

WESTBURY MEMORIAL PUBLIC LIBRARY^{df}
AGENDA

Thursday, May 20, 2021

- I. Call to Order with Quorum
- II. Approval of Minutes
 - a. Board Meeting of April 15, 2021
 - b. Executive Meeting May 13, 2021
- III. Principal Account Clerk's Report
 - a. Approval of Treasury Warrant # 11 dated May 20, 2021
- IV. Committee Reports
 - a. Historical Society Committee
 - b. Public Relations Committee
 - c. Collections Committee
 - d. Personnel Committee
 - e. School Liaison
 - f. Budget Finance Committee
 - g. Technology Committee
 - h. Building and Grounds Committee
 - i. Director's Report
 - j. Staff Reports
- V. New Business
 - a. **Guests** - Al Coster from Baldassari & Coster
 - b. Verizon Internet Discussion
 - c. Item Quarantine Discussion
 - d. Wireless Outdoor Access Point Discussion
- VI. Old Business
- VII. Public Comments
- VIII. Date of Next Session: June 17, 2021
- IX. Adjournment

PUBLIC COMMENTS WILL BE LIMITED TO 3 MINUTES PER PERSON

MINUTES

WESTBURY MEMORIAL PUBLIC LIBRARY BOARD OF TRUSTEES

May 20, 2021 at 7:00 PM via Zoom

A meeting of the Board of Trustees of the Westbury Memorial Public Library was held on May 20, 2021 over Zoom.

The following Trustees were present constituting a quorum:

Denise Parillo – Vice President
Marie Rousseau – Trustee
Shirley Darkeh – Trustee
Carmen Lloyd – Trustee

Also Present:

Tracy Van Dyne – Director
Adina Gunsburg – Assistant to the Director
Lynn Graf – Principal Account Clerk
Chris Durrah – Head of Tech Dept.

Absent with Notice:

Judy Gerrard -- Board President

I. **CALL TO ORDER**

The meeting was called to order by Vice President Parillo at 7:09 pm.

Guest Al Coster from Baldassari & Coster was introduced first to discuss the Library's audit.

Mr. Coster took some time to introduce himself and to go over the details of the management letter and audit that his firm recently submitted. He detailed the

figures and discussed how the pandemic may have affected the financial statements.

After having internet concerns, Vice President Parillo asked that Trustee Lloyd take over the running of the meeting.

II. **APPROVAL OF MINUTES**

- a. Minutes of Board Meeting April 15, 2021

Upon motion by Trustee Parillo, seconded by Trustee Darkeh it was MOVED, that the Westbury Memorial Public Library Board of Trustees approve the minutes of the Board Meeting of April 15, 2021 as presented.
VOTE: Yes – 4 (Parillo, Rousseau, Darkeh, Lloyd)
MOTION CARRIED UNANIMOUSLY

- b. Minutes of Executive Meeting May 13, 2021

Upon motion by Trustee Rousseau, seconded by Trustee Parillo it was MOVED, that the Westbury Memorial Public Library Board of Trustees approve the minutes of the Executive Board Meeting of May 13, 2021 as presented.
VOTE: Yes – 4 (Parillo, Rousseau, Darkeh, Lloyd)
MOTION CARRIED UNANIMOUSLY

III. **PRINCIPAL ACCOUNT CLERK'S REPORT**

Upon motion by Trustee Parillo, seconded by Trustee Darkeh it was RESOLVED, after discussion, that the Westbury Memorial Public Library Board of Trustees accept the following financial report:

- a) Warrant #11 dated May 20, 2021 which has been reviewed by the Principal Account Clerk, in the amount of \$276,327.67.

VOTE: Yes – 4 (Parillo, Rousseau, Darkeh, Lloyd)

MOTION CARRIED UNANIMOUSLY

IV. **COMMITTEE REPORTS**

a. Historical Society Committee

Trustee Parillo mentioned that this past Sunday, May 16, 2021 the Historical Society hosted a wonderful zoom program entitled THE TACTICS OF LONG ISLAND SUFFRAGIST “GENERAL” ROSALIE GARDINER JONES.

