Topics to Discuss

➢ General Developments
➢ IT/Technology
➢ Polaris/Catalog
➢ Cataloging
➢ eBCCLS
➢ Website/Web Products
➢ Training/Events
➢ Support
➢ Q & A
General Developments

- Strategic Plan
- Billing
- Budget
- Committees
Strategic Plan 2017

Vision Statement: We empower our member libraries. Through cost-effective resource sharing, mindful innovation, and a commitment to collaboration, BCCLS provides a dynamic common framework made stronger by the uniqueness of its member libraries.

Strategic Areas of Focus: Goals

- Awareness and Advocacy
- Education
- Finance
- Marketing
- Technology
- Infrastructure
- Governance

Planning groups will be created to develop an action plan

Current committees will be invited to participate

The plan is in Knowledge Base, for the review of member libraries
Billing formula
- The Billing Task Force had many meetings through 2017, reviewing all options for adjusting the formula
- New formula adopted in October 2017; all 2018 invoices reflect the revision and there will be a three year phase-in

Budget
- The Finance Committee and the Executive Board have focused on implementing the new billing formula and adjusting the Budget to reflect a new focus
- Updated budget format for 2018; implementation of more efficient fiscal management will follow

Committees
- Unifying committees, reducing number of committees from 19 to 11 and aligning common interests
  - A meeting was held with Committee Chairs to gather information on how to address committee appointments and work more efficiently
- Revision of committee tenure was approve; committee appointments to extend from April to March
IT/Technology

- Internet Circuit Renegotiation
  - Verizon Dedicated Access Fiber (200Mbit)
  - Lightpath Fiber (300Mbit)

- Server Virtualization Project
  - 14 Servers were approaching 5-7 years of age
  - All applications and services balanced across two new servers
  - Applications can be moved via live migration between servers with no noticeable downtime
Before…

• Two rack cabinets of servers
After...

- Half a rack cabinet
  - 2 servers + storage array + backup
- Built-in console
  - (monitor, keyboard, mouse)
- Reduced footprint
  - Cost savings for sq. footage at new office
- Reduction in heat generated
  - Cost savings for air conditioning
- Reduction in power draw
Online Credit Card Payments

- Patrons can pay overdue fines and bills via BCCLS Catalog
- Accepts Visa/Mastercard
- 50 cent per transaction convenience fee
- Reports will be generated on credit card payments
- Funds distributed quarterly
Where are we heading?

➢ Focus on Security
  ○ Tiny Talks on email, web browsing and general internet security and best practices
  ○ Researching potential firewall and security appliance replacements
  ○ Testing ways to prevent Crypto-viruses and other malware from compromising PCs
  ○ Staying current on security patch installation throughout organization
Third Party Software

• Applications that don’t come specifically with Windows
  • Adobe Flash Player
  • Adobe Reader (Acrobat)
  • Adobe Shockwave
  • Silverlight
  • Chrome
  • Firefox
  • …and more

• BCCLS updates Windows already… and soon these as well!
2017
➢ 17 libraries visited for the Meraki Core Switch upgrade
➢ Over 300 visits to libraries to fix issues
➢ Between phone and remote access over 700 issues solved
➢ Over 1000 tickets solved
➢ Also issues fixed within the BCCLS office as well as the field

2018
➢ Starting February - Computer Replacement Project
➢ Coming soon - testing of Windows 10 releases for membership deployment
Computers

HP EliteDesk 800 G3
- Intel Core i5 6500* Processor (Quad Core)
- 8 GB RAM
- 256 GB Solid-State Drive (SSD)
- Intel vPro Technology
- DVD-RW/CD-ROM Drive

MSRP $1,258 (~$880 lowest pricing)

Our Price $750

* Likely the last time we can order 6\textsuperscript{th} generation Intel Processors
➢ 12/12/17 marked our 5 year anniversary on Polaris
➢ Upgrade to Polaris 5.6 - 1/16/18
➢ Leap Item Linking & Record Sets
➢ In-House training for Leap starting in February.
➢ New Responsive Catalog
Polaris/Catalog

Coming Soon! (5.6)
New reports coming soon...
### Cataloging staff

<table>
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<tr>
<th>Title</th>
<th>Responsibilities</th>
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| 1 full time senior cataloging librarian   | • Create and maintain bibliographic records and authority records by conforming to local and national standards for **better resource discoverability** in and out of BCCLS land  
• Support member library staff and patrons regarding cataloging and linking issues  
• Provide training  
• Act as committee liaison to relevant committees and assist with committee work as needed |
| ½ cataloging ½ collection development librarian | • Create and maintain bibliographic records and authority records by conforming to local and national standards for **better resource discoverability** in and out of BCCLS land  
• Provide support for cataloging, linking, collection development and Beanstack issues  
• Provide training  
• Act as committee liaison to relevant committees and assist with committee work as needed |
| 1 PT cataloger (4 hrs./wk.)                | • Create bib. records for BCCLS World Language Subscription / Clean up old World Language records                                                                                                                                 |
| 1 PT cataloger (10 hrs./wk.)              | • Clean up Audio/Visual records ; create Audio/Visual records upon request                                                                                                                                 |
| 1 PT bib. specialist (10 hrs./wk.)        | • Clean up Large print/Playaway/GoReader/Preloaded tablet/Video game/Provisional records                                                                                                                                 |
| 1 PT cataloger (10 hrs./wk.)              | • Clean up ebook records (bulk change; in depth bib. record editing)                                                                                                                                 |

