TO: RPL Board of Trustees  
FROM: Patricia Uttaro, Director  
DATE: November 20, 2019  
SUBJECT: Monthly Report – November 2019

**Action Items**

**Election of Officers for 2020 (Baynes)**  
This will be presented at the meeting.

**Reappointment of Trustees for 2020-2024 (Baynes)**  
This will be presented at the meeting.

**Library RPL-MCLS Staff Association Vending Agreement (Harrison)**  
Since the advent of vending machines at the Central Library, the Staff Association has monitored the terms and conditions of the contract with the vending company and has managed location, selection, pricing and customer complaint issues. In return, the Staff Association has received the vending commissions up to $2,500 per year to support Staff Association operations. Funds above that amount will be used to support Library programs that are mutually agreed upon by the Library Director and the Staff Association Board. Each year, the Staff Association has provided support for retirement coffee hours, the annual retiree luncheon and various Library programs and events. This agreement will run from December 1, 2019 to November 30, 2020.

**Board Action Requested:** Approval of an Agreement Amendment with the RPL-MCLS Staff Association to continue management of vending services at the Central Library as described above for the period December 1, 2019 to November 30, 2020.

**Literacy Volunteers Digital Literacy Contract (Reeves)**  
The Literacy Volunteers of Rochester (LVR) have provided Digital Literacy Navigators in several branches and town libraries within MCLS for several years. These Navigators work one-on-one with patrons who need extra assistance with computer tasks or with learning how to use a computer. Within RPL branches, these Navigators have provided valuable services that supplement what is offered by staff. Within the last year, LVR approached RPL to advise that the service would no longer be free. Dr. Reeves and Director Uttaro met several times with LVR staff to work out an agreement whereby LVR will provide up to 12 hours a week of Navigator service at Arnett, Lyell, and Lincoln, with a possible 4th site (Wheatley) funded by FFRPL for the remainder of the fiscal year.

The terms of this agreement will cover January – June 2020 at a cost of $4,125 per site, for a total of $12,375. The agreement requires that LVR provide trained volunteers to assist adult patrons with learning digital skills. Volunteers will be onsite an average of 9 hours per week.

**Board Action Requested:** Approval of professional services agreement with Literacy Volunteers of Rochester not to exceed $12,375.
Fax Fee Changes (Harrison)
In summer 2019, the RPL purchased and deployed multi-function devices at branch libraries for copy, scan and fax utilization. The Board approved a rate of $0.25 per fax page fee in anticipation of this purchase. Prior to this, RPL branches were under agreement with Eastern Managed Print Network for the provision of concession multi-function devices. Pricing was set by this vendor at a rate of $1.00 per fax page.

At the October Board meeting, discussion surrounded the current state of facsimile utilization, which at libraries is primarily focused on benefit, job and citizenship-related activities. Costs for fax services, given the migration of the RPL to voice-over-internet protocol phone lines and the low maintenance costs for devices, have diminished. In support of reducing barriers to library users, the exploration of eliminating this fee was endorsed.

Determining projected revenue loss for fee elimination is complicated by several factors: the recent change in fee, the shift from concession to owned devices, the combined collection of copy and fax cash payments as rung in registers at branch locations, and the limited transaction reporting available for devices. What we seek to establish is the maximum potential loss for discussion with the City as part of the upcoming budget process. We analyzed six months of data from our concession vendor payments, which included both copy and fax charges, during FY19. The average concession per month was $1,141; with a low of $593 and a high of $1,888 across all branches. Assuming faxes represent 60% of these transactions, and RPL payments received during this period were 35% of vendor fees charged compared to Board approval of $0.25 per page, we assume a loss in branch fee revenue of approximately $7,400 per year.

Eastern Managed Print continues to provide concession copy and fax services at the Central Library, in addition to RPL-owned devices (EnvisionWare Library Document Stations). Devices at Central Library will be shifted to all RPL-owned devices operating primarily out of the Technology Center by spring 2020. As a result, we are recommending the elimination of fax fees in Branches on January 1, 2020, with elimination of fees at Central corresponding with the opening of the Technology Center.

At all RPL locations, there continues to be no charge to scan to a device (USB or ‘thumb drive’) or to send a scan to email from any device, concession or owned.

Board Action Requested: Approval of the elimination of fax fee charges effective January 1, 2020 at all branch libraries, and at Central Library with the opening of the Technology Center in spring 2020.

Holds Fee Elimination (Uttaro)
Elimination of fines and fees has been a method used by RPL to remove barriers to service. The elimination of fines on materials for children and teens has resulted in increased circulation of those materials. Now, we are asking that Board consider eliminating the $.25 holds fee, which will broaden access to materials throughout the system for City library users. In FY2018-19, RPL filled 52,681 holds – 40,115 in branches and 12,566 at Central. If the $.25 holds fee was collected for each of these holds, RPL realized $13,171 in revenue. Many of those holds fees were likely waived, depending on the situation. Other MCLS libraries that have eliminated holds fees have experienced increases in circulation as people begin to take advantage of the full scope of the system’s collections. The holds fee was originally implemented in the early 2000’s to increase revenue during difficult budget years. The result was the creation of a two-tiered service model in which people who could pay for holds were able to access more materials while people who could not pay were left with limited resources. This action seeks to eliminate the two tiers of service and open up access to the full scope of county collections to city library users.

Board Action Requested: Approval of eliminating the holds fee for Rochester Public Library users.
Amend 2019 Holiday Closings Schedule for RPL (Uttaro)
New Year’s Eve falls on a Tuesday this year, when several branches are open until 7:00 pm. Given the nature of the holiday and the anticipated low attendance in the libraries, we are requesting to close all RPL locations at 5:00 pm on December 31.

Board Action Requested: Approval of amendment of the 2019 Holiday Closings Schedule for December 31.

Discussion Items

RPL Agreement, Foodlink Career Fellowship
The RPL has been in discussion with Foodlink for several months regarding the utilization of the café space on the first floor of the Central Library Bausch & Lomb building. Foodlink has developed a plan, recently endorsed by their Board of Trustees, to create a career fellowship workforce development space to operate in the café. Foodlink’s management team is currently working with an architect to develop plans for renovation of the space, with a focus on “grab and go” food provisions.