b. Public Relations Committee

No Report

c. Collections Committee

No Report

d. Personnel Committee

No Report

e. School Liaison

No Report

f. Budget Finance Committee

No Report

g. Technology Committee

h. Building and Grounds Committee

Trustee Lloyd mentioned that she met with Director Van Dyne regarding the vision and direction of both Technology and Building and Grounds. They discussed how they hoped to bring more technology to our patrons and how to best utilize the property and patio space for summer programming.

i. Director's Report

Director's Report

May 20, 2021

- We have been open for limited services for just over a month now. Patrons are able to browse the stacks for 30 minutes, receive assistance from a librarian or the circulation desk, or use the Computer Lab for 1 hour appointments. Before entering, patrons are required to place their returned items in the book drop to be quarantined for 72 hours. These items will remain on the patron's card until the end of the 3 day quarantine period. When entering, patrons will first have their temperature taken and will then be given a wristband with their time out written on it. Patrons must arrive wearing a correctly worn mask. Curbside and document delivery services are still as popular as ever and are still available Monday through Friday.
- We are happy to announce that beginning June 1st, the library will be opening for more extended services Monday - Friday. Patrons will now have access to specifically marked study tables and we have removed time limits with the exception of the Computer Lab which will continue to remain at one hour appointments. Patrons are still being asked to follow our safety procedures such as having their temperature taken when entering and wearing a correctly worn mask.
- We are also planning to reopen for weekends beginning Saturday, September 11th.
- The Library Budget Vote and Trustee Election was held on Tuesday, April 20th. The budget passed 115 - 9 with Trustee Marie Antoinette Rousseau being reelected for a full 5 year term. We'd like to thank everyone who came out to vote.
- The library will begin holding limited outside programming beginning in May. Each class will have a limited number of patrons but in some cases multiple sessions will be scheduled and possibly a rain date. Patrons will still need to social distance and wear masks for these events. More information is posted in the newsletter or online for each specific program.
- Patrons should have received at home a new edition of the library newsletter beginning with our May/June programming. The Library has not had a paper newsletter in about seven years so we were very excited to reintroduce it to our community. Patrons who may have not received the newsletter should contact the post office. This version of the newsletter is also made available on the website, through email blasts, through our social media and at the buildings. The July/August newsletter will also include a "Staff Spotlight" as well as a center calendar that can be removed for easier access.
- I recently attended a Nassau Director's meeting with guests from the StonyBrook social work intern program. The Library is very interested in hosting one of these interns

for our community. The intern would be with us from September - May, scheduled at various hours and it can be requested that interns speak specific languages as well. Interns have the ability to assist patrons with filling out documents, making referrals, assisting with COVID vaccine appointments, and a host of other types of assistance. This program will be a huge asset for our library and community.

- We have begun holding interviews for a full time clerk typist for the Programming Department. This position is greatly needed to assist with our expanding and various formats of programming.

- The Library is looking into the option of leasing books from Baker & Taylor. We would like to utilize this option for bestsellers that we would normally purchase multiple copies of. Once holds have been filled on these items we are eventually left with many copies to find room for in storage. We would purchase 1-2 of our own copies, have the e-book versions and be able to lease the rest that we think we'll need. The leased copies cost less than the regular books so there would be a bit of a savings. Bryant Library is currently using this system and it has worked well for them.

- Nassau County is anticipating a new patron catalog by the end of the summer, called Vega. This will replace the current catalog, Encore. We have been informed that hopefully by mid-May the staff should receive a test version of Vega so that we may become familiar with it before it is rolled out to our communities. We have also been told that this new catalog is more intuitive so that situations such as misspelled words will come up with better suggestions unlike now with Encore which is a lot more "picky". Once this catalog has become available to the public we will make sure that patrons are able to be trained on it.

- On May 24, staff will be attending LGBT 101, a workshop presented by Adrian Stivala from the LGBT Network in Hauppauge.

- Chris and I are looking into the option of switching over to Verizon FIOS for the library for our internet services. It is more a reliable, and faster service and we will have one bill instead of the two. (Discussion topic on the agenda,)

- The wireless outdoor access point that the library received through a CARES Act grant from the Town of North Hempstead, has arrived and is being set up by Chris and our IT Consultant, OSI. Chris and OSI realized that we will need to install an outside CAT 6 cable to place the access point. Proposals will be discussed at this meeting. (Discussion topic on the agenda.)

- Chris has reached out to Jerry Elfassy, Chair of the Westbury/Carle Place Chamber of Commerce, who will be loaning us a few refurbished computers to use for our outside computer lab this summer. Thank you to Mr. Elfassy for his assistance.

