DIRECTORS PRESENT:

☒ John Giralico (Elting Memorial Library, New Paltz) ☒ Julie Kelsall-Dempsey (Highland Public Library)
☒ Kristen Campbell (Hurley Library) ☒ Margie Menard (Kingston Library)
☐ Christina Jennerich (Marlboro Public Library) ☒ Gisi Vella (Morton Memorial Library, Pine Hill)
☒ Chrissy Lawlor (Olive Free Library Association) ☒ Liz Potter (Phoenicia Library)
☐ (Plattekill Public Library) ☐ Wendy Alexander (Rosendale Library)
☐ Lois Skelly (Sarah Hull Hallock Free Lib, Milton) ☒ Katie Scott-Childress (Saugerties Public Library)
☒ Jody Ford (Stone Ridge Public Library) ☒ Brooke Dittmar (Town of Esopus Lib, Port Ewen)
☒ Tracy Priest (Town of Ulster Public Library) ☒ Kara Lustiber (West Hurley Public Library)
☐ Jessica Kerr (Woodstock Public Library)
☐ Nancy Krom (Cragsmoor Free Library) ☒ Kristin Fowler (Ellenville Public Library)
☐ Nicole Lane (Gardiner Library) ☒ Lisa Palmer (Wallkill Public Library)

UCLA Board Member: Lynne Ridgeway
MHLS Staff Members: Rebekkah Smith Aldrich, Laurie Shedrick

The meeting of the Ulster County Library Association was called to order by Margie Menard at 10:00am at the Stone Ridge Library.

Recorded Books Presentation: Representatives described the RBdigital App & Platform. The model is a pay-as-you-go model with the libraries paying $2.00 for an account to stream for a week from each of the channels on the platform. Comics and magazines are ordered individually. Movies include public streaming rights if the library is sponsoring the program.

Minutes: Margie Menard made a motion to approve the February meeting minutes, 2nd. Approved.

MHLS Sierra auto-renewal: (Document attached) Users whose materials are auto renewed are notified via email only. The group recommended the notification go out two days before the renewal at 5am.

PR Committee:
- Universal Class: Katie Scott-Childress will field any recommended changes to the Press Release for Universal Class. (Draft is attached). The PR firm will create a brochure for each library. Libraries are reminded to make sure that they have a button on their website with the text *Take an Online Class.*
- UCLA Brochure from Artist: Email Katie Scott-Childress if you need more brochures.
- Tables at Festivals:
    o Taste of New Paltz on September 15 – John Giralico
    o Catskill Mountain Story Festival on June 15 – Chrissy Lawlor
    o O + Festival on October 11-13 – Katie Scott-Childress
- Margie Menard made a motion to approve the fee for the Taste of New Paltz table, 2nd. Approved.

MHLS System Services:

There is a gap between the budget amount for truck delivery and the lowest bidder. System services reevaluated budget and recommended that member assessments be increased about 1 to 2%. This is the first increase in eight years. The assessment will be discussed at the March DA Meeting and voted on at the April DA Meeting.

MHLS Central Library Committee:

Central Library has $52,000 in excess funds which could be spent on delivery. The system services committee has recommended that it be spent for delivery. After discussion, the UCLA agreed that their representatives should support this recommendation at the Central Library Committee.

Fine Free Libraries:

Laurie Shedrick will run reports on the number of patrons blocked by owed fines and the amount of money owed on children's materials. Consensus was for libraries to consider a county wide initiative to remove fines for children up to age 15 with the privilege being attached to the child's library card. There is more information at https://endlibraryfines.info/

New Business:

NYLA Committee:

Katie Scott-Childress would like to form a NYLA Social Responsibility Council. Contact her if you would be interested in serving on the board of this committee.

Next UCLA Meeting Tuesday, April 16th at the Highland Library.

Margie Menard made a motion to adjourn at 12:15, 2nd. Approved.

Kara Lustiber

Secretary

AUTO RENEWAL / COURTESY NOTICES

What is Auto Renewal?

Auto Renewal is a feature which renews eligible items that are checked out to patrons in good standing, in an automated process, using Courtesy Notices. Three days before the item is due, the patron will receive an email notice to inform them that their item has been renewed, and will now be due at a later date. The new renewal date is based on the original checkout date. This feature has been received very positively by patrons and librarians alike in neighboring communities. It is considered a customer service improvement.

