The Future is Now

What's Happening in New York's Libraries

Regents Advisory Council on Libraries
Presentation to the Board of Regents

April 19, 2016

New York State Library

Agenda

* Opening Remarks
* Rochester International Academy
* Southern Tier Library System Broadband Project
* Healthy Pets
* Update on 2020 Vision

Opening Remarks

Bernard A. Margolis

New York State Librarian

Goals of the RAC

* Act as an advocate for all libraries, library staff and trustees
* Monitor and advise the SED and OCE on policies, staffing, legislative proposals and regulations that affect libraries
* Strengthen programs and services of the NYSL and Division of Library Development
* Communicate issues between the Regents, Commissioner of Education and the library community

Rochester International Academy

Dr. Colleen Sadowski
Director of School Library System & Media Services
Rochester City School District

Rochester International Academy Library's Makerspace, Storytelling and Autonomous Circulation

Julianne Wise
Library Media Specialist
Rochester International Academy
Rochester City School District

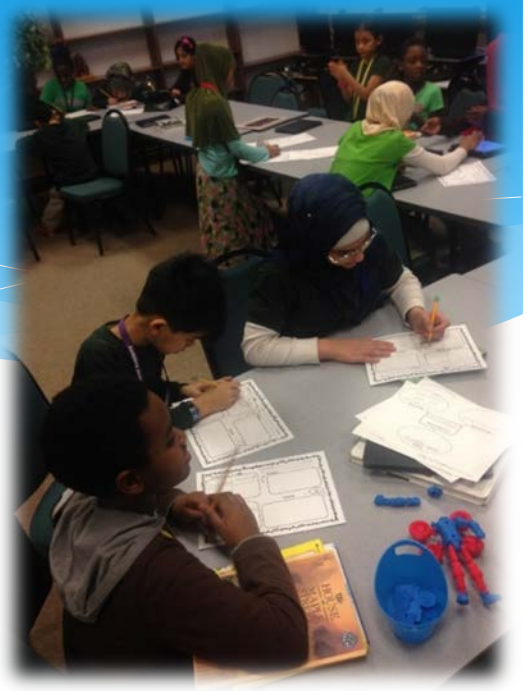
RIA Library: Patron Overview

* We serve 350 students in grades Kindergarten through 12th grade.
* All of our students are new arrivals to the country and speak low incident languages.
* Approximately 95% of our students have refugee status.
* Many arrive with interrupted or no formal education.
* Meet our Patrons

Makerspace – to – Go: Narrowing the Digital Divide

* Many students with limited formal education are working hard to adapt to our reliance on the written word but are very comfortable learning in a three-dimensional setting.
* A "makerspace" is a physical space that contains shared resources and is devoted to hands-on invention and creation.
* Makerspace-to-Go is shared by all Rochester City School District libraries and was funded by Rochester Public Library's Harold Hacker Fund.
* It includes a Makerbot Mini Replicator 3d printer, Lego Mindstorms EV3 robotics kit, Rubix cubes, tangrams, magnetic poetry and origami paper.

Makerspace – to – Go: Outcomes



* Students' language acquisition is fostered as they enthusiastically write and speak English while collaborating on makerspace projects.
* Experience with the shared makerspace inspired RIA teachers to obtain funding for RIA's own permanent makerspace.
* Teachers are now collaborating in a collegial circle as they creatively integrate these new resources into instruction.

Storytelling Festival: Targeted Collection Development

* The Rochester City School Library System sponsors an annual Storytelling Festival for students attending private and public schools in Rochester.
* Students selected culturally relevant stories from our highly diverse library collection that includes many bilingual folktales and fairy tales.
* We had a very successful year with five well-prepared participants who earned four winning trophies for RIA.

Autonomous Circulation: Building Confident Patrons

* Most of our students have not experienced a library prior to coming to RIA. Many of them have lived with limited access to information.
* New arrivals are immediately taught our highly structured library procedures in their first language so they can begin to independently navigate the library resources.
* Pictures remind students of procedures so those at the pre-literacy level can participate in our library culture.
* This is one way we begin to acclimate our students to the freedoms we enjoy here in the United States.