We seek Board input in anticipation of a January 2020 full proposal and agreement authorization request. The RPL and Foodlink have agreed to the following parameters thus far in this concept development:

- Foodlink will invest significant capital for renovations and equipment to adequately update the café space.
- Given Foodlink’s investment and the use of space as a career training center, the RPL will not enter a typical gross lease basis with Foodlink but will instead charge only the estimated utility costs assumed by use of the café, estimated at $4,000 per year.
- Foodlink will share data on participants trained through the café program with the RPL, to be further defined in our agreement terms.
- Foodlink seeks to avoid full control of the café seating area, which is currently utilized by library patrons as a public eating space. Different from prior leases, Foodlink and the RPL are jointly evaluating use of the seating area. Foodlink is open to this remaining as public seating as a designated eating area, which is needed for staff and public.
- Overseeing this workforce plan will include staff from Foodlink as operations and supervisory roles in the café space, with roles to be further defined in the agreement.
- The café anticipates hours of operation to be mornings to afternoons Monday-Friday, to be finalized in the agreement but also subject to modification at the discretion of Foodlink with notification to Library administration.

Report Items

Patricia Uttaro, RPL Director reporting

Recommended Reading
- Fugitive Libraries - https://placesjournal.org/article/fugitive-libraries/


• The Complicated Role of the Modern Public Library - https://www.neh.gov/article/complicated-role-modern-public-library


• How the Library Became the Hippest Spot in Austin TX (video) - https://youtu.be/maNTsh8NNj4

• Enjoy Free Internet at the Library? Thank This Woman - https://www.wired.com/story/enjoy-free-internet-library-thank-this-woman

Upcoming Events

• MCLS Trustee Symposium with Attorney Stephanie Adams – November 23, 9-12 at the Henrietta Public Library.

Maplewood Community Meetings

On October 22, Dr. Reeves and Director Uttaro held a community meeting at the Maplewood Community Library to share the Branch Facilities and Operation Plan and its recommendations for the branch. More than 25 people participated and provided valuable input regarding what the neighborhood needs and wants in a library. Participants were divided into three groups and asked to imagine the library that is needed by the community. Nearly everyone identified the need for more space as a primary issue, which was reinforced by the tremendous number of children and adults present in the library during the meeting. We learned that staff have resorted to using the staff break room to provide quiet study space for students who need it because there isn’t any other place to accommodate the need. In addition, the need for a learning and recreation center combined with the library was raised as a priority. Following up this successful community meeting, Uttaro, Reeves, and Trustee Salluzzo met with Michael Daley, President of Aquinas Institute, to share the report with him and to discuss how Aquinas could participate in and benefit from an enlarged Maplewood Library. The next step in determining if a new or enlarged building for Maplewood is supported will be a meeting with Mayor Warren in December.
Social Media

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Constant Contact Newsletter
Central
- Subscribers who opened newsletter – 804
- Click through – 45

RPL
- Subscribers who opened newsletter – 1,649
- Click through – 37

New subscribers – 5

Central Library Updates

Arts/Literature, Nanci Nugent reporting

- The Rochester Writes series continued with a special Halloween-themed writing class – Stories that Haunt Us with popular writing teacher, Jennifer Case. This three-part workshop included reading and discussing some spooky tales as well as giving students the opportunity to generate and share their own fantastic stories.
- Louise Brooks Talk: Louise Brooks is an iconic figure in the film world, and she frequented the Central Library’s Literature Division during her lifetime. Timothy Madigan, professor of Philosophy at St. John Fisher College gave an interesting and amusing talk on the film star. He provided a background on Ms. Brooks, and how she made it into the film world. Madigan also gave details on the people she surrounded herself with and her unfortunate decline from silent films to having to work in a department store. He also talked about how she ended up living in Rochester, NY, began a writing career, and how she very much loved and visited the Literature Division. An amusing quote from the program-- “By 1980, the body was weak, but the mind was sharp, kept active by William Cuseo at the Rochester Public Library, who supplied her with a steady
stream of books. 'I am the only woman who ever gave up men for the public library,' she said." (Barry Paris, Louise Brooks, page 509.).

- The World Music Concert Series featured performers playing traditional music from Zimbabwe, China, Bulgaria, and Spain. Pictured is Sladki Doumi, wearing handwoven heirloom dresses from various regions of Bulgaria. A young Bulgarian exchange student was in the audience. The singers said they could see him singing along with the songs and laughing at some of the lyrics! The cultural exchange at the concerts has been perhaps the most enjoyable aspect of the series. Patience Munjeri of Zimbabwe had a fascinating pre-concert question and answer session where she described the spiritual significance of the music she played, and Leah Ou described the stories behind her Chinese pipa songs.

- Issue No. 6 of Rundelania: the digital literary journal is out on November 1 and will again feature poetry, fiction, and essays of library patrons. Rundelania.com is the web address.

**Business Innovation Center (BIC), Jennifer Byrnes reporting**

Business Innovation Center Supervisor Jennifer Byrnes and Librarian Kate Meddaugh attended the NYS Innovation Summit. It was an invaluable training and networking opportunity. They also attended the Intelligent Community Forum and learned what other cities worldwide are doing to become more automated and “smart.”

Outreach
- Byrnes attended a small business workshop sponsored by the Henrietta Chamber of Commerce and Senator Gallivan.
- Byrnes held office hours at RIT’s Venture Creations incubators.
- Meddaugh promoted the resources of the Business Innovation Center at Roc Growth Coffee.

Consulting
- The Carlson Center for Intellectual Property assisted: 11 in person, 16 by email, 3 by mail, 2 by phone.
- Webpage views: 81
- Byrnes did 35 hours of in-depth market research for area businesses.
- Librarian Lily Anthony did market research for industries such as sporting goods, painting, laundry, brewing, health insurance and photography.

Database Usage
- Frost & Sullivan: 33 searches, value $78,800
- IBISWorld: 44 reports, value $17,067.50
- InnovationQ: 93 searches
- Statista: 103 searches
- VentureSource: 20 searches

Anecdotes
- The division received a grant from the Harold Hacker Foundation to create an embedded small-wares kitchen tool library at The Commissary.
• The Urban League group loved the library space so much that they held all their Monday evening classes in the Business Innovation Center:

Jennifer, Lily, and Kate,

Good morning and happy Tuesday to you. I am just reaching out to say thank you so much for hosting our 60 HR Next Level Class the last three weeks at the library. Being at the library gave our students more access to information than they previously were able to have and allowed them to have a change of scenery which definitely helped them focus more. Again, thank you very much for letting us meet at the library.