Example : a book that checks out for 21 days and is due on April 1, 2019 will be renewed to be due on April 22 (21 days after the original due date) if the following is true.

- The patron is not expired
- The patron owes less than $10
- The item has not met the renewal limit of holds (some limits are set to 0, some are as high as 2)
- The item or title does not have more holds than available copies.

What if the item has holds?

The item must be *eligible for renewal.* The same loaning rules that would apply to a manual renewal would still apply. The patron's card cannot be expired or blocked, the item must have less holds than available copies and the number of renewals allowed by the lending library cannot be met or exceeded. If an item cannot be renewed, the notice will inform that it could not and the original due date will be shown.

My library has things that don't renew-Museum passes and equipment. Will they renewed?

No. If an item doesn't renew now, it is not going to be eligible to renew through auto renewal. The rules that are in place for the number of renewals allowed are still respected. Once the established limit is reached, the renewal will not be allowed.

Can patrons just keep items forever?

No. There is a limit to the number of times an item can be renewed. In our system the maximum number has been set at 2. Once the item has been renewed 2 times (using any method to renew) it will no longer be eligible.

What if a patron has items from different libraries?

If the items are checked out at libraries who participate in automatic renewal, any item that can be renewed will be renewed and a new due date will be assigned. The notice will include all items that are due 3 days from the date the notice is sent.

Can a library choose not to participate?

It is possible to opt out of the Auto Renewal of items checked out of your location. It is not feasible to exclude your items from auto renewal, when checked out at other libraries. Additionally, your patrons who check out at other libraries will be eligible for auto renewal.

New Feature F.A.Q.

What do I need to do to participate?

We will be turning the feature on for libraries who do not opt out. MHLS will manage the sending of the notices. There is nothing for the participating libraries to do.

How will this affect my statistics?

Your renewals will go up. The renewal will be attributed to the checkout location each time the item renews. You will see an increase in this statistic. Renewals are counted in the Annual Report as checkouts. The checkouts report should not be affected. We will be tracking the increase in renewals.

My library counts on the money collected by fines. Will I lose all of that revenue?

No. Human nature extends to patrons. People will still have late fees even when items have been renewed for them. Data from a library who has used auto renewal cited only a 50% decrease in revenue while improving the patron experience.

What if a patron doesn't have email?

Their items will still be renewed, but there will be no way to let them know. This is a good opportunity to get patrons to provide an email. We can add a pop up to all of your patrons who currently do not have an email in their record.

What does a courtesy notice look like and is it customizable?

A sample courtesy notice has been provided here. This template can be customized by the DA, but the notice must serve the needs of all participating libraries. MHLS will be sending out the notices using a single notice template, and cannot be customized for each library.

SAMPLE NOTICE   02-06-2019

Log into your library record to review the status of all of your checked out

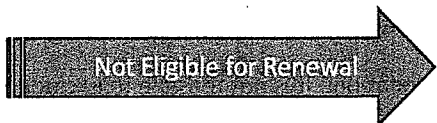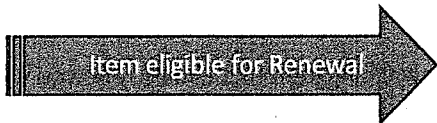www.starrlibrary.org   login to your library account

Rosie M. Duck

The following items have been automatically renewed. Please see below for the new due date(s):

Item eligible for Renewal

AUTHOR:
TITLE: Goldenrod Taffy Documentary
CALL NUMBER: VHS - Goldenrod
BARCODE: 32380100049624
CHECKED OUT FROM: CIRC
DATE CHECKED OUT: 02-04-19 03:57PM
DUE DATE: 02-11-19   RENEWED

Rosie M. Duck

These items could not be renewed and are due 02-06-19:

Not Eligible for Renewal

AUTHOR: Tanguy, Yves
TITLE: Extinction of Useless Lights
CALL NUMBER: Surrealist 2
BARCODE: 32380100049665
CHECKED OUT FROM: CIRC
DATE CHECKED OUT: 02-04-19 03:58PM
DUE DATE: 02-06-19

ALL ULSTER COUNTY RESIDENTS CAN NOW USE

ONLINE LEARNING HUB "UNIVERSAL CLASS"

TUITION-FREE WITH THEIR LIBRARY CARD

KINGSTON, NY (March 15, 2019) – Attention all Ulster County Residents: Did you know that you can take an online class for free?