Connecting Rural Communities to Broadband through Public Libraries

a Southern Tier Collaborative Initiative

* Brian M. Hildreth, Executive Director
  CommunityLibraryPartner@stls.org
* Ken Behn, Assistant Director – Head of IT
  BehnK@stls.org

STLS
Southern Tier Library System
Connecting Community Libraries

About the Southern Tier Library System

- STLS is 1 of 23 library systems in New York State.
- We serve 44 chartered library outlets in a 5 county region nestled between the southern Finger Lakes and NY/PA border.
- Our service population is 280,457 residents covering 3,494 square miles.
- Largest library is the Chemung County Library District (88,830 chartered to serve). Smallest library is 20th Century Club Library – Almond (466 chartered to serve).
- The median and mode of chartered service areas for our libraries are below populations of 2,000.

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Financial & Professional Hurdles for Libraries

- Average library budget is $56,635 excluding 4 largest libraries ($140,683 factoring in all libraries).
- Overall public library funding represents less than 1% of total property taxes.
- Average library director wage is $10.09 per hour (includes full time and part time directors).
- 74% of all paid library staff are part time and work 25 hours per week or less.

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Information Technology Challenges for Libraries

- Only 5 of 44 (11%) libraries employ an onsite IT technician; 2 of the 5 technicians are full time.
- 32 of 48 (66%) libraries do not have the capacity to maintain a website.
- 22 of 48 (46%) libraries do not own a laptop computer and/or projector.
- Most libraries' broadband speeds are equal to 10Mbps x 1Mbps, far below NYS Broadband Standards.

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Public Computing Impacts through Libraries

- 18 of 48 (38%) library outlets offer consistent and organized digital literacy classes.
- 1,897 formal digital literacy training sessions were offered to community members in 2014.
- 44 of 48 (90%) libraries provide one-on-one on demand digital literacy training.
- Wireless Internet was utilized 80,386 by community members, or .28 per 280,000 residents.
- Public computers were used 217,854 times in 2014, which equals 582 sessions per public computer.

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Library System IT Support to Libraries

- The library system manages 650 direct network connected computers & devices in 44 library outlets.
- 2,050 IT Service Requests were submitted in 2015 to maintain libraries' computer hardware and software.
- A library system IT Technician will field 1025 service requests per year, and resolve 4.6 issues per work day.
- 10% of those service requests will be urgent and related to Internet connections and 15% will require a visit to the library or equipment to be sent to the system
- The library system manages Internet connectivity for 38 of 44 (87%) libraries through 6 different ISPs.

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Solutions to Improve Rural Connectivity, IT Challenges and Public Computing Impacts

- Partner with a local industrial development agency to build a robust library system fiber network to provide Internet connectivity that exceeds NYS Broadband Standards.
- STLS works with Southern Tier Network (STN) to construct lateral fiber builds from STN's open access dark fiber to 27 of 44 (61%) library sites by 2017.
- Light fiber and provide Internet access from library system headquarters using 2 ISPs. Hardware is cloud managed by the library system and fiber maintenance is provided by STN.
- 250,000 plus residents have access to 100Mbps x 100Mbps Internet connectivity through their local library and Public Computing devices will become virtual desktops connected via 10Gbps fiber to the system headquarters.
- Management of network and wireless connected computers & devices becomes simplified and the public gets a more secure robust Broadband connection.

