FINGER LAKES LIBRARY SYSTEM

MEMBER LIBRARY WEEKLY BULLETIN

No. 16-44 _____ Friday, December 2, 2016

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Don't forget, you can click on each link below to quickly navigate to your favorite bulletin sections!

Congratulations

Southworth Library Association
and
Powers Library
for their
2016 Library Journal Star Library
Status!

Reminders:

Conferences Proposals for NYLA 2017
The survey is now open for 2017 sessions for NYLA 2017. You have until December 31st to submit your proposal: https://www.surveymonkey.com/r/NYLA2017-Proposals

Community Foundation Library Grants Due Dates
The Community Foundation has opened the 2016 interim report sections for this year's grants. You can login to your 2016 applications and access the interim report icon on the dashboard. Please let Janet (jcotraccia@cftompkins.org) know if you have any trouble. **They are due December 15th.**   The website is: http://www.cftompkins.org/granting/grant-opportunities/ Additionally, the 2017 Grant Applications are due **Tuesday, January 17.** Amanda is more than happy to come visit and help you brainstorm, read your proposals, help with research, etc. We would love to see everyone funded! Please let Janet know if you have any questions with due dates and the interface. Feel free to ask them both questions about your application.

See Page 2 for From the Director

From the Director

On Thursday, December 1st, we had the pleasure of having Ron Kirsop, Assistant Director of the Pioneer Library System, lead our system meeting on customer service and email etiquette. We all know that customer service is important for libraries and there are many webinars and classes to help us provide the best possible customer service for our patrons. As Ron explained, customer service builds loyalty to a library, which is important for libraries today since we have so many competing services.

Ron talked about nine important things to remember when thinking about customer service: you are not the customer; the customer is not broken; a good customer experience requires research or observation; a good customer experience requires empathy; customers are not listening to what you say; customers create their own experiences; customer interactions are complex; a good customer experience is holistic; and a customer experience should be easy from the start. The biggest takeaway for me during this portion of his talk was the mistake we often make about not thinking how our patrons view our library buildings and our services. Too often we resort to how we as library employees think patrons should be thinking about our library and fail to realize our patrons don't understand our library acronyms, the Dewey Decimal System, and other library related areas.

During his presentation, Ron stressed that all staff members should be involved in setting library-wide goals to make customer service better. Involve your staff in strategic or long range planning. Empower your staff to fully understand all library services you provide so that when patrons ask questions about various services, all staff have a basic understand of what your library has to offer. For example, do all of your staff have a basic understanding of OverDrive? Do they know what programs are happening this month at the library? Can they find information easily for patrons on your website?

The concept of active listening (being quiet, encouraging conversation, checking your understanding, and validating the customer's reasoning), was also discussed, as well as the concept of leaning into criticism (hand their complaints back to them, use powerful words, steal their good lines, and never defend yourself). These listening skills are especially important when dealing with difficult or angry patrons.

During the email etiquette portion of Ron's talk, we learned various skills such as when to use a BCC (very, very rarely), reply versus reply all, and the fact that emails should be brief. If you have to convey more than 5 lines of information to your co-workers, staff, or a patron, having a phone conversation or in-person talk is usually better. Emails should be brief and to the point. Try your hardest to be positive, as many people can easily misconstrue the tone of emails and naturally believe people are trying to be negative in their message.

Thank you to all who came to the workshop and I hope you found it as useful as I did. We will soon be posting more information from the workshop on our website.