The Ulster County Library Association, made up of the twenty-one public libraries in Ulster County, is pleased to offer Universal Class, an online learning resource that offers more than 500 lifelong learning and Continuing Education (CE) classes in over 30 subject areas. Many courses offer Continuing Education Units (CEUs), and all are designed and led by professional instructors to build deeper understanding and mastery of subject matter. Universal Class includes videos, assignments, quizzes, tests, and options for social media interaction with other learners. Patrons may take multiple classes and learn at their own pace.

Anyone with a library card from one of the Ulster County public libraries can create an account and use Universal Class, on an unlimited basis, completely tuition-free. The Universal Class resource is paid for by funds from the Ulster County Legislature. Ulster County residents who do not yet have a library card can quickly and easily obtain one at their local library; all library cards are free.

To create their free account on Universal Class, Ulster County residents can visit the Ulster County Library Association website at http://uclib.org/infoportal and click on the "Take an Online Class" link.

Katie Scott-Childress, Director of the Saugerties Public Library, says: "We have a lot of library patrons who are job seekers or people looking to advance professionally. They can really benefit from Universal

Class by taking these Continuing Education classes in all kinds of subjects, from software programs such as Microsoft Excel, to writing classes, to typing and keyboarding, or creating websites. We also have lifelong learners, and Universal Class even offers courses such as How To Draw, Nutrition 101, and Aromatherapy – things that are going to help you go deeper into a subject you might want to learn more about."

In addition to those seeking professional development and personal enrichment, the Ulster County Library Association aims to serve homeschooling families who wish to take advantage of the wide variety of classes that are all self-paced and involve online interaction with a teacher.

ABOUT UNIVERSAL CLASS

Universal Class has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). Universal Class subject areas include: Accounting and Bookkeeping, Business, Entrepreneurship, Office Skills, Alternative Medicine, Parenting and Family, Performing Arts, Career Training, Personal Care, Pet and Animal Care, Computers and Technology, Psychology, Cooking, Real Estate, Financial Management, Religious Studies, Science, Self-Help, Homeschooling, GED Preparation, Mathematics, Language Arts and Writing, Medical Billing and Coding, and more. Popular courses include Microsoft Excel, Microsoft Word, Typing and Keyboarding, How to Draw, Investing, Basic Math, Anxiety Therapy, and Yoga.

FACTS ABOUT ONLINE LEARNING

--Online learning offers all types of learners more flexibility, where one can fit in coursework around a work schedule. It allows students to choose an environment that works best for them, whether it's home, a library, a café, or another location, while also eliminating the cost, time, and environmental impacts of commuting.

--Online learning helps build self-discipline and time-management skills.

--Online learning usually offers students a wider range of topics and courses than would otherwise be available in a traditional continuing education program.

--According to a Brandon-Hall Study, learning online typically requires **40% to 60% less time** than learning the same material in a traditional classroom setting.

--The *Research Institute of America* found that online learning **increases retention rates 25% to 60%** while retention rates of face-to-face training are very low in comparison: 8% to 10%,

because with online learning, students have more control over the learning process and can revisit the instructional material as needed.

ABOUT THE ULSTER COUNTY LIBRARY ASSOCIATION

The Ulster County Library Association (UCLA) creates an opportunity for the twenty-one public libraries in Ulster County to collaborate. UCLA's goal is to best use shared resources to offer more to patrons. The UCLA provides the following services to the people of Ulster County: secures funds on behalf of county libraries; coordinates the dissemination of information on library services and activities; provides a forum to encourage free communications among Member Libraries; defines and executes special projects for the benefit of Member Libraries; and encourages gifts, endowments and bequests to the Association. For more information, visit http://uclib.org.

The UCLA member libraries in the Mid-Hudson Library System are: Elting Memorial Library (New Paltz), Highland Public Library, Hurley Library, Kingston Library, Marlboro Free Library, Morton Memorial Library (Pine Hill), Olive Free Library Association (West Shokan), Phoenicia Library, Plattekill Public Library, Rosendale Library, Sarah Hull Hallock Free Library (Milton), Saugerties Public Library, Stone Ridge Public Library, Town of Esopus Library (Port Ewen), Town of Ulster Public Library, West Hurley Public Library, and the Woodstock Library.

The UCLA member libraries in the Ramapo Catskill Library System are: Cragsmoor Free Library, Ellenville Public Library & Museum, Gardiner Library, and the Wallkill Public Library.