Kendall Banks
Business Counselor
Urban League of Rochester, NY, Inc

Patron Services, Cynthia Dana reporting

• Dana facilitated hosting a table for Rochester Educational Opportunity Center (REOC) to hand out information regarding their free classes; they also spoke to patrons using the computer lab.
• Central also hosted the Urban League to share information about their re-entry programs for young dads.
• Foodlink—Dana met with Children’s Services Manager Tonia Burton and Teen Central Supervisor Dennis Williams to discuss providing snacks for youth at the library. She invited Sheila Williams from Foodlink to view Central’s areas and contacted Foodlink’s Mitch Gruber with information he requested to begin the program here.
• Dana helped man a table at Halloween at the Market (Public Market), at which they handed out three boxes of books, bookmarks, candy and Halloween toys. They shared information regarding the library services and FFRPL. They estimated the event would draw between 3000-4000 and they were right!

Circulation/Information, Chad Cunningham reporting

Statistics
• New Borrowers: 129
• Access cards: 2
• Notarial Acts: 124

Programs
Brian DiNitto taught 10 computer classes. 26 people attended. One comment from the Smartphone class: “The Library does so much. We appreciate all that you do for the public.”

Anecdotes
• Cunningham issued one card at the Hispanic Heritage Festival. The patron had been using her husband’s library card for years but was interested in getting her own. She was quite inquisitive and enjoyed hearing about the unusual items the library system had to offer.
• Information staff assisted a patron who needed help in order to do his job better. He supervises eight workers in a factory setting and his new boss now requires that all reports and job information be entered in
the computer. The patron, who is not comfortable using computers, came in and staff spent about 45 minutes teaching him the basics of computers and websites. The patron is signed up for the Word class and will continue to use us as a resource.

- A patron who just moved here from Georgia came in and Information Desk staff helped him set up an e-mail account, registered his smartphone to his new e-mail, and signed him up for a Safelink account. The patron was very grateful for the staff assistance and plans to use our resources to prepare resumes and apply for jobs.

*Reynolds Media Center, Joseph Born reporting*

**Circulation**

- In October, RMC rented 11 pieces of equipment and circulated 11,209 items. RMC also circulated another 5,748 items at other libraries for a grand total of 16,957 items.
- Hoopla: Hoopla’s October circulations totaled 1442: (354 Movies/TV, 645 Audiobooks, 91 Music, 241 eBooks, 111 Comics). 416 patrons used the service during October with 45 new users registering and 82 patrons using all seven circs (20%). Average cost was $2.08/item.

- During Staff Day on 10/18, the RMC staff were no “chickens” and “pigged” out at a wonderful potluck lunch. Staff also removed the bottom shelves of their entire collection and found 65 DVDs/CDs. About one third of these items had been traced. They also found a crack pipe, a lighter, and a 1970 Ford Torino!

*Sciences and History, Darlene Richards reporting*

Darlene Richards met with nonprofits from the following organizations: the Community Hygiene Bank in Brockport, United Way, and the Charlotte & Genesee Lighthouse Historical Society. In the conversation with the representative from United Way, Richards learned that the representative had previously done a two-hour introduction to grants workshop—now Richards is planning such a workshop for February 2020.

Comments: “Wealth of knowledge shared and many ideas were discussed. Great resource and friendly service.” “Darlene did a great job tying her overview to the handouts so I can fully use and understand the material going forward.”

**Outreach**

- Librarian Sarah Bishopp Vélez attended a Grants for Good Celebration, given by grant writer Margit Brazda Poirer. Bishopp Vélez presented briefly about the Grants Resource Center at the Central Library. Over sixty people from various nonprofits attended.
- Librarian Stephen Nash has been contacting Monroe County area home school associations to promote the “Hands on Science Kits” that are available to borrow from the Science, History & Social Sciences Division.
- Bishopp Vélez staffed a table at Project Homeless Connect with Melanie Lewis, Amy Discenza, and Maria Delgado. It was a great time to interact with the homeless community in Rochester and tell everyone about the many services that the Central Library provides. They talked with approximately 155 people throughout the event. They handed out free books—the children’s books went especially fast! They marketed Health Central’s and LROC’s services and told many people about the free computer classes. One question that
came up frequently was how to use the library if there are long-standing fines on an account. This was a great chance to put a friendly face on the Central Library! They welcomed everyone with this question to come in and talk to our awesome circulation staff and see if something could be negotiated.

Health Central
CHIC Student Project: Health Central received another medical student intern through the Community Health Improvement Course (CHIC) at University of Rochester Medical Center. Abena Bruce worked with the library throughout October, completing several projects that Bishopp Vélez assigned to her. During walk-in hours, Bruce saw many patrons and performed health screenings, answered health questions, and made referrals to nearby clinics.

Library Resources Outreach Center (LROC)
Stats (as of 10/28)
- Human Services Cases – 56
- Volunteer Legal Services Project of Monroe County (VLSP) – 14

Anecdotes
- Throughout the month patrons, several of whom had not been to Central in several years, visited the division looking for travel guides to Europe, the Caribbean, and southwestern U.S. destinations. They universally remarked to Steve how up-to-date and extensive the travel section is at Central and said that they would tell their friends.
- Librarian Renee Kendrot helped two people from Action for a Better Community who had an interest in the Job Information Center and the resources we offered to individuals to look for local jobs. They were extremely impressed with the resources available and the job information bulletin board. They said that they will be back and will tell other colleagues in their organization about the Job Information Center.

Teen Central, Dennis Williams reporting

Programs
- Ping Pong continues to draw a lot of interest from the teens.
- Dennis Williams continues to run a chess program on Saturdays.
- We started a Speak Japanese program. It has been well attended and will continue through November 2019.
- Antoine McDonald, YA Librarian, hosted his Young Men’s Book Club with over 15 attendees. The young men continue to read and discuss selected titles of the month.
- We also held a Halloween Party with over 25 teens in attendance.

