



Library Information System Services: 2023 Report

IT & ILS Support | Acquisitions & Collections Management | Cataloging | ILL

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EXECUTIVE SUMMARY

Dear Library Enthusiasts,

As OCPL continues to move toward normalcy in the post-pandemic period, our teams that make up the Library Information System Services department focused on improving: technology performance, data collection and management practices, and engagement with staff users and library stakeholders. This document outlines, with some detail, the projects and effort dedicated by our team members toward these ends.

In 2023, our IT Support team worked on upgrading many staff computers with new components, replacing aging equipment in the branch libraries, and implementing remedial actions and recommendations for our Office 365 environment. The ILS Support team furthered our goal of clarifying and strengthening our Polaris data strategy and governance. Additionally, a significant portion of time and resources were allocated to migrating Polaris from a self-hosted environment to one that is now hosted by our ILS provider. This move has resulted in significant cost savings, increased security, and improved business continuity.

The Acquisitions and Collection Management team saw upticks in purchase orders of physical and digital materials for our library catalog, consultations with library staff on collection development, and the fulfilment of interlibrary loan requests. The Cataloging and Processing teams not only responded to the increased activity effectively, but also made time to provide support on projects originating outside of our department, and also provide training sessions related to our system resources and services.

The statistics and quotes sprinkled throughout this document are reflective of our team's productivity, workload, and opportunities for future initiatives. Although it is work that occurs behind the scenes and is difficult to recognize, the systems and resources we deliver and support are essential to the services that OCPL provides to our communities in Onondaga County. For this reason, I am proud to acknowledge and share the individual and team contributions made by our staff in this department.

Sincerely,

A handwritten signature in dark ink, appearing to read "Dane A. Dell". The signature is fluid and cursive, with the first name "Dane" being more prominent.

Dane A. Dell, PhD

Director of Library Information Systems

MEET THE TEAM

Information Technology & Integrated Library System Support

Dennis Swift- Jr. Enterprise System Support Specialist

Eleanor Bronder-Major - Librarian Assistant (IT Support)

Naga Jyiothi Kapu- Information Systems Coordinator

Ward Roesser- Network Administrator

Zachary Burnham- Librarian II (Systems)

Acquisitions, Cataloging, Collections Management & Interlibrary Loan

Andrew Hendon- PT Clerk I (Interlibrary Loan)

Christopher Thornton- Librarian II (Head Cataloger)

Desteny Ciulla- PT Clerk I (Acquisitions)

Ed Egloff- PT Clerk I (Acquisitions)

Gloria Rusaw- Clerk II (Acquisitions)

Katie Hayduke- Librarian III (Acquisitions Manager)

Michael Cathcart- Clerk II (Acquisitions/Tech Services)

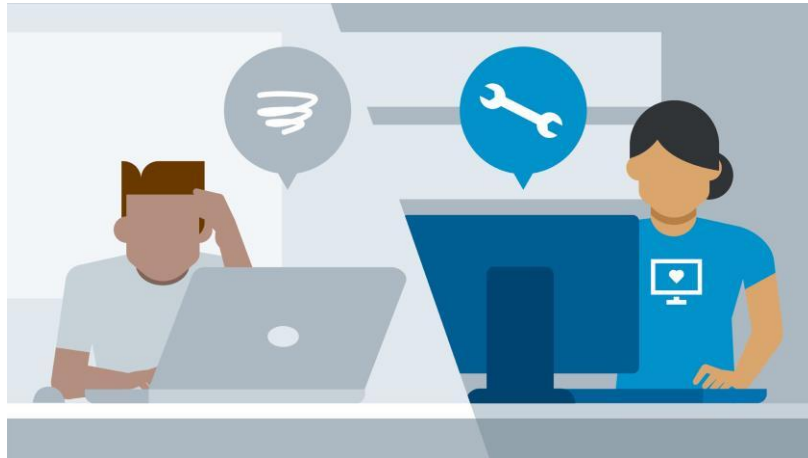
Michelle Roach- Clerk (Central/Interlibrary Loan)

Shanti Shoemaker- Librarian II (Collections & Interlibrary Loan Manager)

Administration

Dane Dell- Director of Library Information Systems

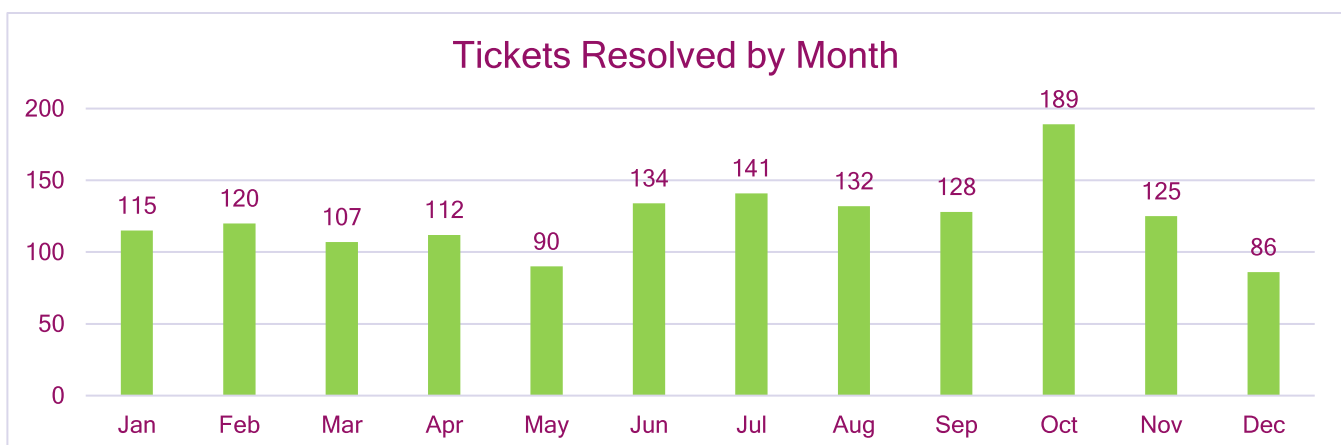
INFORMATION TECHNOLOGY SUPPORT



OCPL Helpdesk

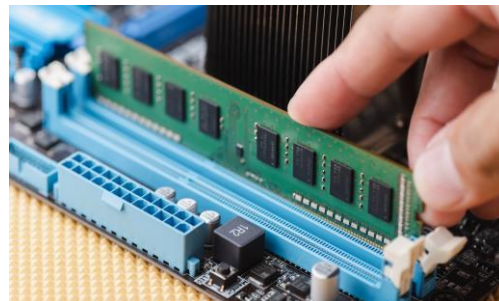
Since deploying our IT Helpdesk solution, SysAid, in 2022; we have experienced a positive impact in the visibility and our tracking of technology related issues reported and requests submitted by library staff throughout the County. Our Helpdesk software has allowed us to improve accountability, responsiveness, and transparency with regard to our customer service. Below are some highlights and insights that were captured by our helpdesk software.

