

**Katonah Village Library Board Meeting Minutes**  
**Sept. 23, 2019**

**Regular Meeting**

**Call to order** (Virginia Lanigan) at 7:35p.m.

**Present:** Barbara Chintz, Steve Brotmann, Mike Dwyer, Jack Freudenheim, Kate Galligan, Mary Herrstadt,, Craig Intinarelli, Rhea Johnson, Virginia Lanigan, Anthony Mamo, Susan Popovic, Joe Tropiano, Director Mary Kane

Also in attendance: Terry Kirchner (Westchester Library System Director), Bernard Seiler (WLS Board Member); Susan Morduch (WLS Board Member), Raymond Infarinato, (President, Bedford Free Library Board of Trustees); Vivian Gufarotti (Assistant Director, Mt. Pleasant Public Library and Bob Heurster, Board Trustee, Mt Pleasant Public Library

**Absent:** Jennifer Versacci, Vienna Wong

**Minutes**

Minutes from the July 2019 meeting were approved without exception.

**WLS – Q&A with Terry Kirchner, WLS reps and Ongoing IT Problems**

Mary Kane, Director, asked Terry Kirchner (WLS Director) to come to our board meeting to discuss the ongoing IT problems KVL and other WLS libraries have been having with the new open source software, Evergreen, that was rolled out in fall 2018 as well as VDI and other tech issues. The discussion went on for an hour, after which WLS members and guests left and regular meeting resumed. (See attached document for highlights from that meeting.)

**Director’s Report** (Mary Kane) Attached

Mary Kane raised concerns regarding renting space in the library to be used by home schoolers who are not vaccinated. Mary noted that NY state law says if home schooling is not taking place in the home, but in a place outside the home, then that place is considered “a school.” Thus, the Library has the right to request that those who wish to rent the room downstairs for school use, be vaccinated. Therefore, before we rent out the space for use as a school for children, we can ask for proof of vaccination.

Mary requested that we add an addendum to this effect to our rental policy.

**Action item:**

Virginia Lanigan motioned for a vote to add this addendum to the rental policy. Motion was seconded, Vote was taken and passed unanimously. Request for proof of vaccination will be added to rental agreement and said addendum be submitted to minutes next week.

**Buildings and Grounds (Mamo)**

Tony M. and Mary Kane are in discussions with HVAC contractor, Atlantic Westchester. The AC unit needs to be repaired or replaced. In either case, KVL looking to have a contract that will allow us to anticipate and control yearly repair expenses.

**Fundraising (Tropiano and Kane)**

Annual Appeal.

Mary noted that we are doing segmented appeal letters this year, utilizing the Donor Perfect database. One segment of the Appeal mailing (active donors) will include personal notes from the Trustees. A “signing” evening at KVL with the trustees will be on Oct 15. There will be a Board of Trustees Gift Challenge using social media that will start on November 13.

The cost of the printing, mailing services, and postage for the 2019 Annual Appeal mailings will be \$6,275.

Action item:

Virginia motioned for a vote to approve spending \$6275 for appeals, which was seconded. Motion approved unanimously.

Harvest Table Gala

Nov. 2 Sat. is Harvest Table date.

Virginia and Kate reviewed information for upcoming Harvest Table:

Harvest Table ticket price will be the same as last year:

\$100 in advance; \$125 at the door.

Sponsorship levels have been slightly changed from last year; are no \$500; \$2000, \$5000.

Print invite should hit mailboxes around Oct. 2<sup>nd</sup>.

Raffle item will be \$250 gift cards for four local restaurants, total value is \$1000.

Live Auction items are needed, e.g., fun experiences, a party at some great venue, or rentals of vacation homes.

Virginia asked that we email Kate, Rhea and Virginia if have thoughts on items.

Our Honoree this year will be Gail Ames. She is a former library trustee and treasurer. She is a long time library volunteer who works on books sale and heads the volunteers that do AARP tax help.

Crew chief for Live Auction and Raffle Spotters: Rhea

Clean up: George and three additional hired staff.

### **Programming Committee (Freudenheim)**

Nothing to report.