- At the last BoT meeting the library hired NacTel to work with us on our phone system. They recently did an audit of our phone system. They are working with Chris on a plan to begin addressing any issues that we have been having.

- OverDrive/Libby numbers for 2021:

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January 2021	2294
February 2021	1951
March 2021	2195
April 2021	1986

● Hoopla Statistics for 2021:



Date	Audio-Book	e-Book	Movies	Televisio n	Comics	Music	New Reg Patrons
Dec 29-20 - Jan 13-21	7	15	6	5	2	1	50
Jan-21	28	33	10	2	1	9	34
Feb-21	19	32	18	5	7	10	29
March-21	22	12	11	0	0	2	7
April-21	18	15	18	2	7	3	10

● Circulation Statistics for the month of February:



	ADULT ITEMS	JUVENILE ITEMS
All Items	2981	978
Book (NF)	406	201
Book (Fic)	593	520
Reference	0	0
NEW (NF)	128	9
NEW (Fic)	245	5
Civil Service/Test Prep	1	0

World Language	4	14
Picture Book	0	383
Video Recording	369	20
Sound Recordings	185	1
NEW Sound Recordings	154	0
NEW Video Recordings	200	0
Graphic Novel	53	3
ILL	26	0
Video Game	2	3
Periodicals	121	9
KIT	0	71
Summer Reading Assignment	3	0
YA (Fic)	82	7
YA (NF)	5	1
Museum Passes	17	0

Respectfully Submitted,

Tracy Van Dyne

Director



- j. Staff Reports
see attached

V. **NEW BUSINESS**

a. Verizon Internet Discussion

Upon motion by Trustee Parillo, seconded by Trustee Darkeh it was MOVED, after discussion, that the Westbury Memorial Public Library Board of Trustees approve the change of service from Optimum to Verizon for internet connectivity service.

VOTE: Yes – 4 (Parillo, Rousseau, Darkeh, Lloyd)

MOTION CARRIED UNANIMOUSLY

b. Item Quarantine Discussion

Discussion ensued regarding the length of time returned items stay in quarantine before being placed back on our bookshelves. A change will be made from quarantining returned items from 3 days to 2 days beginning June 1.

c. Wireless Outdoor Access Point Discussion

Upon motion by Trustee Darkeh, seconded by Trustee Lloyd it was MOVED, after discussion, that the Westbury Memorial Public Library Board of Trustees approve the service contract submitted by Ryleigh Electric inc.

VOTE: Yes – 4 (Parillo, Rousseau, Darkeh, Lloyd)

MOTION CARRIED UNANIMOUSLY

VI. **OLD BUSINESS**

Trustee Parillo took a few minutes to thank Camina Raphael-Lubin for her many years of service and hard work, and wished her much success in her move to her new role as Library Director of the Lakeview Library.

VII. **PUBLIC COMMENT PERIOD**

Patron, Patty Muntz, voiced her concerns about the library having 24 hour internet access available around the building grounds. She is concerned that it will bring people to the library property at all hours of the day and night and have a poor effect on the surrounding residential homes. It was questioned whether we should get signs to post regarding parking lot hours. In response Mr. Durrah mentioned that for the last 3 years we have already had 24 hour internet access from our parking lot and as of yet, it has not been a neighborhood issue.

Ray Muntz, another patron on Zoom attendance, mentioned that he had spoken to a number of people who all gave favorable responses to our new, recently mailed newsletters.

-Mr. Muntz also mentioned that he attended the Library's recent program on NY Subways and that it was interesting and informative.

-He also mentioned that there had been a ribbon cutting ceremony for a new Westbury Arts center which will also be having an Open-House on June 11th. Director Van Dyne asked Mr. Muntz to supply information on this so the Library could post this community event on their website.

-Mr. Muntz also mentioned that his local community center has received many children's books donations. He wanted the Library to know that when the book sales return he would gladly donate those books for the sale.

VIII. DATES OF NEXT MEETINGS

Thursday, June 17, 2021

IX. ADJOURNMENT

Upon motion by Trustee Darkeh, seconded by Trustee Parillo the meeting was adjourned at 8:33 pm.