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Project Costs & Funding Sources

- Federal Appalachian Regional Commission Funding – Up to $300,000
- NYS Public Library Construction Aid – Up to $100,000
- Federal ERate Construction and Monthly Reoccurring – $50,000
- Library System Capital Improvements – Up to $50,000
- Total Construction Costs to $336,825 to build fiber to 27 sites. (Does not include $150,000 in hardware costs)

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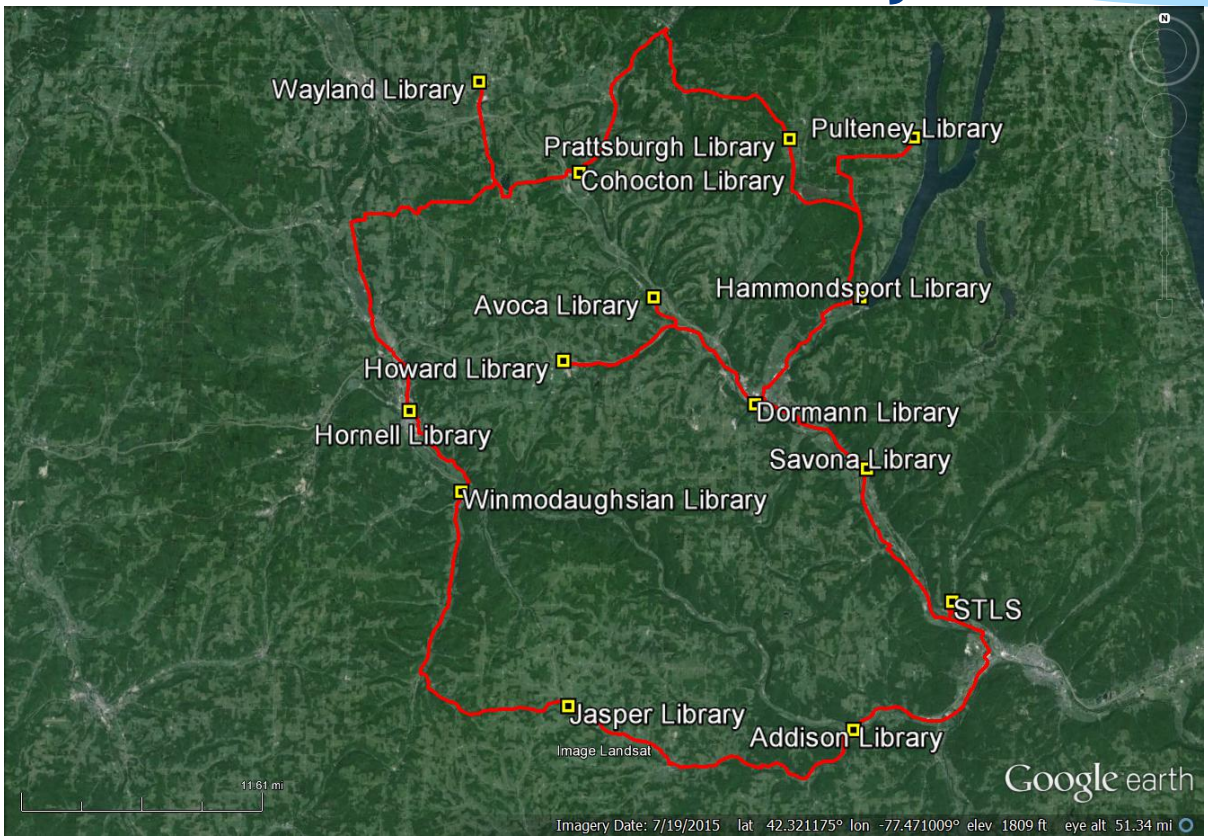
What Does Connecting Rural Communities to Broadband through Public Libraries Look Like?