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Fines free: Getting there in stages: a primer for county wide discussion

What is fines free: Fines free means that certain patrons or certain items will not be assessed an overdue fee. Replacement fees for items not returned are still assessed. Fines free isn't new, in fact there are 12 libraries in our system that are 100% fines fee. Libraries across the country are trending away from fines. Many MHLS libraries have expressed an interest in moving in that direction by embracing **Partial Fines Free**, where the library is limiting the fine freeness to a subset of patrons or items.

Why do we need to talk about this as a group?
To accommodate a partial fines free library we would need to expand either our item types (itypes) or patron types (ptypes) to allow us differentiate those free items or patrons separately in the loan rules, depending on how it is deployed. Our upgrade to Sierra 4.0 included an expansion to the capacity of both of these codes. which frees us up to more flexible in accommodating. MHLS needs to be able to make these expansions happen, but also to manage the process within the limits that serve the entire membership and the overall management of the ILS.

What are the options? Dipping a toe into freedom may be the way to move your library to fully free. You can choose to limit by Collection (itype) or by patron age or ptype. It is possible to apply both. You might wish to allow your children's collection to be free, but only to children under 10.

Great! So we can be completely free?
Well sort of... While we have expansion, there are still limits and the libraries are still sharing the loan rules, which have not expanded. The fewer variations on the rules, the easier it is for us to manage, sure, but also from the library staff's perspective and the patron's vantage point, less is almost always more. It is easier to enforce and comprehend a more stream lined approach within a library and across neighboring libraries.

Action: Discuss at the county level, defer to the Resource Sharing committee, who will recommend an Action item for vote at the DA. The action item can stipulate the limitations on expansion.
- Expand item types to accommodate fine free collections (which itypes or all)
- Expand ptypes to identify a fine free patron type for each library (remembering they will be free only where local libraries extend freedom).
- Begin using patron age in our loan rule- we currently have not included that element.

Fine Free Collections

In order to have segments of the collection be fine free, to anyone or segments of a population, the collections need to be separated into itypes. If you wished to make your Juvenile collection fine free, MHLS could identify your Juvenile collection using the Annual report code, and globally update those itypes to

We currently have the following itypes:
Action: Not all itypes need to be expanded. Identify those itypes that would be expanded. The entries with "-expand", seem like good candidates.

0 Book – expand, creating Book- Fine Free (example)

1 **Book-no holds- expand, creating Book-no holds-fine free (example)**
2 Non circulating
3 Short loan Book- expand
4 Short loan Book-no holds- expand
5 Book on Cassette- expand
6 Book on Cassette-no holds -- expand
7 Book on CD- expand
8 Book on CD-- expand
9 Music on Cassette
10 Music on Cassette-no holds

11 Music on CD- expand

12 Music on CD-no holds- expand
13 Printed Music- expand
14 Printed Music-no holds- expand
15 Mixed Media- expand
16 Mixed Media-no holds- expand
17 Large Print- expand
18 Large Print - No Holds- expand
19 Microform
20 Microform-no holds
21 Periodical- expand
22 Periodical-no holds- expand
23 Phonorecord
24 Phonorecord-no holds
25 CD-ROM-Software- expand
26 CD-ROM-Software-no holds- expand
27 Toy- expand
28 Toy-no holds- expand
29 Videocassette
30 Videocassette - No holds
31 DVD- expand
32 DVD-no holds- expand
33 Vertical File
34 Vertical File-no holds
35 Map
36 Map-no holds
37 ILL-bks-no holds
38 ILL-AV-no holds

By Birthdate: If there is an age segment or even multiple ages that you would wish to be fines free, we can set up a line in your libraries loan rules to manage that for each itype group. Using this, you could allow patrons under 5 to be fines free, over 65 to be fines free, or both. This method has the advantage of being a "set it and forget it" method that works across all patrons without additional entry, if their record includes a birthdate.