Respectfully,

Adina Gunsburg
Assistant to the Director
Westbury Memorial Public Library

BOARD OF TRUSTEES:

Judy Gerrard, President _____

Denise Parillo, Vice President _____

Marie Rousseau _____

Shirley Darkeh _____

Carmen Lloyd _____

Children's Library

May 2021 Board Report

ADMINISTRATION & TRAINING:

- Emily attended *Programming for Parents with Infants* presented by the Four County Library System.
- Emily, Liz and Stephanie attended the webinar, *Eliminate the Frustration from your Conversations* presented by Portnoy, Messinger, Pearl & Associates, Inc. & SilvermanAcampora LLP

COMMUNITY & OUTREACH:

- The Children's Library held Zoom visits for all of the 1st graders at the Cherry Lane School in honor of National Poetry Month. Students listened to our librarians read poems and discussed different types of poetry.
- Ali and Emily coordinated with Vicki Sylvain, F.A.C.E. Coordinator, to present an evening of poetry with the community. Two young students shared their poems, as did councilwoman Viviana Russell, Dr. Renee McGrath and Mrs. Evelyn Munger, a teacher at the Powell's Lane School. It was a special night for all those in attendance.
- Children's Librarians created a short video highlighting the new procedures for checkout at the Children's Library. The video was posted on library social media and shared by 12 pages including the Village of Westbury, the Mayor and the Westbury Times. It will also be shown on the local Westbury TV station. The video was viewed over 3,000 times.

CURRENT & FUTURE PROJECTS:

- The Library's first in-person program took place on May 6th. It was a beautiful day where children painted birdhouses in the courtyard. Participants and their families expressed their excitement in being back to the library for programs.
- Our next in-person program will take place on May 13th with a storytime taking place on the Library lawn. During the summer, we will conduct outdoor storytimes on a weekly basis.
- The Children's and Teen departments will be collaborating on a Summer Reading promotional video that will be distributed to all the schools and posted on the school district websites.

Respectfully Submitted,

Emily Farrell

Head of Children's Library

Date	Program	Type of Program	Engagement	Views/Participants
9-Apr	Toddler Circle Time	Recorded Video for Social Media	39	Views
11-Apr	Cherry Lane 1st Grade Class Visit	Zoom	80	Students
11-Apr	Cherry Lane 1st Grade Class Visit	Zoom	64	Students
12-Apr	Blooming Tree	Take Home Activity	30	Participants
13-Apr	Storytime Live	Live Streaming	43	Views
14-Apr	Kids Book Discussion	Zoom	5	Participants
16-Apr	Cherry Lane 1st Grade Class Visit	Zoom	16	Students
16-Apr	Toddler Circle Time	Recorded Video for Social Media	35	Views
19-Apr	Planting Program	Take Home Activity	24	Participants
20-Apr	Storytime Live	Live Streaming	142	Views
21-Apr	Kids Book Discussion	Zoom	6	Participants
22-Apr	Full STEAM Ahead	Zoom	5	Participants
23-Apr	Toddler Circle Time	Recorded Video for Social Media	30	Views
26-Apr	Poem Hands	Take Home Activity	17	Participants
27-Apr	Storytime Live	Live Streaming	164	Views
29-Apr	Poetry Slam	Zoom	11	Participants
30-Apr	Toddler Circle Time	Recorded Video for Social Media	24	Views
Ongoing	STEAM to Go: Gliding Robot	Take Home Activity	25	Participants
Ongoing	STEAM to Go: Pipe Cleaner Tree	Take Home Activity	24	Participants
Ongoing	STEAM to Go: Zippy Zoomer	Take Home Activity	24	Participants
3-May	Plant Together	Take Home Activity	24	Participants
4-May	Storytime Live	Live Streaming	15	Views
5-May	Paint a Birdhouse	Take Home Activity	12	Participants
6-May	Paint a Birdhouse	In-person Program	17	Participants
7-May	Toddler Circle Time	Recorded Video for Social Media	18	Views
Total Engagement:			894	

Circulation Department
May 2020 Board Report

Administration & Training

Full staff meeting

Community & Outreach

Current & Future Projects

Replacing old books labels- Ongoing

Obtaining statistics on library materials- Ongoing

Creating an instruction manual on all circulation functions- Ongoing

Respectfully Submitted,

Didi deCastro

Head of Circulation

Cottage-Local History Collection
May 2021 Board Report

Community and Outreach

- Arthur Dobrin came in to do some research on a Black Jewish synagogue which was supposed to be on the corner of Maple Ave. and School Street. We found nothing about it. He is a regular user of the collection.
- Chris D. took photos of a number of items for the library's Facebook page. This will help to make the local history collection more visible to the community. People who come in often say they didn't know we were here.
- I attended a webinar produced by the Rochester Regional Library Council on Archiving and Preserving Black Local History, Part 2 since there is a large Black population in this area.