Outreach/Community Contacts
- McDonald and Williams met several times with staff from the Center for Youth. They worked with them to provide condoms, sex education talks, and recruit kids seeking employment.
- Williams met with and provided space for the Genesee Valley Youth Ambassadors.
- Williams contacted Jason Kajet, a young man that provides transformative, and self-esteem building programs.
- Williams attended the Liberty Partnership Program quarterly board meeting as a board member.
Anecdotes/Other
PlayWalk Ribbon cutting-October 24, 2019

*imagineYOU, Jeffery Bostic reporting*

393 Visitors

**Photoshop**
Several kids became very interested in photography and Photoshop while watching others work on the contest. One of our frequent visitors, Benji, took several photos and designed album covers and Facebook photos with his brother. The link will show you some of his pictures.
https://mclsny-my.sharepoint.com/:f:/g/personal/jeffery_bostic_libraryweb_org/EvlXVzOX_OhKmX6EXYmnZM4BTG3mQ3zThl9eQD0nwAE-1w?e=sdRMAp

**E-Sports**
Attached you can see pictures of three teens who won Fortnite Battle Royale matches. Two of them won back to back. Meaning they were good enough to go into matches with 99 other people and be the last person standing back-to-back while playing on wi-fi.
https://mclsny-my.sharepoint.com/:f:/g/personal/jeffery_bostic_libraryweb_org/EiacsUYpzpPp3h01YXTIx0BS5WosUxz8LB75yu-TPdoQ?e=gdbDG9

**Virtual Reality**
The Oculus Rift continues to be extremely popular. Attached is a video of the best beat saber player in the library.
https://mclsny-my.sharepoint.com/:v:/g/personal/jeffery_bostic_libraryweb_org/EUCx8z1VdDFNugEmUp5lhboBWOUChh0IPv eaEUymC-8cQ?e=Wgs6bj

**Monthly Contest**
Nani won this month’s contest. She came in second place last month. Next month the teens will place their heads on turkeys for the contest.
**Branch Library Updates**

**Assistant Director Tolley Reeves, EdD, reporting**

**Branch Administration, Patricia Connor reporting**

**Community Outreach**

Connor accompanied Cynthia Dana (Central Library) and Matt Seidel (Friends and Foundation of the Rochester Public Library) to Halloween at the Market. Over 70 community organizations came together to provide a free, friendly, fun Halloween event for families in the Rochester area. Even though it was a very windy evening, hundreds of families stopped by the Public Market to receive some treats along with information about local organizations and agencies. Thanks to the Friends and Foundation of the Rochester Public Library, the library representatives were able to distribute new books, candy and Halloween trinkets. One little girl proclaimed, “Now I won’t have to take this book (*Make Way for Ducklings* by Robert McCloskey) out of the library all the time. I have my very own book!” (Priority #2—Sustainability and Resources)

**Other**

The review of the Rochester Public Library’s Policy and Procedures manual is well underway. The team continues to read through the policies and recommend revisions, deletions and additions. Unfortunately, the October meeting had to be rescheduled and the team will now be meeting in early November. Connor has been busy reading through *Creating Policies for Results from Chaos to Clarity*, published in 2003 as part of the PLA Results Series. It is still pertinent today and she would recommend the next team leader have this book (or an updated version) before beginning this journey when the next review is scheduled. A policy inventory has now been developed and the team will be looking at where we stand at the November meeting. The book, as well as the *Handbook for Library Trustees of New York State*, lists recommended policies, and the team will be making sure they are included in their recommendations to the Board.

Xandi DiMatteo did presentations for Hillside clinicians and educational staff, each of which dealt with very different applications of graphic novels. DiMatteo loves public speaking, especially about this topic which she feels so many adults are biased against. Not only was she able to promote some great visual literature, but also highly encourage people to visit their local libraries to obtain these books. Remember: cards are free, as are materials...so long as you return them on time!

**Anecdotes**

DiMatteo was also fortunate to continue her participation with the Greater Rochester Teen Read. She has been involved with the committee for all 10 years. Greg Neri was an author choice that she was especially excited about. She had already seen him in action doing author visits from previous visits to Rochester, New York during the Teen Book Festivals of 2014 & 2015 and she knew that he would be popular with teens, and especially urban teens. She loved seeing him at Hillside and how adults were concerned that the teens might give Neri a hard time. It only took minutes and the kids were attentive and leaning towards him to hear his calm voice talk about his adventures in Antarctica.

Maplewood Library had an audience of boisterous participation, which Neri handled expertly and with good humor. Kids wanted his autograph on their books and arms.
School #35 had A Horse’s Friend show up and they got to take a ride in the middle of the city. Brighton Library had a mix of kids and adults and DiMatteo sold books from the back of her car! Each appearance had something unique happening, but the one constant was that kids were sharing in Greg’s excitement for storytelling.

**Safe To Be Smart Program, Derrick Coley reporting**

**Arnett Site**
- Shetora Banks chaperoned a group of teens to the Strong Museum to hear a lecture and meet Lual Mayen a famous African-born game developer. Lual took pictures with STBS teens and showed them some of his games using their smartphones.
- Banks provided a healthy snack and conducted a STEM activity with the teens. In addition, the teens made smoothies using a recipe.
- She had two teens take initiative with teaching chess to peers and staff that wanted to learn. Banks and staff realized it will take much more practice to get on the teens level of chess playing.

**Phillis Wheatley Site**
- Lynnicsha Bostick-Beckford is still out due to injury. Lori Frankunas, Site Supervisor, and Children’s Librarian, Alexandria Haehn and John Hylton, STBS Youth Service Assistant have picked up the slack for coverage.
- Frankunas and staff facilitated splatter art for all youth to participate.
- Frankunas and staff facilitated the Mix and Mingle which was an apple bar filled with a variety of toppings. Many of our Muslim youth don’t celebrate Halloween, therefore no costumes were required.

**Maplewood Site**
- Yaliza Frank worked with teens on empowerment. The teens had a writing activity on freeing their thoughts, then they worked on homework and wrote poetry to express their feelings.
- Frank had the teens read poetry for National Poetry Day and African American Poetry Day. The youth worked on their own poetry and had an in-house poetry slam event.
- Frank chaperoned teens to The Wickham Farms to go on a hayride and pick some apples. The youth learned about the different kinds of apples and their taste. Frank had the youth reflect on their fieldtrip to The Wickham Farms and the distance from their neighborhoods.

**Lincoln Site**
- Vera Haygood created a life-skills bulletin board. The bulletin had several mirrors attached so teens could look at themselves and the choices they make, grades, successes, the words and language they use and their personal actions daily. She questions teens about where they are headed in their life journey.
- Haygood also created an awareness bulletin board for youth to answer questions for extra computer time. The awareness topics included breast cancer, anti-bullying, ADHD, depression and stuttering awareness.
- Haygood facilitated a word challenge contest for the teens with prizes.
- She chaperoned a group of teens to the Strong Museum to hear a lecture and met Lual Mayen, a famous African-born game developer. Lual took pictures with STBS teens and showed them some of his games using their smartphones.