Loan Rule Determiner ☒

File   Tools

Append   Save   Delete   Copy   Insert   Edit   View   Move   Print   Close   Refresh

	Location	Patron Type	Item Type	Age Range	Rule Number	Active	
1170	sta*	4,6	0,3,5,7,9,11,13,...		92	Y	▲
1171	sta*	1-78	0,3,5,7,9,11,13,...	1-18	92	N	
1172	sta*	1,3,7-75	1,2,4,6,8,10,12,...		37	Y	
1173	sta*	4,6	1,2,4,6,8,10,12,...		93	Y	

Fine free Ptypes for each location: Currently we have a single ptype for each library. These are numeric codes. We could append our current list with a group of ptypes that can be used for adding the privilege of being fines free (very much like the old 4-VIP), which is no longer in use, but for each library. We would end the list below with another 70 ptypes, one for each library. Libraries would need to edit, or identify a group of records in a review file for updating.

Example: 81 – Amenia Fines Free

Patron Type

File   Tools

Append   Save   Delete   Copy   Insert   Edit   View   Move   Print   Close   Refre

	Label
0	-
1	Select Home Library from list
2	Correctional facilities
3	NON-RESIDENT
4	VIP (no longer in use)
5	ILL (no fines)
6	Homebound & Extension Services
7	Poughkeepsie
8	Amenia
9	Athens
10	Beacon
11	Bookman

No matter how we approach this, we need to make changes. Thank you for your time and consideration!

39 Realia- expand
40 Realia-no holds- expand
41 Art Prints- expand
42 Art Prints-no holds- expand
43 Computer use-no holds
44 16 mm films
45 16 mm films-no holds
46 Equipment
47 Children's Periodicals
48 Children's Periodicals-no holds
49 Equipment - No Holds
50 Childrens software
51 HIP Videos
52 Long Loan Videocassette
53 Long Loan Video - No holds
54 Long Loan DVD
55 Long Loan DVD-No holds
56 Audio Book w/Player
57 Audio Book w/Player-No Holds
58 Book Club in a bag-No Holds
59 Gaming
60 Gaming-No holds
61 Miscellaneous
62 Miscellaneous-No Holds
63 eBook Reader - No-Holds
64 Museum Pass-No holds
65 DVD - Local Holds
66 Video Media Player
67 Video Media Player No holds
68 Book - Local Holds
69 Music CD - Local Hold
70 eBook Reader - Local Hold
71 Large Print - Local Hold

Fine Free Patrons

There are a few ways to approach patron segments being fine free. Depending on the expansions in place it would be possible for a library to be very flexible in approaching how they deploy fines freeness.

Recorded▶Books presents

RBdigital Unlimited Streaming Video

Our unique seven-day license access model is a first of its kind in the library market and allows your patrons to binge-watch their favorite shows weekly without breaking your budget!

Over 70% of US consumers binge-watch TV shows,
with Americans gulping down an average of six episodes per marathon session.

About 49% of Americans now subscribe to streaming video services.

RBdigital Unlimited Streaming Video Seven-Day License Model

- **Unlimited usage:** Seven days of unlimited usage across all content offered by a service that allows patrons to consume video the way they do on popular streaming services.

- **Easy patron access:** All services are available through the RBdigital app as well as on tablets and computers.

- **Budget-friendly:** The Recorded Books model can save libraries over 75% compared to the competition—costing as little as pennies per view. Libraries could pay four to five times more in a pay-per-use model and receive less overall content.

- **Limited collection-development costs:** RBdigital will continue to add more great content to the service at no additional cost— you pay only for licenses used by your patrons.

rb The only patron mobile app that provides access to audiobooks, eBooks, magazines, comics, a range of streaming video services, educational offerings, and more in one app—making it simple for you AND your patrons to discover and access great content!

Unlimited Streaming Video Services from Recorded Books

ACORN tv

The Best in British TV and Film

World-class mysteries, dramas, and comedies from Britain and beyond, including 80+ exclusive shows and a full slate of original programming.

Qello CONCERTS

Full-Length Concerts and Music Documentaries

Over 1,500 full-length concerts and music documentaries spanning over 30 genres from the 1920s to today's hottest artists.

IndieFlix

Movies, Documentaries, Shorts, and TV

Award-winning comedies, documentaries, drama, animation, shorts, and classic TV.

BROADWAY HD

Broadway Plays and Musicals

Live and recorded Broadway shows and musicals, including both classics and newly produced, exclusive theatre content.

PONGALO

Spanish TV and Movies

Spanish language telenovelas and movies, including exclusives, action series, Hollywood movies, sports, documentaries, and content just for kids.

LearnItLive

Wellness and Personal Development

Thousands of live and on-demand classes representing over 100 topics with a focus on health, wellness, and personal development.

Recorded▶Books