- 1,479 incidents/requests submitted through the ticketing system resolved
- 80% of tickets resolved were categorized as being related to:
 - Polaris- 557 tickets
 - Computer Hardware- 257 tickets
 - User Accounts- 236 tickets
 - Tech packs - 134 tickets
- October was the busiest month. Likely due to the Polaris migration project



PC Upgrades

In an effort to improve the speed and performance of our computers used by staff or by applications that serve the public, an investment was made toward upgrading the memory and hard drives on these PCs. The first opportunity identified to upgrade these computers was the install additional memory cards, increasing their RAM from 4GBs to 8GBs. An increase in RAM is expected to better meet the demands of the current and evolving staff workload by allowing increased capacity to run multiple applications simultaneously without experiencing slowdowns or delays, and enhancing the overall responsiveness of the system, making daily tasks more efficient.

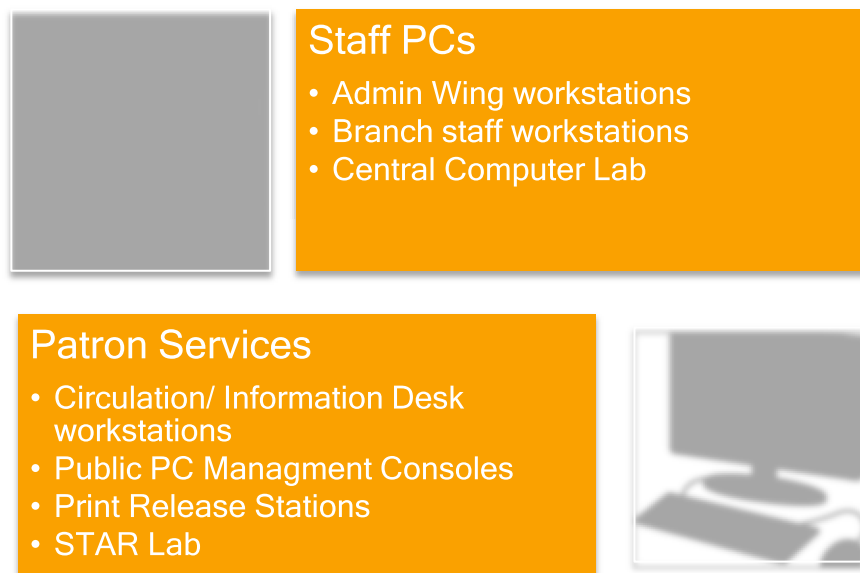


For our computers dedicated to providing or supporting patron services, one of the benefits is that computer applications can load more quickly with additional RAM, improving the user experience and reducing wait times for staff and patrons. Upgrading RAM is considered a cost-effective way of improving system performance compared to other solutions, such as replacing the entire computer.

The other PC upgrade opportunity taken by our team was installing Solid State Drives (SSDs), replacing the pre-installed Hard Disk Drives (HDDs). When compared to HDDs, SSDs access and retrieve data much faster; load applications, files, and the operating system faster; less prone to mechanical failures; consume less power, and echo many of the same benefits of having increased RAM.



130 PCs across Central and city branch libraries were upgraded with either SSDs, additional RAM, or both for use in the areas listed in the graphic below.



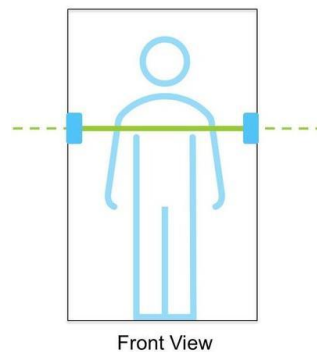
Upgraded computers in Central's Computer lab are now prepared to be used as terminals for staff training and public programs. Upgraded PCs in the Star Lab are now better equipped to handle the recently updated accessibility software used to support our patrons with impaired visual abilities. Thanks to Dennis for his work on this initiative.

People Counting at the Branch Libraries

In 2023 we wrapped up a few projects in which networked devices were added or replaced at our Branch libraries. One of these projects was the replacement of our people counter technology which collects data on foot traffic occurring at each city branch library. In the past few years, library and security staff were using manual counting methods due to the limitations of the previous technology in place.

The former people counters were battery operated and often died without warning. Additionally, the data captured was difficult to access and report on. A significant amount of staff time would be spent accessing the reporting software, running the extensive procedure for generating reports, and then cleaning the retrieved data for analysis. The previous system did not account for bidirectional (entering/exiting) counting and therefore relied on additional computational methods for reporting accurate statistics.

To address these issues we replaced the horizontal, door-installed, wireless, unidirectional sensors with overhead mounted, bi-directional spectrum sensors that provide greater coverage and can more accurately detect individual bodies moving through our branch doors. Although this sensor type required extra wiring work at each location to provide the device with a direct Ethernet connection, the advantages were worth the cost.



Firstly, the wired connection provides us with a means to remotely access the device and detect its active status. The second advantage is that the wired connection also serves as a source of power to the device (POE) and therefore we no longer need to concern ourselves with the routine maintenance task of detaching the device and changing batteries. Another advantage was the accompanying software used to configure the device, and the built-in reporting tools. The reports were simple for our library staff users to access, produce reports, and require little-to-no cleaning of the extracted data.



Thanks to Ward and Jim (Facilities department) for their work in networking and installing these devices in each of the city branches.

OCPL Tech Packs

In 2023 we saw a slight increase in total circulation, moving up to 1,061 from 1,048 in 2022. Our team's role in managing the County Tech Pack program is an essential part of its success. This year we received 54 requests to deactivate hotspots and Chromebooks for kits that were overdue; 41 requests to reactivate devices that were returned; and 19 requests for kit replacement items. The replaced items included 7 hotspots, 5 Chromebooks, 4 chargers, 3 batteries, and 1 complete kit. Thanks to Eleanor for her efforts in fulfilling these requests.

