

FAQ's from the 2011 NCLS System Survey!

Thanks to everyone who provided input on the 2011 system survey. All of your feedback is appreciated.

There were several topics that resulted in questions or confusion from multiple survey responders, so we thought it best to provide everyone with answers and clarification to those. We hope this will help to answer your questions and inform you of services you were not previously aware of. Please contact your Consultant with any questions or concerns you still have after reading these FAQ's. Again, thank you for your participation!

Question #4: Technical Services

- **What are JAB and E-Rate?**

***JAB:** JAB stands for Joint Automation Board. The JAB is a committee comprised of every library director in the system that uses the SIRSI automated circulation system. The JAB meets twice a year at NCLS.*

For more information about JAB, please visit the [JAB web page](#) on the NCLS web site under the Member Libraries tab or contact Marcia Gray, Technical Services Manager at NCLS.

***E-Rate:** The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC), and provides discounts to assist most schools and libraries in the US to obtain affordable telecommunications and Internet access. It is one of four support programs funded through a Universal Service fee charged to companies that provide interstate and/or international telecommunications services.*

For more information, visit the [E-Rate web page](#) on the NCLS web site under the Member Libraries tab or contact the E-Rate Coordinator at NCLS, Meg White.

Question #8: Databases / Electronic Resources

- **Our patrons prefer Ancestry.com over HeritageQuest. Can NCLS subscribe to Ancestry instead?**

The web site Ancestry.com is offered only for individual subscriptions. There is an institutional version of Ancestry.com called Ancestry Library Edition, which is offered by the ProQuest company. Ancestry Library Edition is for in-library use ONLY. Only TWO users may be logged in at one time. A database that allows only two simultaneous users is not a viable option for a consortial purchase in a system our size. It may be worthwhile to explore the cost of a subscription for your own library, though, if patrons in your community have requested it.

The HeritageQuest database costs \$15,000 annually for system-wide access and is paid for jointly by NCLS and the two central libraries (Flower Memorial of Watertown and Ogdensburg).

Please note: While there may be libraries that provide the username and password to a personal account with Ancestry.com, this is not recommended. It would be a direct violation of the terms and conditions agreed to by the individual subscriber.

- **I'm not familiar with HeritageQuest, LearningExpress, or Universal Class.**

These are three subscription databases offered to patrons across the system by NCLS and the central libraries (Flower Memorial and Ogdensburg). You may access these and many other databases and electronic resources through the NCLS online catalog at www.ncls.org (click on Reference).

HeritageQuest is for genealogy and family history research. The primary resources available are the complete US Federal Census from 1790-1930 and hundreds of thousands of full-text books.

Learning Express Library is a comprehensive, interactive online learning platform of practice tests and tutorial course series. Provides immediate scoring, complete answer explanations, and an individualized analysis of test results. Tests include GED, College Entrance, GRE, Civil Service and U.S. Citizenship.

Universal Class offers hundreds of affordable online classes taught by dedicated instructors sharing their knowledge on almost any imaginable topic.

Question #10: Web Services

- **What is the web template?**

To find out more about your library's options regarding the web template and web hosting services by NCLS, visit the [Information Technology web page](#) of the NCLS web site under the Services tab or contact Steve Gaines, Web Services Manager at NCLS.

Our director, Steve Bolton, recently sent out letters to all library board presidents and directors regarding the options for member library web site through NCLS. If you need a copy, please contact your Consultant.

Question #12: Continuing Education

- **How do I know if a workshop is open to me as a trustee?**

You are welcome at any class we offer, and all of our classes are free! Please feel free to contact the person listed as the class facilitator if you would like more information about the class and help in determining whether or not it is of interest to you.

Question #18: Outreach Services

- **Why does NCLS provide Outreach Services directly to patrons? Isn't the system supposed to support the member libraries and the member libraries serve patrons?**

*Under New York State Education Law, [§273 \(1\) \(h\) \(1\)](#), and Commissioner's Regulations [§90.3](#), Public Library Systems provide Coordinated Outreach Library Services **directly and** through their member libraries to New Yorkers who are most in need and who often are not regular library users.*

NCLS provides direct patron service to individuals eligible under the Outreach program guidelines through our mailing program of large print and audio books. This program is funded by NYS and must be used specifically for the purposes of providing direct patron service.

The Outreach services we provide to library staff are:

#1) loaning of Accu-Cut machines and dies,

#2) equipment loan of projectors, laptops, Nintendo Wii gaming systems, CoLibri book covering system,

#3) large print and audio book (on cassette) rotating collections,

#4) Four \$500 Outreach mini-grants per year to libraries for their own Outreach activities

- **Accu-Cut catalog PDF would be nice to take some guess work out of ordering.**

The [NCLS Accu-Cut die collection catalog in PDF format](#) is available on the Equipment Loan page under Outreach Services.

- **I did not know there was an audio book rotating collection. If they are CD's, we would like to sign up. Who would I contact?**

Sorry, no, the audio book rotating collections are audio cassettes at this time. If you are interested or have further questions about our rotating collections, contact the NCLS Outreach Specialist, Kathy Van Ness.

- **What equipment is available?**

Laptop and LCD projector combos, LCD projectors, Accu-Cut die machine and dies, CoLibri book covering system and covers for \$1, Nintendo Wii gaming systems, Overhead projector, and button maker and button supplies. The [Equipment Loan agreement](#) is on our web site under Services -> Outreach -> Equipment Loan.

Question #22: Printing and Graphics

- **"Gosh- I don't know anything Printing and Graphics services. Are they on the NCLS web site?"**

They sure are! The [Printing and Graphics web page](#) is available on the NCLS web site under the Services tab.

Question #25: Advocacy

- **What services does NCLS offer regarding county grants?**

County grants refer to the annual funding provided to your library by your county government.

Each county in the system has a Consultant from NCLS that assists them to varying degrees with county funding campaigns. We help with marketing and PR materials, presentations and statistics. Your Consultant sends out messages to county e-mail lists to notify you of upcoming planning meetings, legislature hearings, meeting minutes, funding request decisions and funding amounts granted by the county.

NCLS also receives one lump sum check from each of the counties (except for Oswego which handles county funding payments independently) and then distributes those funds to the libraries.

Your Consultant maintains a web page that details all the current and past information about funding meetings, campaigns, and funding amounts. These pages are available on the NCLS web site under Advocacy -> County funding.