Steuben County



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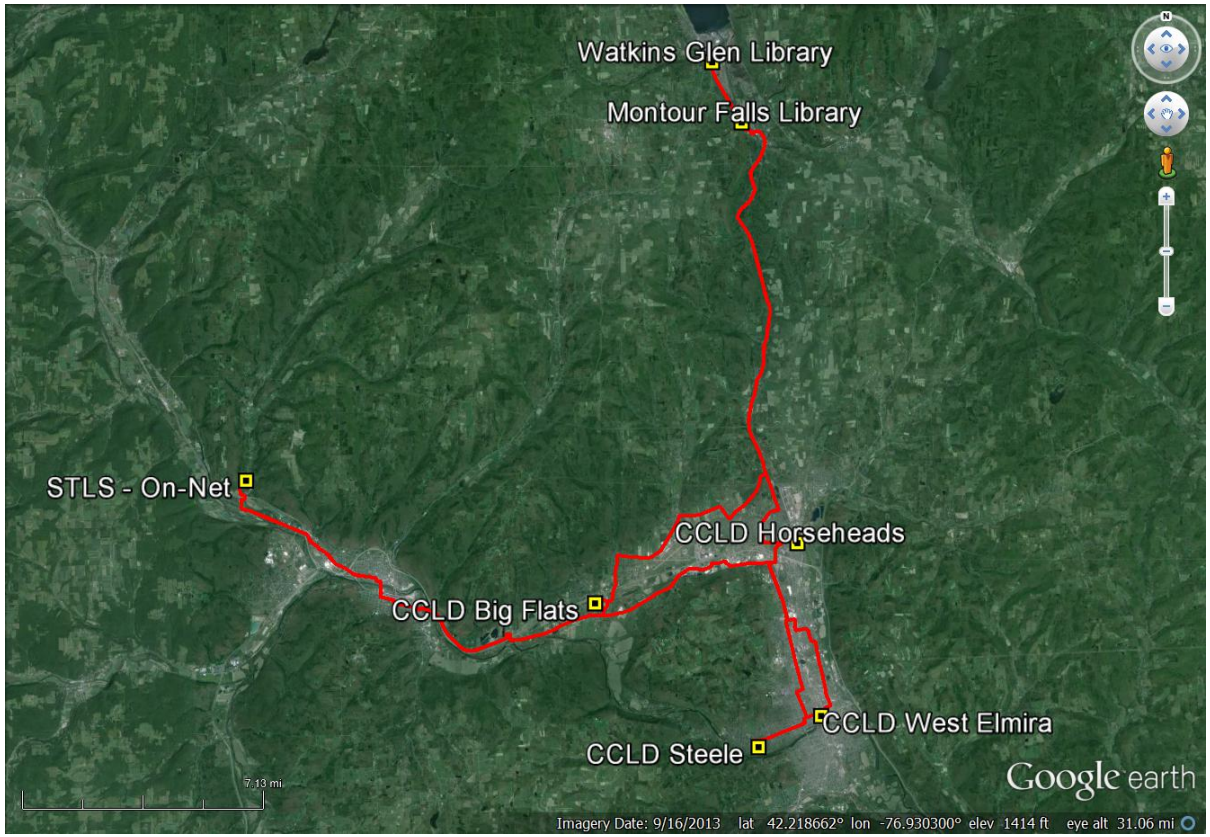
Chemung & Schuyler Counties



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What Does Connecting Rural Communities to Broadband through Public Libraries Look Like?