Sarah
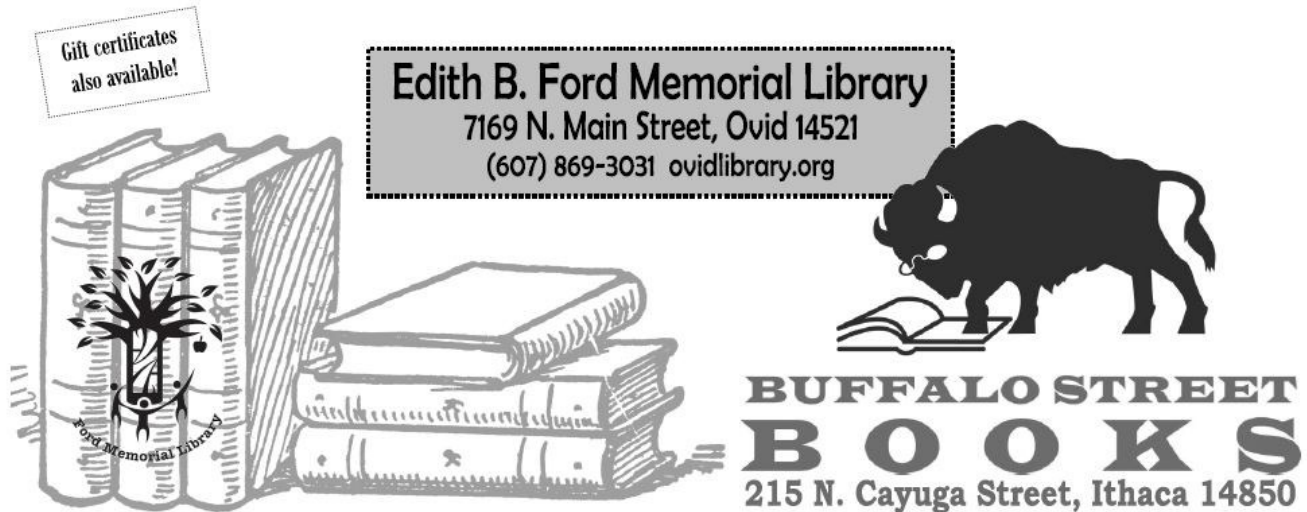
BOOK FAIR for the FORD LIBRARY
Saturday, December 3rd 10am-4pm

GIVE THE GIFT OF BOOKS THIS SEASON AND EARN FREE BOOKS FOR OUR LIBRARY.
SHOP AT BUFFALO STREET BOOKS ON THIS DAY AND A PERCENTAGE OF YOUR
PURCHASE WILL GO DIRECTLY TO THE FORD LIBRARY.

Free gift wrapping & kids activities!

The bookstore is located in DeWitt Mall next to Greenstar Oasis in Ithaca

Gift certificates also available!

Edith B. Ford Memorial Library
7169 N. Main Street, Ovid 14521
(607) 869-3031 ovidlibrary.org

BUFFALO STREET BOOKS
215 N. Cayuga Street, Ithaca 14850

System Updates

New to the Professional Collection:

Making the most of digital collections through training and outreach : the innovative Librarian's guide by Nicholas Tanzi

Barcode: A20519091370

• Introduces librarians to a sustainable approach to teaching or coaching patrons on how to access and use eBooks, streaming video, digital music, and digital journal collections

• Offers a flexible approach that can be customized to libraries of different sizes and budgets

- Builds on librarians' reference skills to stay current with new technologies

- Focuses on sustainability for smaller and mid-sized libraries.

Place a hold in Polaris Today!

NYLA Coverage

Good Libraries: Insights from OCLC Research
Eric Childress - OCLC
- Libraries need to provide services for what people actually do, not what they say they do
- User surveys are not always helpful, usage statistics say more
- Multitasking is now the norm
- Students who study in the library fare better
- What "good" libraries do: develop a strong mission, gather metrics, innovate/experiment, positive transparency, invest in staff.

Break Into Your County Jail
Andrea Snyder - Nassau Library System, Heidi Jensen - Pioneer Library System, & Valerie Lewis - Suffolk Cooperative Library System
- County jails are relatively short-term, average stay is 23 days
- Book clubs *are* possible
- You can represent the library
- Paper backs (fiction & self-help), magazines are needed
- Brain teasers, puzzles, trivia
- Lesson: Patience, Passion, Persistence

Building Effective Teams
Ron Kirsop - Pioneer Library System
- 5 main dysfunctions in teams: lack of trust, avoiding conflict, struggling to commit to collective decisions, lack of accountability, more focused on personal success than team success
- One hire will not fix an organization, but one bad hire can destroy an organization
- Do informal interviews to find people for special team project
- Face to face interaction between team members is important, continual communication
- There is going to be conflict! Steps for handling conflict: listen, speak, discuss, commit
- Document everything
- To learn more: *Smart tribes* by Christine Comaford, *Start with Why* by Simon Sinek, *The 5 Dysfunctions of a Team* by Patrick Lencioni, and *Leaders Eat Last* by Simon Sinek