### **Book Sale Committee (Herrnstadt)**

Sunday the 13<sup>th</sup> is the day for moving of books out from back room to the shelves. The book people need help with that, it would be good if some trustees could help. The book sale is from Oct. 19 through 26<sup>th</sup>. Book Sale Preview Night, to which KVL donors are invited, is on Thurs, Oct 17<sup>th</sup>. Board members are asked to attend to show support for the Book Sale volunteers.

### **Nominating Committee (Brotmann)**

Steve B. noted that the committee had met with two potential candidates.

Meeting adjourned at 9:40 pm.

The next meeting is Monday, November 25, at 7:30 p.m.

Respectfully submitted,

Barbara Chintz, Secretary

Attached is the Highlights from meeting regarding IT issues at KVL and the Director's Report

IT issues at KVL  
Sept. 23, 2019

Mary Kane, KVL Director, asked the head of Westchester Library System (WLS), Terry Kirchner, to come to this KVL Board meeting and discuss the ongoing issues that the libraries in the WLS are having with the new library software called Evergreen that was rolled out in 2018. Mary had a list of questions which Katonah Library and several other libraries had contributed.

Present at this meeting were the following guests:

*Terry Kirchner*, the Director of WLS

*Bernie Seiler*, WLS Board member, and KVL's Liaison to the WLS Board

*Susan Morduch*, WLS Board member, representing district 6,

*Raymond Infarinato*, President , Board of Trustees, Bedford Free Library

Vivian Gufarotti, Assistant Director, Mt Pleasant Public Library

Bob Heurster, Board Member, Mt Pleasant Public Library

Here is some rudimentary background information on the acronyms and technical terms used in the meeting.

**1) Westchester Library system (WLS):**

The Westchester Library System is a NY state-chartered cooperative library system that serves all 38 Westchester member public libraries and citizens in those areas. It was started in 1958 with the goal of pooling resources. The WLS has a 15-

member board of trustees (elected by the trustees of the member libraries) that govern the system and 26 employees. It has a budget from NY State of \$6 million, of which \$2.5 million goes toward IT. If any library leaves the WLS, they forfeit receiving NY state funds.

## 2) **Library software, or ILS:**

An integrated library system (ILS), also known as a library management system (LMS), is the name for the various technical tools—namely, software and databases-- that libraries use to perform its many functions, such as the acquiring, cataloging and tracking circulation of books as well as providing online public access to the shared catalog of books and materials.

## 3) **SirisDynex** (old provider of library software and databases)

From 2007 to 2018, the libraries in the WLS system have been using the “closed source” software that was owned and supported by **SirisDynex**, a private tech management company that supplied its own software and data storage as well as tech support to the WSL libraries. When the contract between WLS and Sirsi Dynex was up for renewal in 2018, WLS decided to switch to free Open source software to save money and allow for greater customization going forward.

## 4) **Evergreen software**, (the new library software and databases)

In 2018, WLS switched from a closed source software to Open source software that is available from the Evergreen Project, a nonprofit organization that serves the software needs of libraries all around the USA. **Evergreen software** is free to all libraries and can be customized and updated by both its users and developers. This software can manage all aspects of running a library from buying books to supporting the online book catalog and tracking late fees. It is supported by “cloud computing” meaning that it uses a network of remote servers to store and process data instead of using a local server or personal computer.

## 5) **Equinox** (customer support for Evergreen)

The WSL hired Equinox, an ILS Open source software company that works with Open source software, such as Evergreen, to provide libraries with customer service when installing, using, and updating Evergreen software.

## *Highlights from the Meeting*

“We are in Crisis.”

Mary reiterated the numerous issues KVL has been having with Evergreen, issues that are shared with the other libraries in the Westchester library system. Aside from migration issues with Evergreen, there have been major issues with VDI. Much of this was compounded after a malware attack followed by a ransomware attack.

### Tech Audit

Terry Kirchner of WLS confirmed that “Yes, it is a crisis; we have been looking at it since March when we had the first virus.”. To get a handle on the problem, WLS just released a RFP (request for proposal) to IT audit companies. They have had one response from the RFP. The hope is to get the IT audit in place in test all aspects of Evergreen to determine where it was supposed to deliver and where it has fallen short.