Yates County

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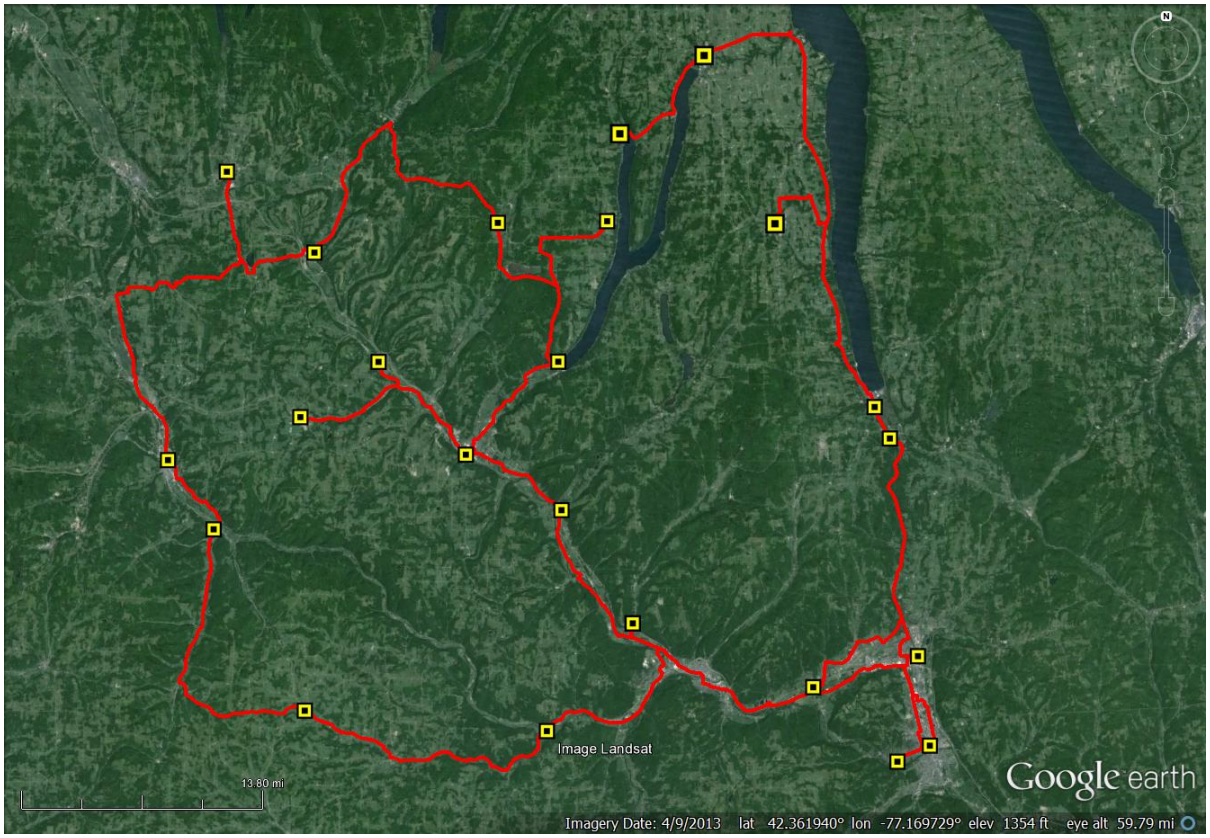
What Does Connecting Rural Communities to Broadband through Public Libraries Look Like?

STLS Total Fiber Infrastructure



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The Healthy Pet Project

Cristina A. Pope, MS, MSM, AHIP
Project Coordinator, The HPP
Director, Health Sciences Library
UPSTATE Medical University
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Why offer HPP training?

- Commitment to enhancing the health of our communities
- Assumptions
- Facts

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FAYETTEVILLE FREE LIBRARY
VETERINARY MEDICAL CENTER Of Central New York
UPSTATE MEDICAL UNIVERSITY