In September, OCPL hotspots were loaned to CenterState CEO to assist with a workforce development program at the Syracuse EOC where students who needed internet access to complete tasks towards their certification could borrow and use the hotspots to do so. We hope to continue these types of collaborations in the future to increase awareness in the community about these library resources.



In November, we implemented a change request from the Member's Council to adjust the tech pack loan periods from 3 weeks to 1 week, with 2 renewals. The hope is that this change will increase the number of patrons that get an opportunity to borrow these kits.

Cybersecurity

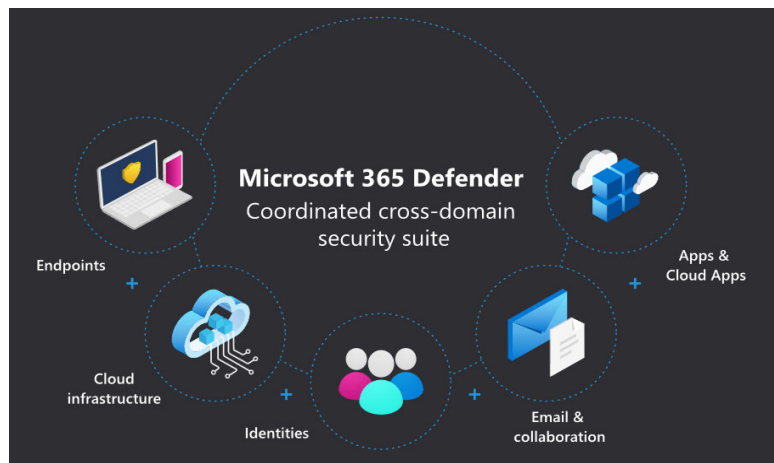
Web Filtering

Uninhibited internet access may allow our computer users to be exposed to malicious or otherwise harmful Web content while in our facilities. For this reason, it became a priority to address issues reported to us by library staff regarding access to ill-advised or inappropriate content by patrons on our public access PCs. Upon investigating these issues, there were several limitations identified in our Websense internet filtering solution and determined that it was time to move on from this product.

After considering some research and recommendations, we chose to replace Websense with a FortiGate filtering appliance. Our evaluation of the FortiGate product is that it provides superior user experience and performance in web filtering, while doing so at a greater cost advantage when compared to the product previously in place. The shift to this new security device is expected to improve endpoint security for devices connected to our publicly available Wifi and Internet. It has demonstrated the ability to be more effective in blocking explicit adult content and reduce the need for staff intervention when enforcing library computer use policy. Thank you to Ward and Dennis for their work in installing, configuring, and testing this new device.

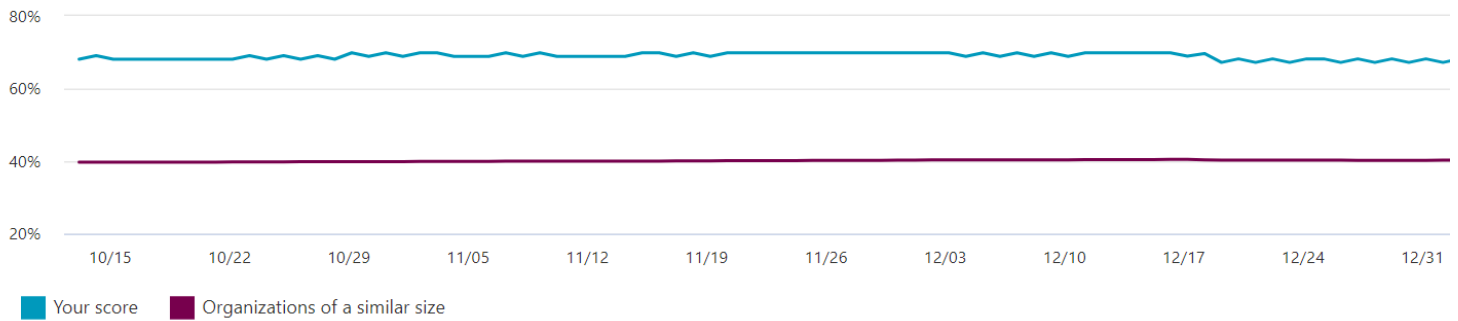
Email & Cloud Computing Threat Protection

We also experienced some security gains in our staff-side computing. By acting on some configuration recommendations in our Office 365 Defender application, over 100 system vulnerabilities were remediated. As a result, we were able to achieve Microsoft Secure Scores as high as 70% this year.



Comparison trend

How your organization's Secure Score compares to others' over time.



The Microsoft Secure Score is a representation of our organization's security posture within the Defender 365 application. According to Microsoft, organizations of a similar size to ours average a score just above 40%.

Secure Score for Identity

 **92.42%**

Comparison

Onondaga County Public Library	92.42%
Typical 101-1000 person company	42.02%

We also saw a significant increase in our overall Identity Secure Score which improved from 25% to 92%. The identity secure score is shown as a percentage that functions as an indicator for how aligned you are with Microsoft's recommendations for security. Thank you to Naga for her vigilance in working toward these accomplishments.

Storage & Data Retention

We addressed housekeeping items related to our data retention and restoration system, Veeam for Office 365. This included outlining and implementing a procedure for archiving mailboxes of departing staff members to align with the County's data retention policy and optimizing our licensing to manage the costs of backing up O365 user data.

We also upgraded the version of Office installed on our Veeam server to resolve issues affecting our ability to interact with archived mailbox files. Now we are able to run through our data restoration tests more smoothly to ensure that our backups are accessible and in good condition.

Contributing to this outcome was the resolution of 114 raised issues related to One Drive backup files, and 144 errors reported by our SharePoint backup system. Thank you to Naga for her work in this area.