**Sully Site**
- George Carter facilitated GameDay with board and card games. The youth participated in chess, Uno and giant Connect four with snacks and prizes. Parents, and staff were invited to participate as well.
- George had teens participate in Mayor Lovely Warren’s book club and received accolades from the mayor and library leadership.

**Teen Central Site**

- Lydia Williams-Hylton and John Hylton facilitated a Halloween Pizza Party! It was not mandatory for teens to dress in costumes to participate. Williams-Hylton showed scary movies on the flat screen televisions.
- Hylton participated in the Playwalk activities that took place from the Strong Museum to TeenCentral. The teens assisted with drawing and painting on the Playwalk route.
- Hylton facilitated the Link Mural Reveal event with Director Patty Uttaro, dignitaries, patrons and teens. Many pictures were taken, and refreshments were served to guests.

**Arnett Branch, BruceTehan reporting**

**Programs**

- Youth Librarian Nancy Cholewa continues to share healthy recipes with the teens. Using her air fryer, they made pepperoni, turkey pepperoni, and vegetarian roll ups. They made roll ups until the ingredients ran out and you can’t be more successful than that!! The kids had a great time making them and they had a discussion comparing the roll ups to last months “Not So Sloppy – Sloppy Joe.” The results were mixed as to which was the preferred snack. We had a new patron join us for this program. He was a young man recently arrived from Afghanistan and he didn’t know any English words. It was so interesting to watch the kids communicate with him. They tried several different languages hoping to find commonality and then resorted to gestures and single words. He has been with us regularly ever since and he and his siblings are making tremendous strides with English and assimilating to the American culture.
- We made Halloween lanterns one week and decorated small pumpkins with the younger kids. We celebrated Halloween with a small party for all the young people in the library where we decorated masks, had hot or cold cider and mini donuts. Mask makers were then invited to trick-or-treat from desk to desk here at the library. A good time was had by all and our Afghan family had a totally new experience with American culture.
- Arnett’s adult programs consisted of many Literacy Volunteers of Rochester digital literacy visits, high school equivalency test prep sessions, and Ginger Brewer-Bennett’s computer classes. Of her computer classes Brewer-Bennett writes, “Our Monday computer class has been very successful. Each week adults are signing up wanting to learn about the computer and its functions. As a class, we have been going through the basics starting with Microsoft Word. It is exciting watching mature adults learn the computer and perform commands (inserting pictures, email, learning what each key on the keyboard does, etc.) they didn’t think they could do. As a bonus, I have been working with a couple of students one on one. They really appreciate the time alone where they can focus and assure that they have a greater understanding of the computer.”

**Community Outreach/Meetings**

- The Arnett Branch Library participated in numerous outreach events. Cholewa made six Raising a Reader class visits, attended one Arnett Friends Library meeting and visited Lincoln Park School for an evening event.
- Bruce Wilbur and Colleen Murray each attended local farmers markets.
- Brewer-Bennett attended a 19th Ward Community Association meeting.
- Tehan attended an Open House at School #44 and an Arnett Block Association meeting.
• One of our warm weather outreach tools, Books By Bike (BBB) came in handy in late October. Several individuals and block clubs were looking for books to give away on Halloween with candy. We had a nice supply of left over give-away books in BBB that we were able to pass to our neighbors.

Anecdotes/Other

• Cholewa and Tehan have been working with our Friends of Arnett volunteer group storytime readers on incorporating puppets, felt boards and other interactive tools into the storytime sessions. They acquired many puppets, felt board sets, musical instruments and storytelling sets last June. These are being incorporated into both the in-library story times and the Raising a Reader sessions at South West.

• We had a lot of donated books that were in need of new homes. Several staff members (Chris Webb, Shetora Banks, Carmetha Jones, and Ceola Lester-Bacot) took these books to Little Free Libraries located near the Arnett Branch Library. At my request they took photos of themselves doing this project and I put the photos on Facebook. The photos were shared, liked, and commented on by many of our neighbors who were very appreciative of Arnett’s efforts and our local Little Free Libraries.

Charlotte Branch, Paul Tantillo reporting

Programs

• The single most memorable event of the month was our Halloween programming. October 24 was the big day. For teens, we had cupcake decorating... once again. Yes, we’ve done it several times in the past, but it always elicits a favorable response. The kids enjoy working with the cakes and decorations; it seems to stimulate their creativity and they come up with some beautifully bizarre designs. Most important, it also seems to induce camaraderie, and we really like the friendly interactions that always characterize this activity.

• For the younger ones, Children’s Librarian Kim Whittemore staged a Halloween party immediately following the teen activity. We had a very good turnout of about 44 people. There was a Scooby-Doo movie complete with popcorn. Post-movie activities included cookie decorating, leaf art, and pumpkin and witch crafts. Attendees were encouraged to wear their Halloween costumes to the party, and we had witches, dinosaurs, and princesses in attendance. On the suggestion of a children’s librarian from another branch, Whittmore also staged a mummy-making contest. Teams tried to turn one of their members into a mummy, using a roll of toilet paper! The winning team was the one that finished creating a mummy first.

• The adult activity was a few days later – a lecture on the history of Halloween, and how it became an American institution. This year Halloween itself was so dismal and rainy that we were glad we ‘d had plenty of activities during the season – we’re sure Halloween night was a bust for many kids. In spite of the downpour, several neighborhood kids came trick-or-treating to the library, as is the custom here. Next year
we’re planning to play up the “come trick-or-treating at the library” angle. There may be some potential for good neighborhood integration there.

Anecdotes/Other
• A couple of milestones to report: First, one of our pages, Amber, resigned after 6 years of service at Charlotte Branch. She’d recently completed training as a phlebotomist, and just landed a full-time job at Highland Hospital.
• Second, we hired a new literacy aide, Jasika. Jasika was a summer literacy aide here at Charlotte and distinguished herself by her calm reliability, kind nature, and artistic inclinations. Having spent her childhood in India, she possesses a rich cultural background. She’s quite accomplished at mehndi (the Indian art of temporary decorative hand tattooing) and we’ll have her do some programs for us once she’s settled in.