Managing Generations
Lauren Comito - Queens Library, Jendy Murphy - Albany Public Library, Kate Ingham - Columbia High School
- Millennials get criticized a lot – very diverse group, need to work *with* them
- Millennials can take on a leadership role with technology training
- People close to retirement age sometimes retire *badly* – look for the positives, focus on institutional knowledge
- Make everyone feel welcome, everyone deserves respect
- Find balance and use people's strengths

RASS Noted Author Luncheon: Kerry Egan
I purchased and read Egan's new book, *On Living*, after hearing snippets during the luncheon. The book was both touching and uplifting, I highly recommend it! From Amazon: "This isn't a book about dying—it's a book about living. Each of her patients taught her something—how to find courage in the face of fear or the strength to make amends; how to be profoundly compassionate and fiercely empathetic; how to see the world in grays instead of black and white. In this poignant, moving, and beautiful book, she passes along all their precious and necessary gifts."

Bonus: Check NYLA's Facebook Page for the Official Photo Album.

Santa's Book Shoppe

At the Lamont Memorial Free Library

November 26 - January 7

Open During Library Hours

Monday, Tuesday & Thursday   2-8pm

Friday   10am – Noon & 2-5pm

Saturday 10am - 1pm
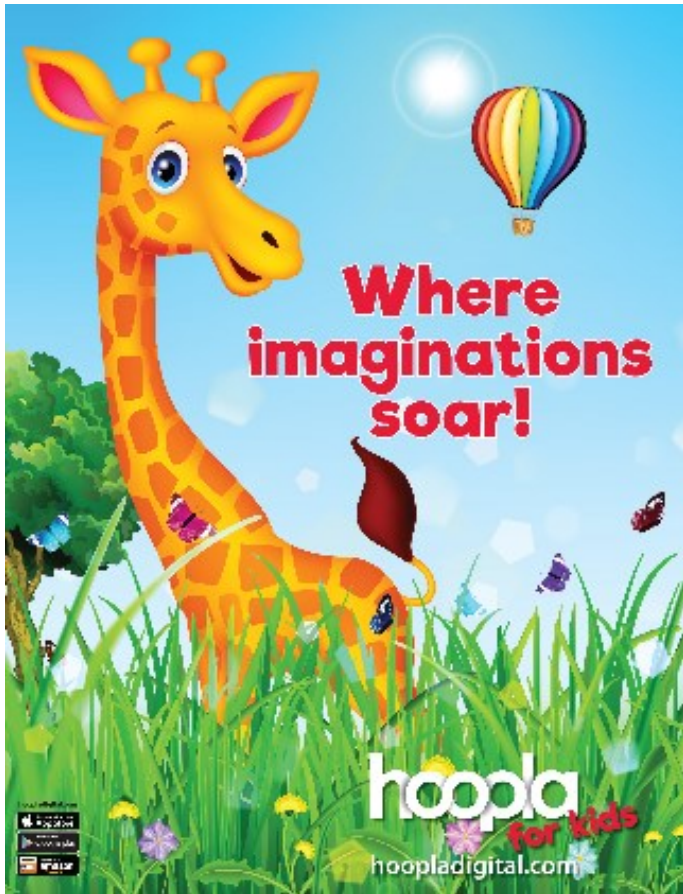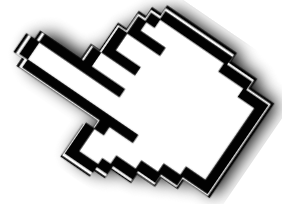
Offering Adult and Children's Fiction and Nonfiction

New Books and Books in Gift Giving Condition

5 Main Street, McGraw

607-836-6767

eContent and Databases

Get Outdoors with Zinio!