The Power of Partnerships

- Community Engagement
- Diversity
- Scalability

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Unanticipated Beneftis

- PEACE
- JobsPLUS
- OASIS
- Healthlink on Air

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The Workshops

- The Basics
- Advanced Skills
- Nutrition
- PAWSitively Fit
- Story Hour

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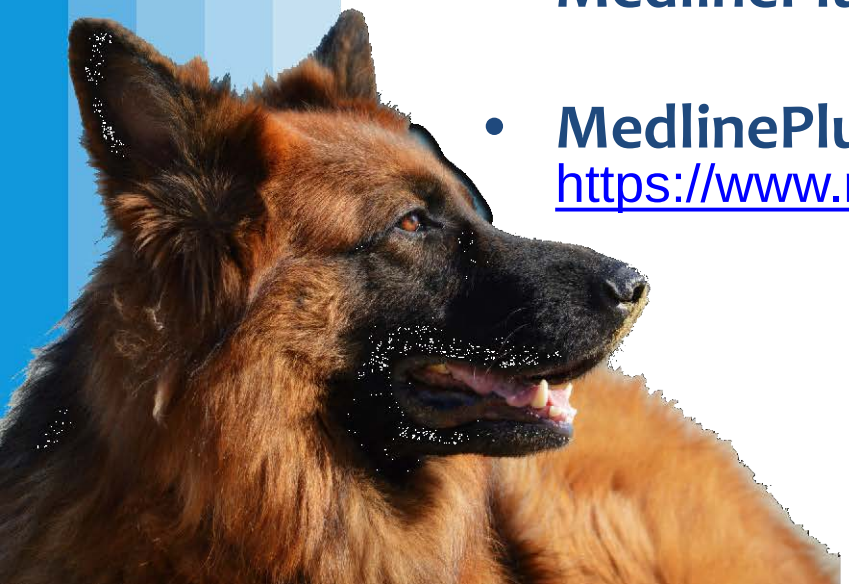
The Healthy Pet Project

- **Funding: National Library of Medicine, National Institutes of Health: No. HHS-N-276-2011-00003-C**
- **Facebook:** https://www.facebook.com/thehealthypetproject/?fref=ts
- **LibGuide:** http://hsl.upstate.edu/pets
- **MedlinePlus:** https://www.nlm.nih.gov/medlineplus/
- **MedlinePlus: Pet Health:** https://www.nlm.nih.gov/medlineplus/pethealth.html



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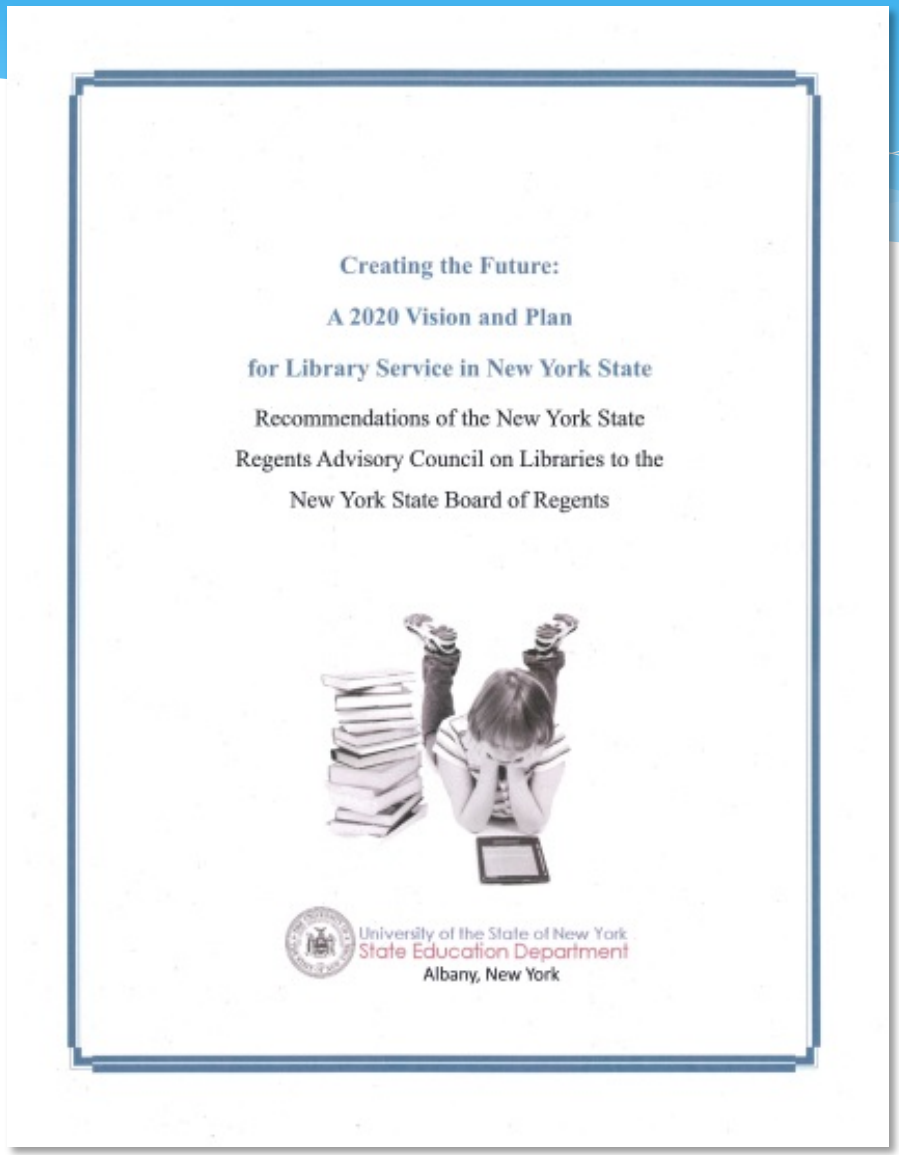
Creating the Future: a 2020 Vision & Plan for Library Service in NYS