Frederick Douglass Community Library, Erin Clarke reporting

Programs
• Sarah Ngo is working with a few teachers at School #15 to place library books in their classrooms. Their school library is only open two days a week. Ngo made a classroom library card with the teacher’s information and will be taking books every other week for the students to read.
• Caitlin Stahovic-Barnes and Tina Dobner attended the South Wedge Autumn Roots Festival hosted by the South Wedge Mission. It was a cool and sunny day so many South Wedge residents came out to enjoy some cider, music, and the library. Dobner and Stahovic-Barnes gave away library cards and free books. Many families already had library cards and recognized us from Frederick Douglass but were so happy to receive free books. Other organizations attended as well so there was something for all ages. About 70-75 people of all ages were stopping by to chat and see what we were doing.

Lincoln Branch-Sarah Lehman reporting

Programs
• The BOCES group had a blast with Library Assistant Jasmine Santiago and Toy Librarian Sarah Fitts-Romig. The Wedgits toys really made a splash with the pre-k group. It seemed like the kids had more fun tipping them over than building them up!
• The Halloween celebration was a hit. The Lincoln branch children flexed their creative muscles with their pumpkin book bag decorating skills. One child even mentioned “I can use this bag to go trick or treating!” They also raced to see which team could wrap each other up the fastest as a mummy! Library Assistant Jasmine was laughing her socks off at the energy the kids put into wrapping each other up like mummies!
• During October, the teens at Lincoln were able to complete their final program in our series where teens can learn basic Japanese speaking and writing skills thanks to our wonderful volunteer Pat. Pat always comes well prepared with a variety of learning tools to teach her lessons. The teens are very engaged and have a great time. We have had several patrons inquire about the program and then come to take part in the lessons as a family. Pat was able to take her great programming series to the teen center at the Central Branch thanks to Williams and McDonald.
Anecdotes/Other

- During the month of October, we had our second Internal Branch Day. We primarily focused on training for staff. Our three clerks (along with Pat Connor) met with Jessica LaManna to go over invoice entry to ensure that all the branches are following the same policies. In addition, Jason Teller from Monroe County Department of Mental Health stopped by to conduct a training on overdose prevention and the use of Narcan. Almost all the staff were able to attend the training, as well as several other RPL staff and digital literacy navigators that frequently work at Lincoln.

- At the end of the month, I received an email from Sheila Rayam (Community Engagement Coordinator) with the Democrat and Chronicle wanting to meet at Lincoln. The D&C has a mobile newsroom initiative occurring at the moment (it was based out of Ibero the week Sheila emailed me) in order to more closely connect with neighborhoods in the city on a grassroots level. Ms. Rayam stopped by to find out more about the role that the Lincoln Branch plays within the neighborhood around us. I had a wonderful conversation with Ms. Rayam, enjoyed showing her the space and introducing her to many of the staff here that day. Ms. Rayam expressed a serious interest in following up on several points we discussed about the library and will be coming by again soon to discuss possibly developing a more in-depth story.

- The Toy Library reopened on October 21 after a six-week renovation. We have new carpeting, vinyl flooring in the entry area, a play structure for toddlers, four glass block windows, and a collection of beautiful green plants. The transformation turned out well and patrons are very happy. A major purge of toys was done and 10% of the collection was removed. We rearranged the shelving to open up space in the house area, took down the pool noodles and replaced that system with brightly colored duct tape. We had time to paint edges of shelves and washed all shelves before toys were put back. One large shelf was moved behind the circulation desk which is a great improvement, and the circulation desk itself was pushed back 18 inches. The most common response we are hearing from patrons is that the Toy Library space looks more open. We also hear that it smells clean. A Renovation Celebration is scheduled for November 9, from 12:30-3:30 pm. A huge thank you to Dave Lacrosse and Lincoln’s Dave Cora for their help moving shelves, painting the east wall, and assembling the play structure.

- In the month of October, Tim Ryan, YA Librarian assisted an adult patron named Sonja Kowalski with creating a resume, following up with a post-application assessment and preparing for an upcoming job interview. She arrived at Lincoln very frantic and anxious as she really needed a resume for later that day for a job application deadline. Kowalski returned multiple times throughout the process to update Ryan on moving forward to the next step in the hiring process, and ultimately returned at the end of the month to let him know she got the position and was very grateful to Ryan for all of his help.

Outreach

Sarah Fitts-Romig attended a provider Open House at Rochester Childfirst Network on October 23. She spoke with ten day-care providers and shared information about Travel Kits and Toy Library field trips.
Lyell Branch, Shamika Fusco reporting

Programs

- Mystery Tuesdays: Could be Slime, could be STEM, could be Crafts! This month, we had an array of activities. Pictured below are our kids having a blast decorating pumpkins that went up for display.
- What an absolute blast! Lyell is one of the few city branches that partners with ROC March for Science, a free STEM experience on the weekends. Patrons are encouraged to play, explore, and learn. Pictured here is a group of our teens building a wooden marble run. We could barely get them to stop, they were so competitive.
- Staff members have been following the Masked Singer on evening television. For Halloween we decided to have a Masked Parade. Kids could decorate prepackaged mask kits and walk the runway. Here we have a wicked warlock.
- Despite the weather, there were a few families that stopped by to participate in the Halloween Day Celebration. Games, crafts and treats were available for the kids to enjoy. Children could win up to 10 treats per game.
- For this month’s produce distribution there were quite a few youth volunteers. Staff is just as equally excited to participate as volunteers. One of our staff member’s entire family volunteers and is looking forward to helping next month. We helped over 20 families. (Priority#2 Sustainability & Resources)
- Patrons kicked off this National Day by decorating pumpkins. Pumpkins were purchased from Kiwanis Club of Rochester Southwest to support their Fundraising effort for the Terrific Kid program.
- This new patron has a friend living across the street. She is passionate about coloring and usually does a coloring class with her friend at the Y. She was delighted to know that we offer this opportunity here and plans to be an active participant along with her friend whom she will bring to our library to join in.
- Ms. Laura has continued to give her free time every Saturday for The Crochet Club. She teaches anyone that is willing to learn. The class sizes are very small and intimate.
• Social Injustice Book Club Discussion was a collaboration with one of our Literacy Volunteers. Tony is one of our co-facilitators for our social justice prison-themed book group reading: *Adult Mentor CEO & Kid & Chicken Soup for the Prisoner’s Soul*. The group has met and the materials for the discussion have been previewed. The materials ordered were suggestions from participants.