The Hoopla website:
www.hoopladigital.com

Hoopla Facebook
https://www.facebook.com/hoopladigital/

Advertising Materials:
http://library.hoopladigital.com/helpful-links

For up to date statistics for digital resources, check out:

ttp://www.flls.org/computer-network-services/web-stats/

lynda.com is available to **all member library staff in the FLLS area** for free. View all the courses and to reserve your 'seat' – contact Jessica Brooks at (jphilippe@scrlc.org). Please include your phone number and library's name. You can take as many courses as you like during your two-week access.

Webinars Workshops and Events

FLLS Events

Sign up here for all FLLS Workshops unless otherwise noted: www.flls.org/calendar-2/

Grant Writing Workshop
Thursday, January 5, 2017
1pm

FALCONs Meeting
Thursday, February 16, 2017
9:30am-11:30am

Advocacy Day
Wednesday, March 1, 2017
6am-6pm

Annual Summer Reading Workshop
Thursday, March 16, 2017
9am-Noon

Conferences and Other Trainings

Web Literacy for Library Staff
Tuesday, December 6 @1pm
CLRC, Syracuse

Disaster Planning Workshop
Thursday, December 8 @ 9:30am
CLRC, Syracuse

True Colors Fund: Networking and Outreach Conferences for LGBTQ Youth
Check out this great resource full of training opportunities to understand the needs of LGBTQ youth. https://truecolorsfund.org/our-work/community-organizing/network/

Moving Screening: Death by Design: The Dirty Secret of our Digital Addiction
Thursday, December 15 @ 1pm
SCRLC, Ithaca

Webinars
Click on the titles for the links to the training pages.

Civil Rights and Civil Society: A Library-Law Enforcement Partnership
Wednesday, December 7 @ 1:pm
Tune in and learn how Nashville Public Library has partnered with local law enforcement agencies to develop an innovative public program series that uses history as a gateway to productive, critical conversations on race, policing and human rights.

Introduction to Digitization
Thursday, December 8 @ 2pm
This webinar will provide a basic overview of some of the considerations institutions should make when digitizing materials, including prioritization and selection criteria, handling practices, and storage concerns for digital media.

Scholastic GO: Lands and Peoples with the NYS SS Framework
Monday, December 5, 2016 @11:30 am
Let's drill down together with the NYS SS Framework and the GO resource Lands and Peoples. We will use the Culture Cross resource as well as the other features in Lands and Peoples to set the stage to strengthen the implementation of the SS Framework in our libraries.
Event password: snow

A New Approach to Building Family Engagement Pathways
Tuesday, December 6, 2016 @ 1:00pm
Are you interested in increasing your outreach to families? Are you wondering how you might elevate family voice in the work that you do? Are you thinking about how to develop stronger community partnerships in support of families?

Civil Rights and a Civil Society: A Library Law Enforcement Partnership
**Wednesday, December 7, 2016 @ 2pm**
Through archival images, oral histories and films, this civil rights program series connects history with today's prevailing issues affecting law enforcement and minority communities. Find out how Nashville Public Library has positioned itself as a key player in local social commentary.

Libraries Mean Business
Monday, December 12, 2016 @ 3:30 PM
In this online workshop, we'll explore ways Business Insights: Essentials will help students with a business or marketing case study, entrepreneurs building and developing their business, and general researchers looking for company and financial information.   A continuing education certificate will be provided upon completion.
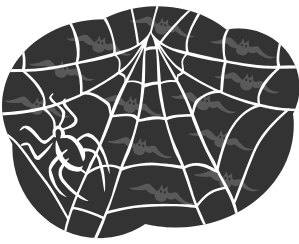
Around the Interwebs

- **Reach Out and Read Activity Calendar**
  - http://www.reachoutandread.org/FileRepository/December_2016.pdf

- **Self Publishing and Libraries**
  - http://lj.libraryjournal.com/2016/11/industry-news/everything-in-its-place-self-publishing-libraries/#_

- **Tank that Delivers Free Books**
  - http://www.boredpanda.com/free-book-tank-library-weapon-of-mass-instruction-raul-lemesoff/