Claudia Depkin

Chairperson, RAC

Director, Haverstraw King's Daughters Public Library

2020 Vision



Creating the Future:

A 2020 Vision and Plan

for Library Service in New York State

Recommendations of the New York State
Regents Advisory Council on Libraries to the
New York State Board of Regents

University of the State of New York
State Education Department
Albany, New York

Recommendations for Library Service

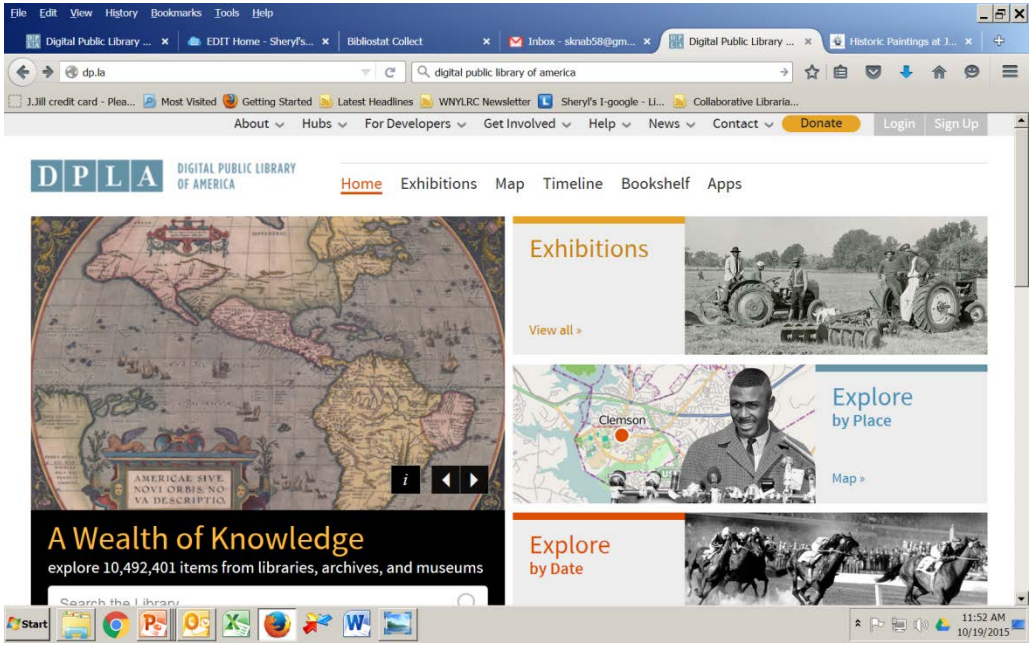
* Advocacy & Marketing
* Equitable Access to Digitized Resources
* Collaboration
* Structural
* Building the Future Workforce
* Celebrating User Rights
* Learning & Literacy

Advocacy & Marketing

* Rebrand libraries from “shhhhhh” to “WOW!”
* ROI
* Develop training and advocacy tools for library boards to improve governance

Access to Digital Resources

* Integrate services and collections across library types to provide access state-wide
* E-books
* Local content