※ Summer intern: worked on TOMs project (correcting format icons in PAC) and original cataloging for sound recordings for 2 months
### 2017 cataloging statistics

<table>
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<tr>
<th></th>
<th>Polaris</th>
<th>OCLC</th>
<th>SkyRiver</th>
<th>ZenDesk</th>
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<td>Bib. created</td>
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<td></td>
<td></td>
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<td>4,122*</td>
</tr>
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</table>

*also includes a small number of support tickets in other categories besides cataloging*
Documentation of cataloging procedures: to maintain cataloging consistency

Database cleanup
  ○ Incorrect subject headings records sets for future bulk change
  ○ Book backlog records (53,125 records as of Jan. 9th)
  ○ Incorrect TOMs (Type Of Materials) coding (105,648 records as of Jan. 9th)

Cataloging changes
  ○ Travel guides/Test Prep/Graphic novels: treated as individual monographs
  ○ Korean material call no. change from KDC* to DDC

  (Based on the survey result conducted in March, 2017 for BCCLS World Language subscribing libraries)

*KDC: Korean Decimal Classification
Training (offered 2 BCCLS training / 1 NJLA training)
- NJLA Tech. Serv. Section Spring Workshop (3/31/2017)
- SkyRiver Basics for Newcomers (9/27/2017)

Summer intern
- Kirsten Fagerlund (DUMT) worked on TOMs project and music CD original cataloging during the summer (7 hrs./wk.)
- She modified 1,083 media records and created 20 music records (11 of 20 are original cataloging records!)

New part time cataloger (even more exciting!)
- Dan Lane started working as a part time ebook cataloger in Dec. 2017
- He has been severely attacking tons of ebook backlog records!
Developments

- Revisions to the [Catalog Submissions Policy](#) approved in June (this affects which records are added to Polaris)
- Cataloging communication continues to be sent to each library's cataloging email account (e.g. cataloging@lodi.bccls.org) - make sure someone is checking this or that you have it set up to forward emails to relevant staff
- # of bib. records added (over 60k) remains high compared to other library systems and is increasing each year
- # of bib. records with 1 or 0 items linked (almost 29k this year)
- over 200k item records have never circulated and almost 200k have circulated only once (that’s a lot of items=a lot of $$ & cataloging time)
- Cataloging Task Force on the horizon for 2018 - if you dream of cataloging at night and the thought of MARC records gets you out of bed each morning, consider volunteering to participate!
2018

- Keep working on better resource sharing and discoverability
  - Provide fair cataloging to all member libraries by following the BCCLS policies and procedures
  - Maintain cataloging consistency by following national standards and cataloging rules
  - Keep working on database cleanup (long term projects)
  - All the catalogers should be on the same page
  - Provide necessary training to ensure member libraries submit good quality records

You are the key!
Without your help we can’t achieve this!
The migration happened
  - no more Overdrive
  - everything is on cloudLibrary
Naxos has not been renewed
Gale databases have not been renewed
  - All database access is through the state contracts
Hoopla has not been renewed
Zinio is now RBdigital
Loss of about 20%
611,852 in 2017
- 626,588 in 2016
  - 14,763 or 2.36%
- Dropped Hoopla after Sept.
  - Almost 60,000 fewer circ between Oct and Dec compared to last years
- Zinio renames itself and forces an update to all apps
  - And yet eMagazine circulation is UP!
- 2017 eBCCLS circulation 24% higher than the highest circling BCCLS library
So what’s up for 2018?

- The eBCCLS Committee continues to ACTIVELY investigate
  - ALL library econtent platforms
  - Demos in late 2017 from the 4 major US vendors
    - following up in early 2018 with 2 vendors
    - current cloudLibrary contract ends in March
      - decisions must be made soon if we are to migrate this year
New website on the horizon?

- Web subject guides → A to Z: Librarian Approved Sites
- BCCLS Discover - content continues to be added via LibGuides
  - Author-ized!
  - Book Clubbing
  - Book of the Day
  - Read, Watch, Listen
- Stay tuned for a new responsive World Language Directory!
Knowledge Base
- Training materials, committee minutes & other useful content continues to be added regularly
- Overall views have increased 110%
- 369,667 views in 2017 (compared to 175,931 in 2016 -Wow!)
- Fun fact: most popular article in 2017 was “Thinking Linking Synthesis - Fall 2014” with 10,029 views (Note: this contains some outdated info!)