- **15 Stories that Will Make You Want to Hug Your Librarian**
  - https://www.buzzfeed.com/sarahgalo/stories-that-will-make-you-want-to-hug-your-librarian?utm_term=.opqV5p7Q8#.fbXARYOjK

- **The Transformative Possibilities of Libraries**
  - http://publiclibrariesonline.org/2016/11/the-transformative-possibilities-of-libraries/?platform=hootsuite

- **Library Journal Best Books of 2016**
  - http://lj.libraryjournal.com/bestbooks2016/

- **15 Libraries Chosen for Smart Spaces Project**
  - http://www.webjunction.org/news/webjunction/libraries-chosen-smart-spaces.html

- **Why We Still Need Libraries**
  - http://www.cbc.ca/radio/thesundayedition/garrison-keillor-chinese-writer-xue-yiwei-christiane-amanpour-and-librarian-john-pateman-1.3866221/why-we-still-need-public-libraries-in-the-digital-age-1.3867526

- **11 Books that Will Keep Your Attention**
  - http://www.bookishbuzz.com/2016/07/11-books-that-will-keep-your-attention.html

- **Literary Advent Calendar**
  - http://bookriot.com/2016/12/01/a-literary-advent-calendar-christmas-poems-stories-essays/

- **Columbus Libraries to Eliminate Overdue Book Fines**
  - http://nbc4i.com/2016/12/01/columbus-libraries-to-eliminate-overdue-book-fines/

- **Libraries Offer Free Coding Classes**
  - http://www.mercurynews.com/2016/12/02/school-scene-libraries-offer-free-coding-classes/

Like this section? These links and more can be found on our Twitter page @FingerLakesLibs

Youth Corner

Storytime Rhyme of the Week

Friend of Mine
Tune: Mary Had a Little Lamb.

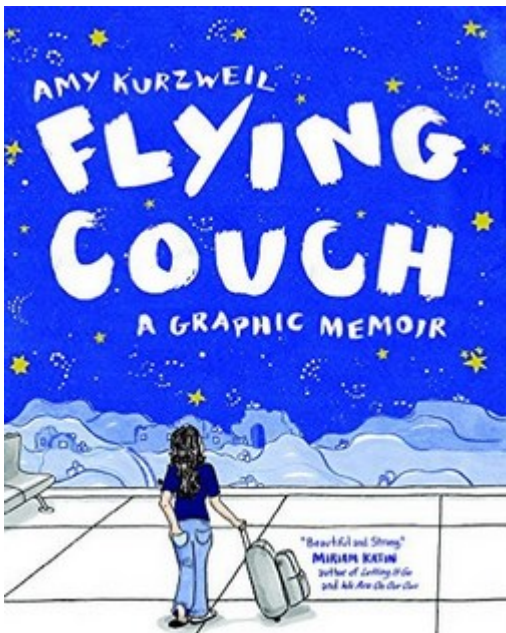Will you be a friend of mine, a friend of mine,
a friend of mine?
Will you be a friend of mine and (insert an action) around with me?
(name) is a friend of mine, friend of mine,
friend of mine,
(name) is a friend of mine, who (insert same action) around with me.

Don't forget to visit: http://daybydayny.org/
for your daily storytime rhyme and activity!

Collections, Kits and Fun Stuff

Have you played with our *Electricity Storytime* Box yet? With all the holiday lights, this is a great time to discuss how they work. Place a hold today: **A20517874950**

- **NYLA 3 Apples Award is BACK**
  - **Winter Solstice Books for Kids**
  - **Fingerprint Frame Craft**
  - **ABC Lights Matching Game**
  - **Coding with Legos**
- **Virginia School Pulls Classic Novels (Video)**

We have a board for that! Check out our Pinterest Page with more ideas! Let Amanda know if you want to contribute to any of our boards or have an idea for a new board!