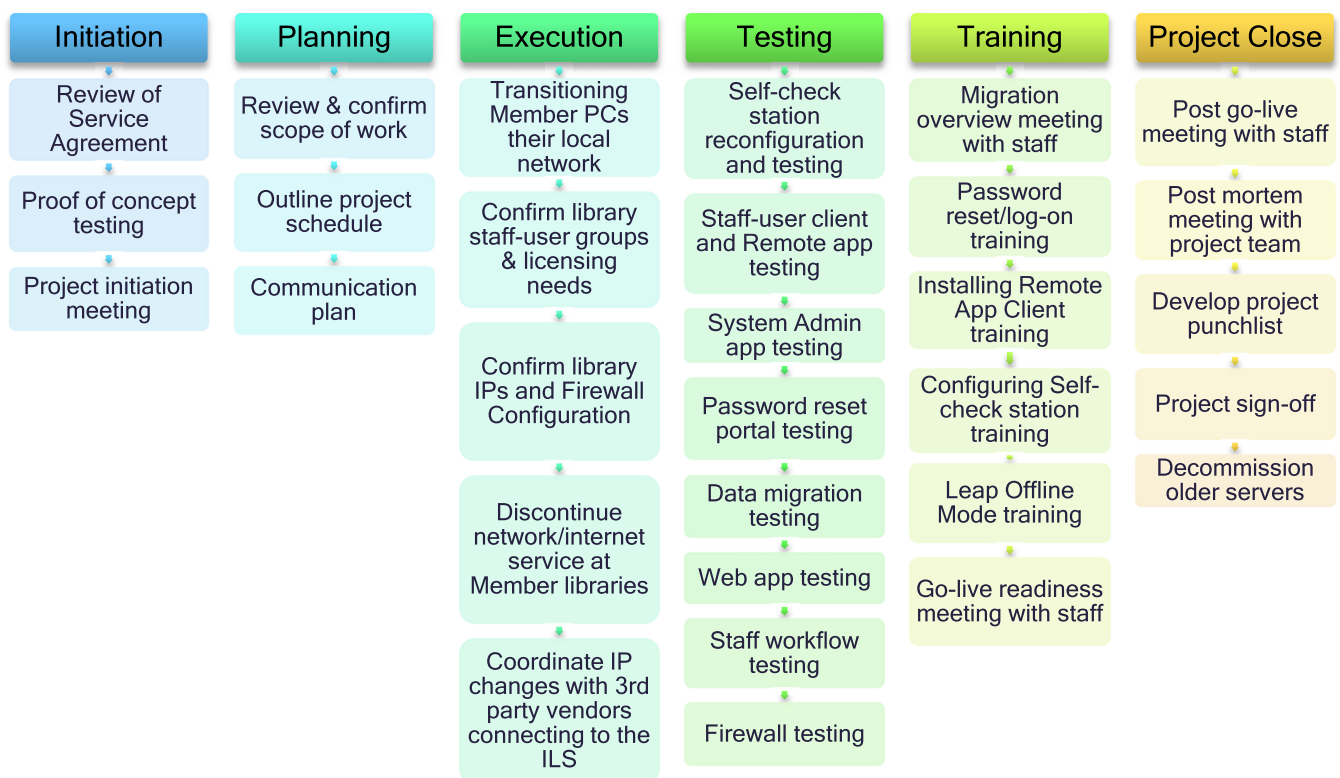
Additional Highlights

- Completed resolution of issue affecting the external WAPs installed at each Branch library. Will be able to promote the service in 2024.
- Updated network rack at Beauchamp, Hazard, Mundy, Paine, Soule, and White branch libraries with newly installed network switches and Power supply equipment
- Replaced end of life (EOL) Meraki WAPs at Beauchamp, Betts, Soule, and White branch libraries
- Retired physical server dedicated to hosting the proxy service managing patron authentication for various online system databases after migrating our Ezproxy instances to being hosted offsite with OCLC
- Transitioned PCs and other network devices off of the OCPL network at 19 Member libraries as part of the Polaris migration to hosted project
- Secured over \$90,000 in eRate funding to support OCPL fiber network and internet costs
- Completed an RFP process that concluded with a new 5-year Fiber service contract at a lower rate than the previously contracted price
- Retired EOL and end of use physical servers dedicated to Polaris
- ~60 items of computer equipment discarded and sent to the County for Recycling
- Assisted with network reconfiguration work at Lafayette Public Library
- Provided Deep Freeze Enterprise installation service to Lafayette Public Library
- 25,227 connections made to our Wi-Fi in Central and Branches
- 39,546 sessions booked on for our Public Access PCs
- Responded to 500+ emailed questions or requests

POLARIS ILS SUPPORT

Migration to Hosted Services

In an effort to improve business continuity, make our operation leaner, more flexible and reduce maintenance costs while recapturing some valuable staff time spent on troubleshooting, we decided to transition from our self-hosted Polaris model to a Software-as-a-Service (SaaS) model by taking advantage of the hosting service provided by our ILS provider, Innovative Interfaces Inc./Clarivate.



While the entirety of the above process took place between the months of January and October of 2023, much of the prep-work for this project took place in 2022. This work entailed ironing out the procurement process, analyzing the estimated costs and benefits, and strategizing the technical means for executing the project.

Migrating a system of this magnitude required a high level of engagement and coordination between library staff, service providers, and our technical staff. It is difficult to capture all of the contributions (small & large) made by staff, but the visual above does its best to display the different phases and the major activities/tasks completed by our team.

As of October 13th, OCPL has been working within our new Polaris server environment which contains 6 of the 10 Polaris servers that were previously self-hosted. Additionally, we were able to decommission 2 of those 10 servers. One of the main benefits of this transition is that we were able transform our Polaris service delivery model at the Member libraries. The resulting network changes will save the system an estimated \$109,000 in telecommunication costs annually. The tables below outlines a 3-year projection of the cost/benefit analysis.

Cost of Hosting Service	YEAR	1 (*prorated)	2	3
Hardware Migration to Hosted		\$4,000.00	\$0.00	\$0.00
Training/ Test Server Add On		\$2,499.00	\$15,000.00	\$15,450.00
Polaris Dedicated Cloud Hosting Subscription		\$8,333.00	\$50,000.00	\$51,500.00
Total Costs		\$14,832.00	\$65,000.00	\$66,950.00

Benefits of Hosting Service	YEAR	1 (*prorated)	2	3
Reduced server maintenance costs		\$2,000.00	\$8,000.00	\$10,000.00
Reduced Network costs		\$37,780.00	\$109,140.00	\$109,140.00
Reduced Polaris Software Upgrade costs		\$3,000.00	\$3,000.00	\$3,000.00
Total Benefits		\$42,780.00	\$120,140.00	\$122,140.00

