courses to begin learning about Microsoft 365 so she'll be ready when we switch over.

After experiencing the ease of virtual Chess and with the school year winding down, I was hoping that my awesome math tutors would be interested in trying some math tutoring on Zoom. Interestingly enough, Ignayra had the same idea for HW help. Great minds.... All of the HW helpers and math tutors loved the idea! So, with some crafty PR, a couple of additional paid Zoom accounts (Thank you, Karen) and a little additional Zoom training, we held our first session on May 27th. There were a few quirks that needed to be worked out but all in all, I would call it a success. I also took on the role of videographer twice this month. I filmed Carry as she demonstrated, in Spanish, how to make a mask using just a t-shirt. Then, Carry and Ignayra went live on FB with a Spanish "infomercial" to help community members understand the need for filling out the Census. My job was holding the iPhone still and focused on them while they had this most important conversation. By the way, on the day we taped the DIY mask demonstration, we had a feathered visitor. Using great net skills, the bird was captured and then released back into the wild!

Ignayra and I attended the Community Partner Meeting: Engaging Our Youth. Initiated by the school district we, along with other community organizations, were asked to share how we are going to support and engage our youth this Summer. During this meeting I was recruited to be part of another committee implementing the Ossining Youth Bureau Summer Internship Program, a youth driven adult guided leadership development program. I am both honored and excited to be a part of this most important initiative.

We offered some timely and useful college programs this month. Dr. Dominique Padurano of Crimson Coaching shared tips to both parents and students on the best steps to take now so that they will be in the best possible position when the effects of Corona are over in her *College Planning During- and After -Corona Quarantine* workshop. *The Common Application Essay and the "Why This College" Supplemental Essay* presented by Jeff Hirsch, founder of College Starters, and Jessica Livingston, a college essay expert, taught those in attendance that it's not *what* you write about but *how* you write about it that is important.

May is Asian American and Pacific Islander Heritage Month, and it celebrates the cultures, traditions, and history of Asian Americans and Pacific Islanders in the United States. In the past decade, we've seen more and more representation in YA that encapsulate the Asian American experience. I created a list of recommended reading that have Asian protagonists and are by Asian-American authors. May is also Mental Health Awareness Month and, as we know, books not only help us understand or emphasize, but can often help us talk about difficult topics. I compiled a list of books to read to help start a conversation and *#endthestigma*. All the books were available on either Hoopla or OverDrive.

The best Zoom call to the Teen Room this month was with a Mom that had just moved to Ossining and has children going into 5th and 8th grades. She was extremely impressed with all the library offers and is excited to have her children participate in our Summer Reading Programs. I had her sign up for our eblasts, forwarded her the most recent and directed her to circ so she could get cards for the family.

Some of the webinars and professional development that the team participated in are:

- Gaming for Mental Health

- Mix it Up: Spaces, Programs and Outreach that Engage Teens

- YSS blog - Ideas for Programming Virtually

The Library Community Moving Forward in the New Normal  
SLJ - Day of Dialog

Lastly, a few words from some of the teen services team:

*From Adriana:*

*The past month has been used to come to terms with the fact that this year's summer reading program will have to be done virtually. That being said we can still have a good summer reading program. I have spent researching and learning what other libraries are thinking of doing and how we can make it work for us. The fact that we can now do curbside pickup opens the possibility of having virtual interactive programs such as crafts or cooking, if we can get the materials out to our patrons. I am still creating recipe posts for our newsletter every week; I am trying to expand from just sweets/desserts to savory foods.*

*I was able to watch the webcasts from SLJ's Day of Dialog, which was informative and yes, fun! The morning keynote speakers Jason Reynolds and Ibram X. Kendi authors of Stamped: Racism, Antiracism, and You were wonderful especially given what is currently going on in our world.*

*From Louis:*

*Working from home has continued to be a welcomed challenge. It has been difficult to find new ways to engage the teen audience but I am trying to be entertaining as well as relevant. I am looking forward to beginning the next challenge of providing virtual summer programming.*

*From Marie Pierre:*

*I'm really excited that we are starting curbside pickup. We are now in the process of planning for Summer Learning and Reading to commence in June. Although the library programs will take place under a different format, I am curious to see how I may use my creative planning skills for the benefit of our community. Although the social scene seems rather bleak, I still believe that Ossining's most unique quality is the willingness to develop and maintain critical relationships that showcase the tapestry of humanity in all our wondrous forms. Based on the work that we have done so far in this "new normal" we are ahead of the curve in maintaining our stance on the importance of the story, the core of our lives through the love of the written word.*

*From Susan:*

*I am very grateful to have the opportunity to continue to work from home and in such a flexible manner.*

*This time has been a very stimulating, although at times overwhelming, chance to develop new skills through focus on professional development.*

*It has also been a highly creative time as we consider and try new ways to develop and share programs, information and anticipate/meet patrons needs at a time we are all rethinking and reinventing ourselves and how we work and the ways in which we communicate are changing.*