• Ryan from the Urban League’s Reentry Program decided to table here. He brought current materials that could help our library patrons, including those in our social justice book group. The purpose of their tabling visit was to disseminate info on new re-entry programs for those formerly incarcerated. Their programs are open to ages 16 and older.

• Ryan also invited the new representatives working for the Urban League’s Minority & Women Business Entrepreneurship Development Center. They held their own meeting here and brought updated materials with their updated contact information, since there is a new person running this program

**Community Outreach/Meetings/Trainings**

This year we supported Lyell Otis Neighborhood Association (LONA) by attending their annual Trunk or Treat event. We handed out free books and Halloween goodie bags. Over 50 kids attended.

**Maplewood Community Library, Johanna Buran reporting**

**Programs**

• October was a very busy time for the children, tweens and teens. There was open crafting where youth could create their own small bags. There were several crafting and art with opportunities to work on their costumes and create festive decorations for themselves or the library. A Halloween party with spooky stories, songs and candy was well attended and enjoyed by all. A couple of the children were excited because it was their first time going trick-or-treating.

• The children, tweens and teens continue to enjoy the Japanese anime and manga club which meets weekly. For October they learned more about cosplay and started learning some basic Japanese.

• Maplewood has started an Adult class to learn Spanish which is twice a week before the library opens and is taught by one of the English language students, Maritza. This program to learn to speak Spanish was in response to some suggestions provided by patrons. There has been consistent attendance with seven starting and two each time after.
Outreach
Evanna DiSalvo attended the Day of Dignity at Baraka Muslim Charity where she shared information about our programs. The president of the Baraka Charity, Irshad Altheimer, shared with DiSalvo how important literacy is to their community and offered their space for any outreach programs that the library would like to hold. Mayor Lovely Warren attended and DiSalvo was able to personally hand her information about our programs. DiSalvo met Saida Ali of the International Community Services where they made plans to have a conversation about how they could collaborate.

Monroe Branch, Mary Clare Scheg reporting

Programs
• Margaret Paige, Children’s Librarian reports, Breakerspace, a new program that we kicked off in September was attended this month by 60 people over 5 sessions. We’ve requested and have begun receiving donations of no-longer-working electronics. We’ll be taking November off to replenish supplies and will start up again in December. The photo is after opening the computer and blowing the dust out of it. We were smart to do this outside because there was a lot of dust!
• Explore Diwali: As mentioned in September’s report, we decided to require registration for this program and to offer traditional Indian snacks and a craft activity to the program. There were 18 participants. Photos show children trying on traditional Indian clothing, and families learning a dance together.
• Our Babies & Books story times for our youngest patrons has been affected for the past several weeks by intense road construction on Monroe Avenue. The regular heavy traffic has been calmed a bit by reduced lanes and presence of workers, but the dust in the air has been invasive and deterring. At the time of this writing roads are now paved and sidewalk painting has commenced, so hoping that drivers and walkers alike will be visiting us more regularly during November.
• In October a homeschool co-op group started meeting in the Children’s Room. The group comes every Tuesday and stays for about an hour and a half. We also hosted a Girl Scout troop for a one-time meeting in October, but they will be returning for meetings and possibly a service project.
• We worked with first grade teacher Katie Phillips from School #23 to select books for their upcoming class topics (blizzards, tornadoes, hurricanes, and flooding) and planned for the first visit to her class on November 7. I will also be visiting Mrs. Clayton’s first grade class following the visit to Mrs. Phillips’ room.
• A parent approached me at the end of October with an idea to have a story reading workshop for parents. Although any reading to children is good reading, I think this would be a fun and worthwhile workshop to offer to parents. At the very least it could provide an opportunity to do book talks/suggestions, to connect with parents, and to create a practice space for those less sure of their children’s book read-aloud abilities.
• On October 9, we had our first magic show for adults. It was fun to watch how engaged the audience became as they tried to figure out how Steve did his magic. They never were able to solve it!
• We are conducting a 6-week workshop on creative writing and grammar for tweens. Melissa Hopkins who does our cursive writing workshop teaches this course as well. The kids that attend this workshop are very focused and enjoy simply using their imagination and write.
• Rebecca Hudson, Teen Services Librarian, reports this month’s programs included the Whiteboard, Take-and-Make Crafts, and One-on-One Computer Tutoring. One person came in for the computer tutoring this month, and I think the program has gotten off to a smashing start. The Take-and-Make Crafts this month was a paper tombstone with a lollipop tucked inside. Materials and instructions were supplied in individual baggies for patrons to take home. It proved to be very popular; 20 patrons took a craft home to create.

Sully Branch, Maria Heeks-Heinlien reporting

Programs
• The Raising a Reader (RAR) team started visiting classrooms this month and Jen Nesbitt has enjoyed getting to know the three classes at North Street Early Head Start where she is the RAR implementer. The children are very young (toddlers and infants) and it’s nice to be part of their early literacy development. So far things are off to a pretty good start with our bag rotation and family participation. We anticipate that it will improve more and more as we go along.
• Nesbitt and colleagues Lauren Seaver and Jasmine Santiago had the opportunity to attend North Street’s fall festival on Halloween. This was a parent engagement event for the RAR team. We provided Raising A Reader families with a fun Halloween inspired literacy activity, asked for feedback on the RAR program, and enjoyed seeing the cute costumes the kids were wearing. We were able to speak with 51 people at this event, and several families reported how much they are enjoying the RAR literacy program.
• Our Cosmos program sought to foster an appreciation in science and technology. After watching an episode of Cosmos there was a small discussion afterward about the topics covered, from time and space to evolution and genetics. Questions asked by teens were insightful and intelligent and several showed an actual interest in science after the program finished. Perhaps the best part of the program, for Jacob Bigelow, was that teens used him as a resource for information and further discussion.