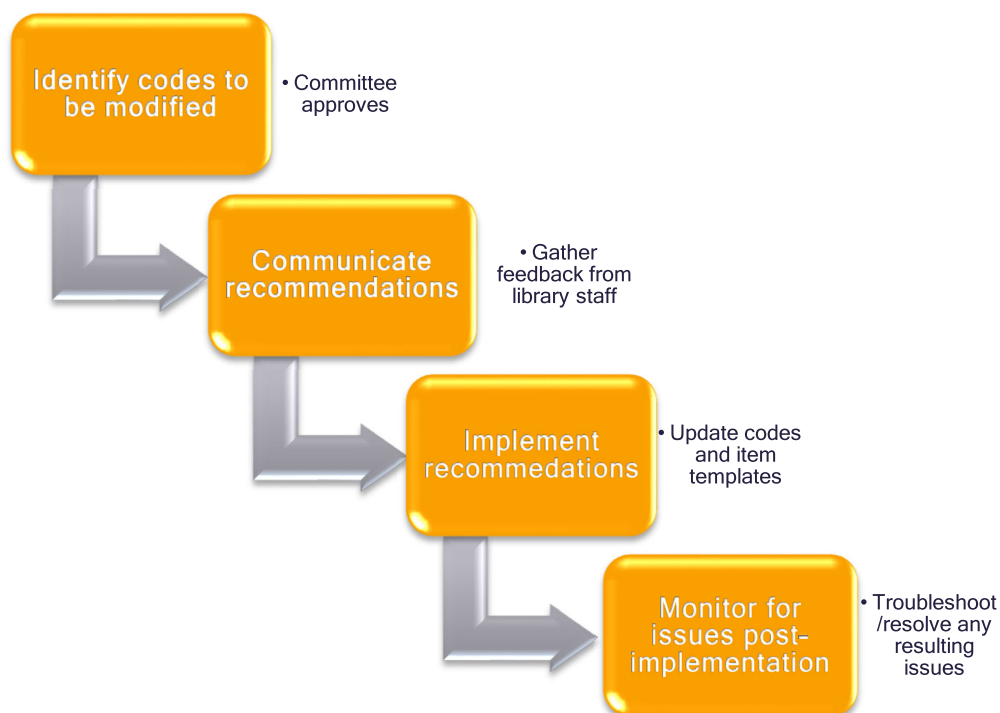
Totals	YEAR	1	2	3
Net Benefits (Savings)		\$27,948.00	\$55,140.00	\$55,190.00

Gratitude is extended to our entire team as well as library staff throughout the County for providing us the necessary feedback, query responses, and engagement with the process to make this project a success.

Collection Code Cleanup

Progress continues on this ILS Review Committee initiative which aims to reduce and consolidate the number of collection codes that help to organize the books and materials searched and borrowed from our online public access catalog (OPAC).

Generally speaking, the process entails reviewing our current list of codes used throughout the system, identifying codes that may need to be merged, replaced, or renamed, outlining the plan for dealing with the agreed upon codes, implementing the recommendations, and then resolving any reported issues that may have resulted from the changes made.



Since beginning this project in 2022, we have reduced the number of collection codes from 470 to 299. The anticipated benefits include improved search and discovery for patrons browsing the catalog, improved coding options for staff processing newly acquired materials, and improved reporting for staff querying the database. Thanks to Zach for his work in driving this project, and to our team members in Acquisitions and Collection Management for their advice and feedback.

Clarifying Polaris Permission Groups

Another initiative derived from the ILS Review Committee involves this overdue auditing of the permission groups that govern how staff are able to interact with and work in Polaris. Some of the repeated questions we receive when it is time to onboard new staff members are ‘what permission groups should they be members of? And what do these groups allow staff members to do in Polaris? With there being at least 1,000 individual permissions in Polaris, we had similar questions that needed some clarity.

The goals of this project were to: 1) update our understanding of the permission groups that were created and administered in previous years; 2) audit and update the permissions and staff members housed in these permission groups; 3) update the documentation that was previously created as a guide to the permission groups; and 4) provide a more simplified and more accessible version of the permissions documentation to library staff to use when requesting new staff accounts or adjustments to existing accounts.

In 2023, the focus was aimed at workflows related to circulation and cataloging. These are the workflows used by the majority of Polaris users. Eleanor, the lead on this project, notes that we achieved a reduction in our circulation and cataloging groups. 48 unnecessary permission groups in total were eliminated this past year. “We went from 107 active circulation groups to 64 active circulation groups”. Cataloging permission groups were reduced from 69 to 64, but the delineation and creation of a few specialized cataloging user groups during this process. In doing so, we have clarified our procedure for how permission group assignments will be handled in the future.

“The list of staff who are in each group is also (hopefully) more accurate now that managers at each location have confirmed who should be in each group.” --Eleanor

This reduction in permission groups and the updating our active membership lists will help us better manage and secure Polaris moving forward. A link to the new documentation that outlines each of the circulation and cataloging permission groups has been added to our staff onboarding form used by managers/directors throughout the System. We hope this will provide these library staff members with the necessary tool to make their staffing decisions easier. Thanks to Eleanor for all her work in this project.

Additional Highlights

- 200+ inactive Polaris accounts suspended as a result of cleanup
- Responded to 2,000+ emailed questions or requests
- I updated the onboarding/off-boarding forms several times, and I'm currently working on a guide to the Polaris permission groups that can be linked in the onboarding form. The holiday closings form is also in progress.
- Revamped documentation for Polaris Inventory Management laptops
- Statistical reporting for each member and branch library in OCPL system for the State Annual Report.
- Adjust System Admin Profiles for each library as needed. This includes library parameters, profiles, security options, Dates Closed, Holds Routing Sequence, Loan Periods, Material Types, Limit Blocks, Fines, Patron Codes, Statistical Classes, Database search option, Fines and Fine codes, Shelf Locations, Item Blocks, etc.
- Assisted Central library with record modifications for shelf locations.
- Assisted Acquisitions team to clear funds and zero out fields for the new Fiscal Year for members and branches.
- Worked on the planning and execution of Polaris 7.4 upgrade from version 7.3. The upgrade migration corrected errors from 7.3 and productivity issues from our previous environment.
- Conducted 5 Leap training sessions on searching in Leap for staff located at Central, Soule, Solvay, Jordan, and Maxwell libraries.
- Weekly and Monthly System Reports for Vendors, Notifications, Billing, Credit Cards, and Lost items
- On a monthly basis, Zach executes the Booksite and Novelist exports for Interlibrary Loan (ILL) purposes. These exports are sent to the respective vendors, with Novelist utilizing the extract to update their database featured on our website.
- Monthly Credit Card Distribution reports are generated and submitted to Mark Carter. This report provides a detailed breakdown of fine and fees revenue for each library received electronically each month.
- Produced specialized reports on circulation for the Communication Department to assist with marketing materials.