Current and Future Projects

- I received the archival supplies and am putting the donated items into them. I am still trying to figure where to put everything. I don't want to refuse any donations related to Westbury history.

Respectfully submitted.
Susan Kovarik

Patron Services

April 2021 Board Report

ADMINISTRATION & TRAINING:

Instruction received re the 2021 Library Budget Vote & Trustee Election.

Monthly meeting with the library Director: discussion of the Adult Summer Reading Club 2021 re hiring a performer; my working with MaryPat on Zoom programs in Edna Harpaul's absence; my working instead of Susan Kovarik during July and August; the library's intent to form an umbrella database to incorporate all the library's historical collections; list of Westbury Times holdings requested.

COMMUNITY & OUTREACH:

Homebound (at Magnolia Gardens) : 38 items delivered.

The Bristol Assisted Living : 11 books lent to the reading club.

The Senior Citizens of Westbury, Inc. : 13 copies of stories were supplied for their short story reading club.

The US Army veterans : 17 boxes of approximately 20 books per box, were picked up.

CURRENT & FUTURE PROJECTS:

Webinars attended :

April 11 : 2021 Long Island Reads Event; discussion of the selection – The Vanishing Half – by Brit Bennett

April 13 : Safe Conversations with Center for Rapid Recovery; through NLS.

April 14 : Understanding Alzheimer's and Dementia; through NLS.

April 15: Understanding Covid-19 vaccines; through the REALM Project.

April 22: Eliminate the Frustration from your Conversations; recommended by Tracy Van Dyne.

April 19 & 26: Archiving and Preserving Black Local History; a workshop with Steven G. Fullwood and the Rochester Regional Library Council.

April 21: Jupiter Hammon, America's First Black Poet; with Stan Ransom of Seaford Public Library.

Examination of the new VEGA.

Conducting some of the library's Zoom programs.

Organizing with the Summer Reading Club presenter, Paul Mila of Carle Place.

Getting up-to-date on the holdings/operations of the Cottage with Susan Kovarik.

Respectfully submitted,

Kathleen Gaskin

Patron Services Librarian

Activity report for April 2021, from Kathleen Gaskin

WMPL monthly book discussion attendance : 18; includes 2 new attendees

OCLC Interloan patron requests processed : 10

OUTREACH :

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April 21: Jupiter Hammon, America's First Black Poet; with Stan Ransom of Seaford Public Library.

Request submitted to attend the ALA conference 2021.

ADMINISTRATION & TRAINING:

- Marypat, Kathleen Gaskin and Tech Dept. will administer Zoom meetings during May and June
- Marypat will submit to the newsletter designer all July/August materials
- Participated on "How to Run a Film Discussion" NCLA webinar

COMMUNITY & OUTREACH:

- Will reach out to Island Harvest again
- Will submit program information to the Westbury Times (Anton Media)
- Have e-mailed all necessary documents to staff members for the smooth running of the department

CURRENT & FUTURE PROJECTS:

- Had a successful May/June newsletter which was mailed to the community on time
- Confirmed with all presenters their May/June programs and sent Zoom links for their program
- Interviewed (with Tracy and Marypat) a prospective candidate, and will continue interviewing
- Completed the Adults programs for July and August
- Created all Zoom meetings for July and August
- Entered all program information on the Google Portal for easy registration
- Extended the deadline to staff for the submission of their July/August newsletter material
- Create a 6-month schedule for future newsletters (material request dates, designer and printing dates, website dates)