Constant Contact
- 84% of BCCLS libraries are using it!
- We use it each month to send you Cobalt
  - Stay tuned for a new look in Cobalt with more variety
  - Sign up for Cobalt here!
Beanstack

- Support is now handled by Rich and Margaret
- Montclair began using Beanstack and hit the ground running by participating in the Winter Reading Challenge!
- Most of the libraries in NJ participating in the Winter Reading Challenge are in BCCLS!
  - Alexandria Township School District
  - Clark Public Library
  - East Rutherford Memorial Library ↔ BCCLS
  - Englewood Public Library ↔ BCCLS
  - Fort Lee Public Library ↔ BCCLS
  - Montclair Public Library ↔ BCCLS
  - Norwood Public Library ↔ BCCLS
  - Nutley Public Library ↔ BCCLS
  - Paramus Public Library ↔ BCCLS
  - Roxbury Public Library
  - Teaneck Public Library ↔ BCCLS

- Look for upcoming training opportunities, both online and in person, including a ‘spotlight’ webinar by Teaneck Library
Website/Web Products

➢ Discontinued web products
  ○ Evanced - ends December 2018
    ■ System-wide calendar & online registration for events will be gone
    ■ Consider transitioning to another calendar/event product in advance
  ○ collectionHQ - contract ends May 2018
    ■ Several libraries are discussing ways to extend the contract on their own
    ■ Email Kathleen (mcgrail@uppersaddleriver.bccls.org) if your library is interested
  ○ LyndaPro - ended December 2017 ← Sign up through LibraryLinkNJ instead
  ○ Hoopla - ended October 2017
  ○ Gale - ended November 2017
  ○ Naxos - ended September 2017
4 Supervisor Training Sessions - 14 library staff members ‘graduated’ in April
5 BCCLS Chats - 547 views in KB
10 BCCLS On Demand sessions - 41 attendees
1 Knowledge Base training webinar - 453 views in KB
8 Tech Talks - 1,236 views in KB
1 cloudLibrary training webinar - 384 views in KB
7 Beanstack training events and 5 webinars - 29 attendees & 1,137 views in KB
2 collectionHQ trainings and 1 webinar - 55 attendees
2 SkyRiver trainings and 1 webinar - 80 attendees
3 Spring and 3 Fall Circulation Meetings - 258 attendees
3 Spring and 2 Fall Community Circle Breakfasts - 64 attendees
Training/Events

- Performers Showcase - 46 attendees
- Selected Shorts - 256 attendees
- Maker UnConference - 51 attendees
- Friends Talk on Fundraising - 34 attendees
- Summer Reading Expo - 91 attendees
- Ignite your Programming with Sparks - 39 attendees
- Serving our Diverse Populations - 35 attendees
- Transform your Stacks to Drive Circulation - 90 attendees
- How to Transform your Library on a Shoestring Budget - 33 attendees
- Climbing the Ladder: Becoming a Director - 13 attendees
- Build a Better Collection - 29 attendees
Training/Events

- Boot Camp: Build a Better Librarian - 71 attendees
- Customer Service Workshops - 54 attendees
- Mental Health Workshops - 51 attendees
- What Friends can Do - 40 attendees
- Mentor/Mentee Brown Bag Luncheon - 9 attendees
- Friends Breakfast - 290 attendees
- BooksNJ - 111 authors, 34 volunteers, 6 VIPs & loads of attendees!
- New Director’s Breakfast - 6 new director attendees
- New Professionals Breakfast - 16 attendees
- Youth Services Committee Mixer - 55 attendees
- Professional Development Committee Mixer - 23 attendees
Training/Events

➢ Engaging Stakeholders to Create our Futures Together - 39 attendees
➢ Library Construction Bond Act Information Session/Breakfast - 45 attendees
➢ Library Advocacy Services for Library Staffs & Boards of Trustees - 100 attendees
➢ 3 Breakfasts with Cindy - 26 attendees

It’s been a very busy year in BCCLS land!!!
Training/Events

Just when you thought we were done...

★ 113 Committee & Task Force Meetings
★ 10 Executive Board Meetings
★ 6 System Council Meetings

❖ 369,667 hits on the Knowledge Base
❖ 335,000 hits by 101,000 unique users on the staff site
❖ 2,729 views of BCCLSTube videos for a total of 11,787 minutes
Support

- 9,370 support tickets solved
- Email or call us with your questions
  - IT/Technology, equipment orders: support@bccls.org
  - Polaris, Leap, reports: polaris@bccls.org
  - eBCCLS: downloadable@bccls.org
  - collectionHQ: collectionHQ@bccls.org
  - Cataloging: cataloging@bccls.org
  - Bookmarks, brochures & general questions: bccls@bccls.org
- We are here to help!
Questions?