ACQUISITIONS & COLLECTION MANAGEMENT

Katie begins each New Year with planning the execution of the allocated budget and an analysis of how the previous year's budget was executed. This consists of working with Admin Director, Mark Carter, and Collections Manager, Shanti Shoemaker to review the previous year's purchases and circulation, closing out Purchase Orders (PO), reconciling fund lines, and then opening new POs with the county for the upcoming year's purchases. Finally, the plan is discussed with the centralized Selectors to gain feedback, and to address any questions or concerns.

"I reach out to the selectors to see what their thoughts are. Did they need more money in print? Would they prefer more money in digital?" - Katie

Quarterly meetings are held with the Selectors, but constant communication takes place through emails and phone calls throughout the year. Topics discussed in these meetings include current trends, how money is being spent, tips and tricks, and training opportunities. OCPL's Overdrive and Ingram reps visit annually, and the selectors are encouraged to attend. The eContent Committee also meets quarterly to discuss database usage, news, and future purchases. Training opportunities related to databases are also coordinated by the committee for library staff throughout the County.

Due to changes in staffing and personnel, we had a couple of changes to the centralized selector's group that will be implemented in 2024. **Tamice Gates** (White Branch) will take over purchasing physical media from Ann Horan. **Shauna Modrow** (Hazard Branch) will order Juvenile print and media starting in January 2024, replacing Laura Keller. The new selectors have been trained and are ready to go.

Constant communication takes place with our book vendors to keep up with our purchases and see where we stand on usage (circulation). These vendors include **Ingram**, **Midwest Tape** (Hoopla), **Overdrive**, **EBSCO**, **Newsbank**, **Brainfuse**, **LinkedIn**, **Playaway**, **Newspaper Archive**. Additionally, workshops and demos are attended to stay updated on new services that would help us with collection development.

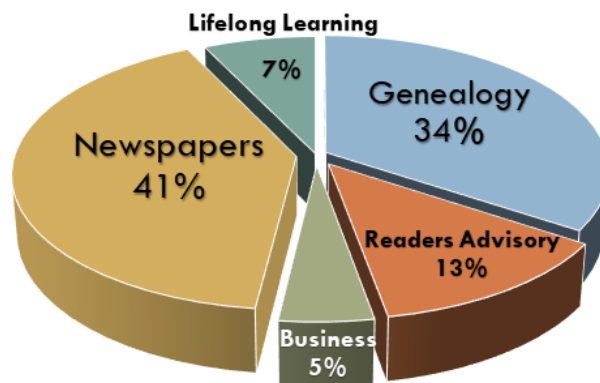
Databases and eResources

Katie coordinates the renewal of system databases (*Ancestry, Bookbrowse, Brainfuse, LinkedIn, Newsbank, Newspaper Archive, Novelist Plus, Reference USA, Movie License USA, Overdrive magazine*), along with the central owned databases (*Microfilm-NYT & WSJ, Microfilm-Post Standard, Fold3, Heritage Quest, Historical Newspapers, Morningstar, Hoopla*). This requires reaching out to our account representatives, putting together a PO packet, and completing the invoicing cycle.

The eContent Committee arranged vendor training for all staff on Brainfuse's Helpnow and Newsbank databases. The sessions were virtual and recorded. A total of 33 staff in attendance in early May. Shanti conducted a System Databases overview at Central Library, open to all OCPL city and member staff. 11 staff members attended, and 3 one-on-one sessions were provided to staff members who could not make the training.

System Database Usage

2023 Database Use By Topic
City and System Databases (not including member-only subscriptions)



The pie chart below breaks down usage of the system databases in addition to our city-wide subscriptions. It does not include use from databases purchased by member libraries that provide exclusive access only to their registered patrons. This analysis also excludes the use of the Gale NOVELny databases, because those statistics are not available to us.

“Since the majority of newspapers used in our databases are older editions, we can say with some confidence that nearly 75% of our database use is for genealogy and local history research.” -Shanti

- ❖ **Ancestry-Library Edition** usage down 40% since 2022 with a 30 cent per search return on investment (ROI)
- ❖ **Bookbrowse** usage down less than 1% since 2022, maintaining a 30 cent per search ROI
- ❖ **HelpNow by Brainfuse** usage increased by 63% since 2022, with a ROI of \$1.76 per use
- ❖ **LinkedIn Learning** usage down 17% since 2022 with an ROI of \$4.10 per course view
 - Patrons completed 341 courses and 15,089 videos for a total of 1,097 hours of use
- ❖ **Newsbank** usage up 19% since 2022 with a 78 cent per search ROI
 - 38,000 uses in 2023, the highest since 2017
- ❖ **Newspaper Archive** usage down 16% in 2022 with a ROI of 14 cents per page view
 - 71,206 uses in 2023
- ❖ **Novelist Plus** usage from the OPAC down 38% since 2022. Usage directly through the Novelist database went up by 41%.
 - Combined ROI is 76 cents per search
- ❖ **Reference Solutions** (Formerly Reference USA) usage down 25% in 2023 with the cost per search increasing from 66 cents in 2022 to \$1.16 per search in 2023
 - 13,791 searches performed resulting in 220,398 records downloaded
 - 53,131 records were printed

NOVELny

The Novelny Committee announced that the state could no longer fund the suite of databases they have provided at no cost to all NYS residents for the past 20 years. The suite included resources such as the Gale New York Times Database which provided coverage dating back from 1985 for the U.S. edition, and 2013 for the international edition. The e-Content Committee will be exploring low-cost replacement options as expiration for Novelny is set for the summer of 2024.

Novelist

To address user frustration with the Novelist Widget, the search parameters were updated with EBSCO so that their widget will only show titles that we currently have in our Polaris catalog. The full Novelist database, accessed directly from our catalog, will also show titles we don't own, and will include messaging to make this clear to patrons. This will also aid in the discovery of titles patrons might want to suggest for purchase or request through ILL. Thanks to Shanti for leading this initiative.