### Major Issues with Evergreen software discussed to date:

- Unable to specialize the software to suit the individual needs of each library (this was possible in the past with Vendor supported software).
- The librarians’ computers frequently shut down and have to be rebooted due to wifi interruptions that are exacerbated by a feature in the software called VDI (Virtual Desktop Infrastructure) which links all the desktops of KVL computers. If a computer shuts down due to wifi issues, then it takes 15 minutes to reload, thanks to the VDI feature. This results in lost work time as well as patron frustration.
- There are quality control issues, i.e. if fix for one problem, it results in another problem. This is because Evergreen does not have a “staging platform,” which allows for testing the all the various aspects of the software for bugs before it is installed.
- Security breaches. Malware and ransomware attacks.
- Waiting for the Tech Audit is causing a bottleneck in terms of things that need to be fixed right now.

### Possible solutions for the WLS to consider:

- Hire IT people to work on Evergreen programming.
- Return to previous Vendor-supported software company.
- Allow individual libraries to hire support staff to implement the changes they specifically need to make in Evergreen.
- Create a punch list of items ranked by importance. Share the list with the each library’s board of trustees, this would help improve communication.
- Use the Trello (list management) feature in Evergreen to list all the problems to fix with the software and their status of completion, so each library can track how each problem is being resolved, i.e. To Do, In Process, Done.

### WLS responses:

Terry Kirchner said, “We just hired a new support technician. We are now hiring a new Evergreen expert on staff. We need to make sure we have people on staff who can do open source work. Overall the question is what can we do to make things better? What would be the right process going forward? How do deal with rapidly changing technology in our department? How do we make changes?”

## **Director’s Report** **July 23-September 20, 2019**

### **Programs**

**Dance Lessons** are in full swing! Funded by a grant, courtesy of board member Joe T’s employer Edelman, the classes consist of eight 45 minute sessions and include salsa, ballroom, tango and more. The classes have had between 15-30 participants, predominantly over age 55. In addition to the dance lessons, many of our current daytime programs are particularly appealing to seniors such as **Bridge playing, Mahjong, Chair Yoga and Tai chi.**

The Library had tech covered this summer: Amy Drucker taught an **iphone Photography class** and Heather Flournoy, the Library’s tech assistant, has been having monthly classes on the library’s **Electronic Media Collection**, as well as a **Tech Drop-in** on the first Weds of the month. Additionally, a new volunteer with a tech background taught a class on HTML. **The Library’s Book Group** read Lisa Halliday’s *Asymmetry*. **Great Decisions** discussed *The State of the State Department and American Foreign Policy*. **Great Courses** covered *Masters of Music, the Life and Work of Beethoven*. **Storyteller**, Carol Birch, entertained the audience with Ray Bradbury’s *Dandelion Wine*.

### **Art Exhibits**

In the Garden and Meeting Rooms: Paintings by Nancy Hull Kearing’s on view 9/9-10/7.  
Outside sculpture: Four “Geeks”, large bird like sculptures inspired by large fish crows.

**Opening reception for both: Katonah Art Stroll 9/21, 5-8pm.**

## **Staff**

### **Sexual Harassment Training**

As NY Employers must now provide sexual harassment training to all employees, I covered the training at the staff meeting in July, utilizing the NYS provided script and Powerpoint.

Additionally, every employee received a copy of KVL's Sexual Harassment policy and complaint form.

**6 Month review:** Met with full time staff supervisors: Virginia Fetscher, Michael Robin and Claudia Uccellani to review expectations and goals. Currently updating job descriptions for all three.

### **Meetings Attended**

- Meeting with Building and Grounds Chairman Tony Mamo and Bud Hammer (Atlantic Westchester owner)
- Meeting with Rud Niles re: Insurance brokerage. Switched from Marshall and Sterling to Niles Insurance Agency
- ILS Committee (WLS)
- Tech Committee (WLS)
- Strategic Planning Committee
- Meeting with Mike Dwyer and Nancy Barletta (Bookkeeper) re: town budget submission
- Development Committee
- Nominating Committee
- Finance Committee
- Book Sale Committee
- Katonah Poetry Series Meeting with Moira Thielking, Leisha Douglas and Maura Rosenthal