Collaboration

* **Build upon the strong precedent within SED and SUNY for multi-type and cross-institutional work to expand resources and improve quality & access**

Structure

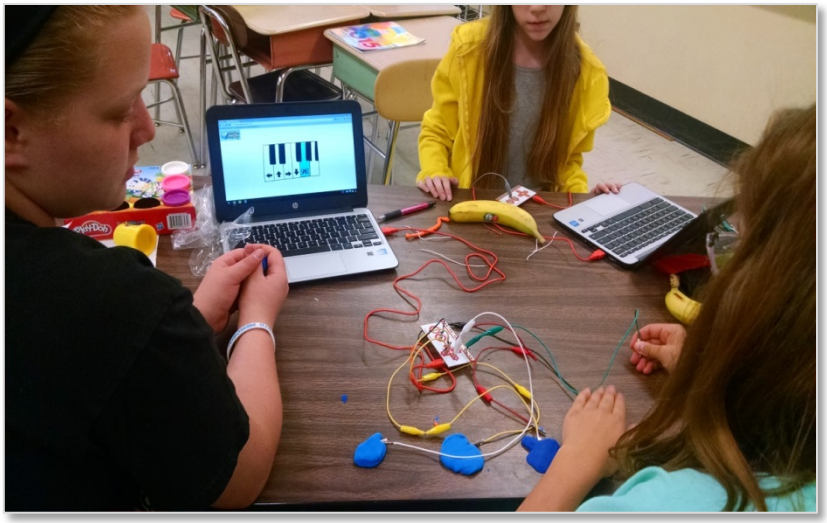
* These recommendations may apply to regulations or legislation or operations

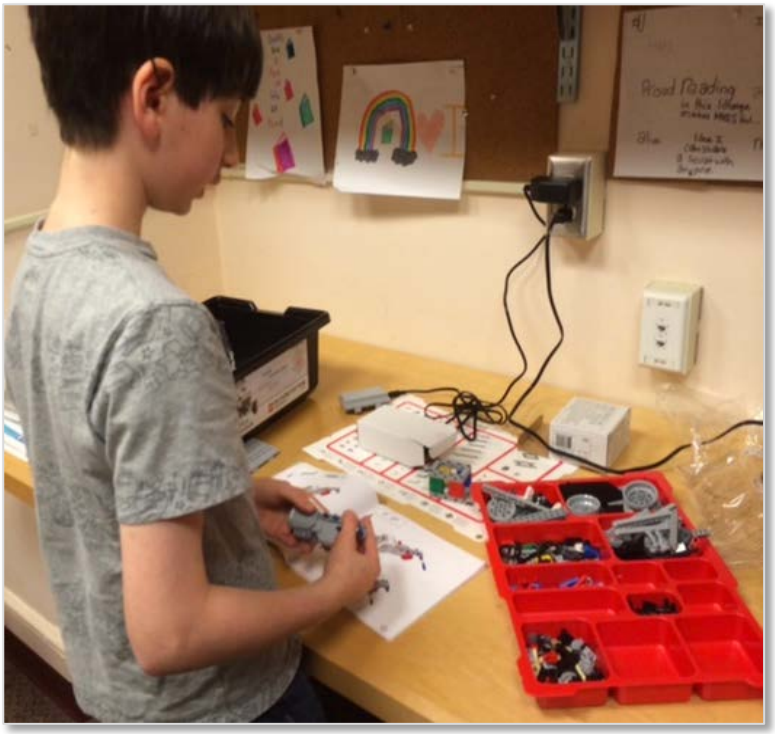
Public Library Vote Toolbox
Know-how for Your Library's Vote

New York State Library

Build the Future Workforce

* Recruit tech-savvy staff
* Mandate library staff technology training
* Encourage and reward best practices throughout the state





Celebrate User Rights

* **Inform and protect patrons on their privacy rights related to free access, free lending and sharing of materials among libraries**

Learning & Literacy

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