Central & City Branch Database Usage

- ❖ **Fold3** (genealogy resource) usage declined 44% since 2022 with a ROI of 88 cents per search
- ❖ **HeritageQuest** (genealogy research database) usage has fluctuated for this resource, going up by 15% in 2022 and down by 36% in 2023
 - The ROI was 83 cents per search in 2022 and \$1.34 in 2023
- ❖ **ProQuest Historical Newspapers** usage has been in decline since the height of its usage in 2018. The subscription was canceled in 2021, during the pandemic, and renewed in 2022. The usage has not picked back up to pre-pandemic levels.
 - The ROI in 2022 was \$6.39 cents per search. In 2023 it was \$7.47
- ❖ **New York Times for Libraries** logged 14,753 sessions remotely and in-house by patrons with an ROI of \$2.77 per session and 21 cents per article.
 - 19,193 articles viewed

Thanks to Shanti for the data tracking, reporting, and analysis used to evaluate the usage of our database offerings to the public.

Purchasing & Processing of Materials

2023 was one of the best years in purchasing for staff in Acquisitions. This year the staff found a groove as far as making sure the money was spent throughout the year, closing POs, working with vendors, and communicating with each other.

“I made sure to thank each of our selectors and processing staff on a job well done. Each person played a role in helping create a great work environment and spending the public’s money in a beneficial way”. - Katie

The chart below details the number of physical items ordered by Katie, Shanti and the team of branch library Selectors, and are later received by our In-house processing staff. Throughout the year, Central and Branch staff are encouraged to submit requests to let us know what direction they would like to take their collections. Over 100 emails from staff were sent to our collection development team. This number does not include requests originating from the online patron request form.

Physical Materials	TOTAL (2022)	TOTAL (2023)
# of Orders Placed for Central & Branches	365	465
# of Physical Titles Orders	18,386	19,539
# of Physical Titles Received	9,953	13,373
Total # of Items Added (including periodicals)	16,133	14,761
Total # of Items Withdrawn (including periodicals)	8,884	9,484
DVDs resurfaced for Central & Branches	578	1,404

“We’re hearing more staff input. And when this happens, it helps us in our purchasing”. - Katie

Digital Materials	TOTAL (2022)	TOTAL (2023)
# of Overdrive titles purchased for CN and Branches	7,307	18,847
# of Overdrive Checkouts for CN and Branches	99,470	116,537
# of Hoopla Checkout for CN and Branches	24,300	27,555

The chart above details the number of titles purchased for the city branch libraries for our Overdrive platform that provides ebooks, audiobooks, and digital magazines accessed through the Libby app. In 2023, we increased our Hoopla spending by 21% from last year, and our Overdrive spending by 20%. With this adjustment, we saw an increase of 16% in Overdrive circulation, and our Hoopla circulation increased by 13%.

In addition to ordering for Central and city branch libraries, Katie also makes Overdrive purchases for any member libraries that are interested. In 2023, a total of 6 member libraries requested Katie to purchase for their collections. Overdrive materials purchased by Central and the Branches are available for checkout to patrons at every library in the system.

Overdrive World Language

We are continuing our effort to update our print and Overdrive world language collections. Shanti purchased 305 ebooks/eAudiobooks which circulated 840 times. She also created a report in Overdrive to alert her of requests for titles in languages other than English. The orders placed for titles specifically requested through Overdrives' patron-driven acquisition tool called "Notify Me", had a turnover rate of over 10 (10 circs per item). This is very good.

Central Processing projects

Materials that are purchased and delivered to our libraries need to be inspected for any physical defects, labeled so they can be effectively identified by staff and patrons, prepared for shelving, and checked into our automated circulation system (Polaris). At Central, this routine and tedious work is mainly handled by Gloria, Desteny, and Ed. While the work is tedious and time consuming, the processing team took on a few extra projects in 2023.

One project entailed replacing all of the Book-on-cd spine labels that were fading and were no longer legible. Another project was providing support to Young Adult (YA) Librarian, Nancarrow Brown, in her effort to break-down and reorganize the YA fiction collection into genres such as: Contemporary, Fantasy, History, Horror, Mystery, Romance and Science Fiction. The anticipated benefit of this project is to improve the patron browsing experience when searching for materials as well as increasing circulation for titles in this collection. For this project, Desteny updated over 2,100 item records in Polaris with new identifying information while Gloria and Ed replaced spine labels on each physical copy linked to these records. This project will continue in 2024 with the newly labeled materials needing to be rearranged and re-shelved.

Cataloging

Purchased items are typically assigned or attached to a bibliographic record created by our cataloging team to provide descriptions and access to these materials that circulate throughout the library system. Bib records that are not added or created manually are imported from our cataloging partners through our WorldCat database subscription. These

records are added to Polaris and made available to staff throughout the County helping them reduce the amount of time spent creating these records from scratch (original cataloging).

In 2023, a total of 46,436 bibliographic records were added to Polaris in 2023. The number includes records manually added by Chris Thornton and Mike Cathcart through the nine-by-four (9x4) request process, original cataloging, or imported from our OCLC WorldCat Partners book vendor records, and electronic resource records from Hoopla and Overdrive. As a cataloging partner in WorldCat, OCPL also contributes to this world-wide database by adding, updating, and removing records. The list of activities conducted this year is highlighted below.

- 24,027 records added to Polaris from WorldCat
 - 7,819 added to replace brief vendor records created by the EDI process
 - 16,208 MARC records exported from OCLC WorldCat to Polaris from 9x4, maintenance and original cataloging processes.
- 17,675 OCPL records added to update WorldCat records for ILL purposes
- 245 original cataloging records created and added to WorldCat
 - 33 WorldCat records replaced as part of original cataloging
- 28,262 OCPL holdings removed (deleted) from WorldCat records for ILL purposes
- 1,880 Baker & Taylor bibliographic records imported into Polaris for shelf ready materials at Solvay Public Library
- 12,062 Hoopla MARC Records Imported to Polaris
- 7,663 Hoopla MARC Records Removed from Polaris
- 209 tickets related to cataloging issues or requests completed
- 2,800 9x4 Emails received
 - 14,332 total bib records requested
- Conducted 2- 9X4 trainings for processing staff throughout the system
- 857 Purchase Orders facilitated (including member libraries) for new materials

Thanks to Chris and Mike for their work which support the purchasing, cataloging, and organization of materials available and displayed in the OCPL online patron access catalog and the WorldCat database.