YA Book of the Week:

The Flying Couch a Graphic Memoir **by Amy Kurzweil**

From School Library Journal

Gr 7 Up—An intergenerational exploration of identity and family history in graphic memoir format. Jewish comics artist Kurzweil narrates her own coming of age as she contends with her therapist mother and her sometimes distant World War II survivor grandmother. The three women's stories interconnect as the young Amy goes from neurotic child to Stanford University graduate and working artist. Sprinkled throughout is her grandmother's testimony as a Polish Jew who escaped the Warsaw ghetto by pretending to be a gentile. Themes of guilt, Jewish identity, and the complex relationships among daughters, mothers, and grandmothers are central to this work and are expanded upon with humor and honesty. The loose, sometimes sketchy drawings are done in black-and-white and often fill the page, giving the volume a larger-than-life, all-encompassing feel. The images communicate what is often left unsaid by the characters. Joy, horror, connections, love, and family fill the spreads, reflecting the strength of each character. Because of the age of the narrator and most of the subjects, this book is better suited for older readers, especially those interested in the traumatic effects of war on families. VERDICT A good choice for libraries looking to bolster their graphic memoir collections, especially those seeking titles on the Jewish experience.—Shelley M. Diaz, School Library Journal

Scam of the Week

New York: "Homeland Security Chief Cites Phishing As Top Hacking Threat"

Fortune Magazine hit the nail on the head by pointing out the correct top hacking threat: email.

Fortune said: "Why are people still such suckers for phishing? At a security event in New York this week, top law enforcement officials shared their concerns and, to my surprise, their biggest preoccupation was plain old e-mail.

"The most devastating attacks by the most sophisticated attackers almost always begin with the simple act of spear phishing," Homeland Security Secretary Jeh Johnson told the crowd, referring to malicious emails that appear to come from a credible source.

"Phishing—mundane as it is—is the biggest threat we face and need to tackle," said Vance (Manhattan District Attorney Cyrus Vance), who added that, after terrorism, cyber-security is New York's top priority.

10 Ways To Avoid Holiday Scams

It's also a very good idea when the biggest cybercriminal hacking holiday of the year is upon us, to remind your users about the red flags they need to watch out for, either online or in brick-and-mortar stores. Here is a blog post you can send over to all of them, with Hints & Tips, a new graphic and short video, and the Social Engineering Red Flags PDF you can print out and give to friends, family and to employees to pin on their wall.

Remember that the price of freedom is constant alertness and constant willingness to fight back:
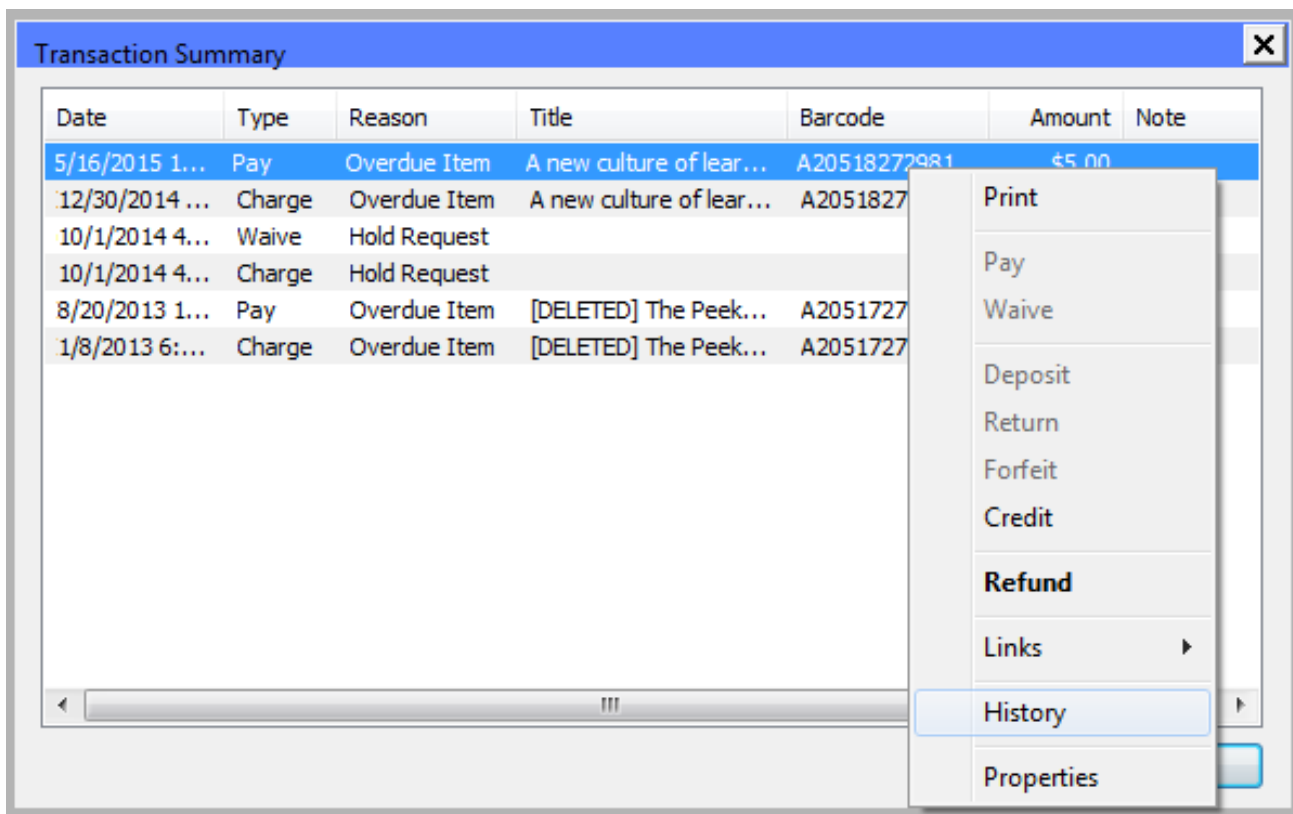https://blog.knowbe4.com/10-ways-to-avoid-holiday-scams