Anecdotes/Other
• A woman came into the library one afternoon to pick up a book we have in our collection. Staff assisted her in finding the specific item she wanted. While she was waiting to check the item out, she observed staff interacting with other patrons. After she checked her book out she said “wow, this is a lively library. This is great, I am going to kick those other libraries to the curb and start coming here.” While we love all of our sister libraries, and we know they are all amazing and magical places, we are happy that this patron liked the time she spent at our branch.
• We were delighted to hear from several patrons that our Manga collection is par excellence compared to the rest of MCLS. One patron in particular asked to speak to Jacob Bigelow to compliment his collection in person and inform him that he possessed her favorite volumes of Manga.
• Sully had our staff development day on October 25. Four staff started the day out by talking a training on how to enter invoices into CARL. The rest of the day was spent using Collection HQ and CARL reports to clean out some of the collection. Staff also worked on processing items, and we did individual staff training in CARL. We had a very productive day and are grateful for the time we had to help improve our collection for our patrons.

Community Contact/Outreach
• A representative from the US Census Bureau brought some information to the library regarding job openings they trying to fill for the upcoming census. We set up some scheduled tabling programs so they could meet with people about filling these positions. On the first tabling event, they spoke to 45 people about the census jobs and how to apply for them.
• I went to the Beechwood meeting on 10/3/19 and shared information about our new Toddler Time program that was started up in October. I added to a group conversation that was taking place about the importance of voting and told everyone that the Sully Branch does have voter registration applications.

Phillis Wheatley Community Library, Lori Frankunas reporting

Programs
• Alexandra Haehn reports: Our Haunted Harvest Hoopla was so much fun. I think I laughed the most when the children were bobbing for apples. They put their whole hearts into it. We made a few crafts that involved candy which of course they were super excited for and they also took Halloween books home with them.
• We combined the Mix and Mingle with a Harvest Party for Halloween. The apple dipping bar was a messy success and the teens had fun creating different flavor combinations with all the toppings.
• Adult Services Librarian, Alexis Lawrence reports that the 2nd annual Phillis Wheatley Library Murder Mystery took place and patrons became characters in a movie where a murder has occurred. They then work together to identify the killer using clues they find hidden around the meeting room. One patron who attended expressed her enjoyment over the event and shared that she would like to attend more events like this at the library in the future.

Community Meetings/Outreach
• The children at S.W.A.N. (South West Area Neighbor Center) are always excited when Haehn visits. She has noticed that the children are becoming more independent in their creativity and art projects. They come up with their own ideas for craft projects and they never want her to leave.
• Haehn and I met with Michael Bulger from Healthi Kids to discuss how to begin the process of getting permission to install a colorful, playful crosswalk on Olean Street next to the library. It is a safety issue as children run across to the playground all the time and would also help to beautify the neighborhood. Healthi Kids supports this idea and gave us some useful information on how to proceed with this project.

Anecdotes
• During the Mix and Mingle/Harvest Party, a child told me that this was the best library he had ever been to. He seemed amazed that you could have fun at a library and that you didn’t have to be quiet.
• A grandmother, who comes into the library often, told us how much she enjoys eating the raspberries every time she comes. She said she had her granddaughter with her, and the girl scolded her about eating the raspberries. The grandmother explained that this was a community place and the raspberries where for everyone to enjoy.

Winton Branch, Kathy Wolfe reporting

Programs
• A few weeks ago, I set up a visit from the preschool class at School #46. On October 17, the class was going to walk to the library with their teachers and some parents, get library cards, and have a story time. It turned out to be a cold and rainy day, so they emailed me asking if we could come to their class instead. I was delighted to do so; this was the first time I had been in this classroom. Kids, teacher, classroom aides, and librarian all had a fun time exploring birthday books, rhymes, flannels and songs!
• We had our largest attended adult program on Mon. Oct. 28, as The Monroe County Paranormal Society presented, “Haunted Rochester.” Thirty-nine people attended this program where they learned how paranormal investigators work, what equipment they use and what they do when they get the call that a resident believes their home is haunted (25% of people believe they live in a haunted house!). They also debunked common haunted lore including The White Lady of Durand Eastman Park. Participants enjoyed the 90-minute presentation, which the Society provided for no fee to the library. We look forward to having them back again sometime next year.

Community Outreach/Meetings
On Monday, October 7, I received a call from Bonnie Ellis, the Principal of School #46, asking if I could come to their Open House on Wednesday, October 9. The event was well-attended by engaged parents and their children. There were about half a dozen tables set up in a semicircle in the gym for community groups such as the library, the YMCA, the Boy Scouts, Girl Scouts, etc. It was fun to see familiar faces and meet new people. I handed out Program brochures, M-3s, and pencils while gathering names and addresses of 25 people who wanted to receive our program brochure digitally every month as well as library card applications from children and parents. We will have them processed and mail them out along with a welcoming letter.

Anecdotes/Other
We have a group who has been meeting here every Wednesday over the lunch hour with their knitting, crocheting, embroidery, and other needle crafts. We do advertise it along with our programs. Over the last few weeks, we have had two new members: an eight-year-old girl and her mother. Evidently, the child was interested in learning to knit and saw our advertisement. Since they are homeschoolers and the girl wanted to learn how to knit, her mother comes along for the ride and is also learning to knit. She came in the other day to borrow some books and she was wearing the hat she’s been working on. I wanted to take a picture of her and the hat, however, she was too shy to let me take a picture of either her hat by itself or her wearing it.
Selected Meetings & Outputs, October 26 – November 15 (Uttaro)

Standing Meetings
City Senior Management Team (weekly)
RPL-MCLS Management Team (weekly)
Brie Harrison, Ana Suro, Tonia Burton, Christine Ridarsky – one-to-one meetings (monthly)
Adam Traub, Tolley Reeves (biweekly)
FFRPL Executive Director Ned Davis (monthly)
Monroe County Assistant County Executive, Michael Molinari (monthly)
Central Library All-Staff Meeting (monthly)
MCLS System Services and Operations Committee (monthly)
New York State Library – Division of Library Development conference call (monthly)
Public Library System Directors’ Organization (PULISDO) conference call (monthly)
City Dept. of Environmental Services Commissioner, Norm Jones (bimonthly)

Other Meetings
Reception for RCSD Superintendent Terry Dade, Strathallan Hotel
FFRPL Volunteer Luncheon Presentation
RCSD Director of ELA, Karen Fahy
Michael Daley, President of Aquinas
Reynolds Library Board Meeting
Harvard Leadership Initiative: Data & Evidence Training
MCLS Trustee Orientation, Amy Moffitt
Hank Rubin & Robert Benz, Frederick Douglas Family Initiatives
Sasha Mitchell, REJI Cohort Check-In
Ribbon Cutting at Rush for new Awning Path

Email Activity
September 2019

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