Interlibrary Loan (ILL)

ILL saw an uptick in service when compared to the past 2 years. As of the Spring, the:

- average fills per month had increased by 45%·
- average number of Items we were borrowing per month increased by 18%·
- average number of Items we were lending per month had increased by 57%

Shanti attributes the increase in ILL output to being fully staffed and having no significant interruptions in lending or borrowing in 2023.

This helped us reach a goal of increasing our use of the Empire Library Delivery system (ELD), to make the most of that annual contract, and save in U.S. Mail costs. -Shanti

Due to staffing levels, lending activities were suspended for the first quarter of 2022. As the number of items we lent increased by 150%, 96% more items were sent through Empire Library Delivery system (ELD) than in 2022. Regarding delivery of ILL items, a “stacking” procedure was implemented to hold back books returning to the same location for a week, allowing the use of one box, rather than several, to ship borrowed items back to their home libraries. This led to a reduction in supply and postage costs.

2023	ILLs Placed (requested lend + borrow)	ILLs Fills (lend + borrow)	Non OCLC Requests unfilled	OCLC Unfilled Requests of us	OCLC Unfilled Request we placed	Items we borrowed	Items we lent	Borrowing Requests we sent to OCLC	Lending Requests we received from OCLC + ALA	ALA requests filled
Jan	1364	713	0	463	7	171	542	215	1149	1
Feb	1254	724	0	382	7	168	556	170	1085	1
March	1497	714	0	431	13	186	528	223	1276	
April	1110	618	2	257	4	168	450	195	917	2
May	1239	639	0	310	13	164	473	191	1048	2
June	1302	703	0	255	10	199	504	236	1066	1
July	1284	675	0	323	8	180	495	177	1103	1
Aug	1499	745	0	406	8	197	548	228	1270	1
Sept	1307	577	0	331	8	142	435	166	1141	4
Oct	1418	619	0	150	9	119	502	132	1286	2
Nov	1225	573	0	268	10	117	456	141	1084	
Dec	1036	461	0	221	9	142	348	126	909	1
Total	15,535	7,761	2	3,797	106	1,953	5,837	2,200	13,334	16

The chart above displays the activities related to our ILL department in 2023 including the demand and output of our services. ILL service is also reliant on library staff members that

help to document ILL requests on the behalf of patrons. As such, Shanti and Michelle facilitated two all-staff training meetings for ILL. One session was hosted at Fayetteville Free Library and the other at Betts Branch Library. 25 staff members representing 15 different libraries were in attendance. An overview of the ILL process and our system-wide databases was presented at Liverpool Public Library for their November staff meeting. Thanks to Shanti, Michelle, and Andrew for their work in operating this critical system service.

PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

Staff Milestones

- Naga hired as Information Systems Coordinator (Feb, 2023)
- Zach promoted to Librarian II (Systems) position
- Eleanor completed Masters in Library Science degree (Dec, 2023)
- Dane reached 5 years of service at OCPL (Feb, 2023)

Onondaga County Staff Academy Trainings

- Domestic Violence Sexual Assault (All)
- Variance & Workplace Safety Training (All)

Seminars/Workshops Attended

- Library 2.0's ChatGPT in Library Services (Zach)
- Brainfuse's Helpnow (Katie, Shanti, Naga)
- Copyright compliance ILL Class sponsored by WNYLRC (Shanti)
- Fights- How to Prevent and stop them safely! (Zach)
- Hoarding - How to help someone not get evicted (Zach)
- ALA Webinar- Local replacements for LCSH headings (Eleanor)
- Homeless Children and Libraries - Special Presentation With Lydia Sigwarth (Zach)
- Homelessness 201 - A Deeper Understanding (Zach)
- Homeless De-Escalation 101 - Trauma and the Five Most Important Seconds of Conflict (Zach)
- Jerks with Homes: How to Deal with Members of the Public Who are Being Jerks About Homeless Folks (Zach)
- Backup - How Coworkers Should Provide Backup During Conflict (Zach)

Conferences Attended

- CLRC 2023 Annual Conference (Dane, Katie, Shanti, Zach)
 - Panel on Artificial Intelligence in the Library
 - Lightning Talks from New Initiatives Grant Recipients
- OCLC Resource Sharing Conference (Shanti)
- NYLA 2023 Conference (Chris)
- Innovative User Group 2023 (Dane, Zach)
 - Python! Scripting basics with SQL and APIs
 - Polaris Roadmap for Success
 - Vega LX Product Roadmap and Vision
 - Leap into Service: Maximizing Leap at Pubic Service Desks
 - Better Than I Found It: Preparing for your successor
 - Beginners Guild to System Administration for Polaris
 - Cataloging in Leap: An Introduction
 - Assessing Diversity, Equity and Inclusion in Rural Library Collections
 - Updating Indigenous Subject Headings: Applying and Maintaining Customized Terms
 - PowerPAC Adjustments: Easy Changes, Big Results
 - Conquer Your ILS Upgrade
 - Fear and Loathing in Polaris: How the Pandemic Sharpened our SQL Skills and Streamlined Our Organization
- Digipalooza 2023 (Katie, Shanti)
 - Battling holds lists in libraries
 - Overdrive cost per circ options for specific titles
 - New reports for collection development
 - Boosting circulation on limited budgets
 - Search tools for Overdrive
 - How to reach new audiences with outreach.
 - Book bans and how Overdrive is tackling this issue.
 - Providing diversity in digital collections.
 - Bookmobile for outreach, provided by Overdrive
 - How to better develop our libraries digital collection.

Committees/Volunteer Work

- Administrative Aide Hiring Committee (Dane)
- Collection Development Advisory Committee (Katie, Shanti)
- Coordinator of Member Services Hiring Committee (Dane)
- eContent Committee (Katie, Shanti)
- Friends of the Central Library Board member (Dane)
- ILS Review Committee (Chris, Dane, Eleanor, Katie, Shanti, Zach)
- Information Systems Coordinator Hiring Committee (Dane, Dennis, Ward)
- Onondaga County IT Security Advisory Board (Dane, Ward)
- Personnel Admin Hiring Committee (Dane)
- Public Information Assistant Hiring Committee (Dane)
- Resource Sharing Interest Group (Shanti)
- Soule Branch Manager Hiring Committee (Dane)
- Staff Day Planning Committee (Katie)
- System MOU Committee (Dane)
- White Branch Manager Hiring Committee (Dane)