Respectfully submitted,

Edna Harpaul

Edna Harpaul

**April
2021**

Program & Notes	Date	Total Prog	Attendees
Pilates - 6 pm - Mary Ellen Petassi - fee	1-Apr	1	8
Writer's Workshop 10 am - Anne Wolf - fee	2-Apr	1	8
Journaling - 7 pm - Linda Williams - fee	2-Apr	0	0
Meditation - 10 am - Stephany Taylor	6-Apr	1	12
Pilates - 6 pm - Mary Ellen Petassi - fee	8-Apr	1	8
Journaling - 7 pm - Linda Williams - fee	9-Apr	1	8
Facebook - Cooking, Chef Rob	10-Apr	1	31
Meditation - 10 am - Stephany Taylor	13-Apr	1	11
Mosaic	13-Apr	1	13
Senior GPS - Linda Williams, 6 pm - CANCELLED	14-Apr		0
Pilates - 6 pm - Mary Ellen Petassi - fee	15-Apr	1	8
Writer's Workshop 10 am - Anne Wolf - fee	16-Apr	1	7
Journaling - 7 pm - Linda Williams - fee	16-Apr	1	6
Meditation - 10 am - Stephany Taylor	20-Apr	1	12
Journaling - 7 pm - Linda Williams - fee	23-Apr	1	8
Journaling - 7 pm - Linda Williams - fee	30-Apr	1	8
Totals		14	148

**Rescheduled
to April 30th**

Programs Department – April 2021 Zoom meetings

May 7, 2021

Edna Harpaul

Technology Department

May 2021 Board Report

Administration and Training

- Worked with Reference Department to confirm all Librarians are trained on running a Zoom Program
- Worked alongside Comprise and Konica Minolta to further the goal of contactless payments becoming available.

Community & Outreach

- The public continues to respond well to our new normal in the computer lab. Patrons can now access a computer, print, scan, fax, and make copies without staff intervention.
- Outdoor Computer Basics classes are occurring in May and June, We'll likely not have outdoor wifi through our NLS Hotspot by May however, we have a few T-mobile Hotspots that we can configure for Outdoor internet access for programs.

Current & Future Projects

- Comprise is currently working to expand our self-serve kiosk to it's full intended capacity. We're currently working on implementing Fine and Fee payment and merchandise purchasing in addition to paying for prints, scans, faxes, and copies
- All New Staff Computers have been configured and deployed
- We've found the most cost effective means of mounting and connecting the outdoor wifi and an electrician who can do that work at a fair rate
- NacTel has performed an initial audit of our phone system. They have noticed certain issues that need addressing but believe all of our problems can be easily solved.
- With the purchase of our new computers comes a newly updated library technology inventory system. A brand new tech inventory is being worked on and should hopefully be completed by the early summer.

Submitted by:
Chris Durrah

Young Adult Department

May 2021 Board Report

ADMINISTRATION & TRAINING:

- NLS Summer Reading meeting April 15 to discuss the coordination of Summer Reading Programs, with special attention to planning during Covid. Discussion centered around making safety a priority while still providing fun and interactive activities.
- Manga and Anime 101 Webinar - discussion centered around the basics of anime and manga and collection development of popular titles

COMMUNITY & OUTREACH:

- Children's and Young Adult Poetry Slam in cooperation with Westbury F.A.C.E.: 10 attendees, including administration from Westbury elementary schools and Councilwoman Viviana Russell. A copy of Amanda Gorman's new book was awarded to Angelina Mungia.
- Community Service Program: Acts of Kindness virtual - 14 teens participated, including Oscar Munguia, older brother of our Poetry Slam award winner.
-

CURRENT & FUTURE PROJECTS:

- Summer Reading Club: Five programs throughout the months of July and August.
- Discussion with Chris and Tracy about moving the Young Adult area to the computer lab, including the YA fiction and paperback collection.

Respectfully Submitted,

Alexandra Blau
Young Adult Librarian

Reference Department

May 2021 Board Report

ADMINISTRATION & TRAINING:

- NCLA Quick Tech Talks 4.1.21
- Baker & Taylor Leasing meeting with Director 4.8.21
- NLS: Having safe conversations webinar 4.13.21
- Monthly meeting with Director 4..27.21
- Booklist: Mysteries, They wrote webinar 4.27.21

COMMUNITY & OUTREACH:

- Daily social media posts.

CURRENT & FUTURE PROJECTS:

- Ongoing- Relabeling materials in collaboration with circulation department
- Ongoing - Updating Non-fiction collection based on statistics
- Updated civil service section

Respectfully Submitted,
[Camina Raphael-Lubin](#), Head of Reference Services