Polaris Tip of the Week

Viewing the Fines Transaction Summary:

You can view the account activity for any patron by opening the Transaction Summary dialog box.

1. Open the patron's record in **Circulation** à **Patron Status (F6)** and then go to **Account** view. If the transaction has been reconciled, click this icon -> to display the **Transaction Summary** dialog box.

2. Right-click on a transaction line item and select **History** from the context menu. The Transaction History dialog box appears and will provide you with more information including the staff member who handled the transaction.

3. You can also view additional information about each transaction, including an item's check-out date and due date, if applicable. Right click a line item in the Account list or the Transaction Summary dialog box, and select **Properties** from the menu.

DON'T FORGET!
Polaris documentation and One Card info is available on the protected portion of the FLLS website! Click here to log in and view!

Awards, Contests and Grants

Click on the titles for the links to the grant pages.

Access to Historical Records Archival Projects
Deadline: December 6, 2016
The Access to Historical Records: Archival Projects program supports projects that ensure online public discovery and use of historical records collections, including documents, photographs, born-digital records, and analog audio and moving images.

YALSA Summer Learning Grants
Deadline: January 1, 2017
Awards of $1,000 to each of 20 libraries in need with the purpose of helping them purchase resources to bolster their teen summer reading program.

Student Research Award
Deadline: July 1, 2017
The award consists of a cash prize and certificate. It encourages students to explore the wealth of historical records found in archives, libraries, and other community organizations throughout New York State. http://www.archives.nysed.gov/grants/grants_student_sraguidelines.shtml

Visit: http://www.flls.org/grants/ for more grant resources.

Question of the Week

LAST WEEK'S QUESTION OF THE WEEK:

What database would you use to translate this: "Ich liebe meine Bibliothek" What does it mean?

Thank you to Xun Jiang, Director of the George P. & Susan Platt Cady Library in Nichols who correctly answered:

Database: Mango Languages
Translation: German to English "I Love My Library"

THIS WEEK'S QUESTION OF THE WEEK:

What database would I use to find a recommendation for a book to read? According to this database, what is one Read-a-Like for the book Firewalk by Chris Roberson?

To answer a Question of the Week, please email Amanda (aschiavulli@flls.org) with "Question of the Week" in the **Subject**. Please include your source. **Prizes are available for correct answers using one of our databases or a credible source**

Missed an issue? Check www.flls.org/bulletin
for archived 2016 Weekly Bulletins

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