



## Library Director's Report

February 15, 2022

Submitted by Jill Dugas Hughes

### TOP INITIATIVES

- 2022 organization, templates, detailed budgets
- Compensation Study Research
- QuickBooks online Q1 2022 chart of accounts preparation
- Financial Policies
- Focus on Teamwork, Efficiencies, and Cross-Training
- Staffing/Coverage for public service desks/hiring
- Planning Q1 public services & priorities
- Trustee Collaboration Set up on Teams, SharePoint, and Email
- NYS Annual Report DLD
- Org chart changes/new positions/teams for several staff

### VISITORS

- We were open 27 days/222 hours in January. 7,220 people visited the library, which is 2,525 (54%) more visits than January 2021, but 7,387 fewer than pre-pandemic (January 2020). Spring can't come soon enough!

### FISCAL ACCOUNTABILITY AND STEWARDSHIP

- **Construction Project:**  
We are moving along with the construction project and are poised to be on budget.  
Completed Items:
  - Digital signage outside meeting rooms
  - Power window shades in meeting rooms with black out option
  - Mobile videoconferencing equipment
  - Phone system
  - Server Room Switches
  - Hotspots
  - Parking Lot Wi-Fi
  - Mobile credit card terminals and USB cash drawers
  - Main library, children's room, teen room, HURR room, hallway, paintedItems in Progress:
  - AV (includes motorizes screen, digital ceiling mounted projector, sound, teleconferencing equipment for Meeting Room A/B, 70" digital TV wall-mounted with

wireless screen sharing hardware, camera, sound bar, and credenza in HURR). Equipment order was placed on November 23 and Credenza was ordered February 12. Electrical work has already begun.

- Electric Divider Door for Meeting Room A/B is partially complete. Demo work, track installation, patching, painting, and wiring has been completed. We are waiting on delivery of the door panels. The latest ETA shows a ship date of February 22. Panels will ship directly to the vendor.
- Art Gallery- a far simpler version of the gallery plans originally scoped has been ordered. We will install a flexible track system in the multi-purpose room. Other costs have caused us to remove the gallery from A/B and remove the LED lighting feature.

- **Schodack**

We received the contract from Schodack and returned a signed version. I have reached out the new Town Supervisor, Charles Peter and invited him for a meeting/tour. Looking forward to a positive relationship.

- **Heat Pump- Children's Room**

BPI installed the heat pump in the Children's Room office on February 7. All seems to be in working order!

## CENTER FOR COMMUNITY CONNECTIONS

- **American Red Cross**

Another successful blood drive was held on January 10 with 40 donors!

- **Town of East Greenbush**

We have partnered with the Town, school district, and Y to advocate for a Team East Greenbush slate in the Times Union Best of Campaign. If you haven't voted yet, it's not too late!

- **NYLA 2022 Legislative Session**

Library advocacy day is rapidly approaching. It will be held virtually this year: March 2, 2022. To learn more about current policy initiatives and how to get involved visit:

<https://www.nyla.org/2022-legislative-session/>

- **Personnel**

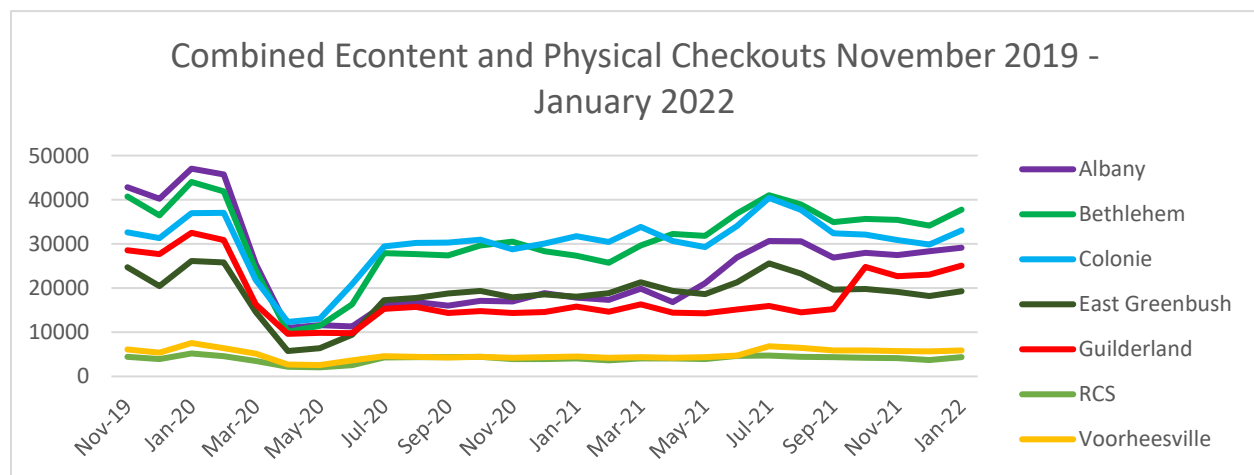
No matter what comes up, our terrific team is ready to jump in with poise, diplomacy, and a true sense of dedication to the community. Working with COVID related staffing shortages this winter has been quite a challenge and everyone has played a role in trying to keep our beloved collegial community alive and spirited. The motto these days is teamwork, collaboration, delegate, mentor, train. Several staff have either taken on new roles or responsibilities. I am excited for our future. We have made tremendous progress towards alleviating some of the imbalanced workloads that COVID brought our way and have also created new and exciting "mini-teams" designed to spark creativity and eliminate overlap/duplication/and uncertainty. So many people deserve shout outs- in fact- our entire staff deserves a shout out! Extra special

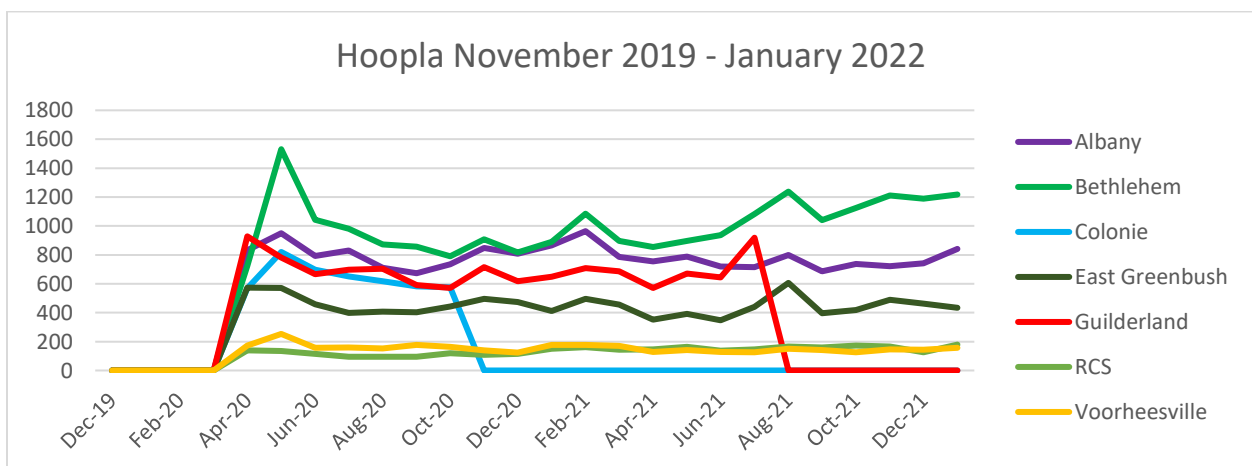
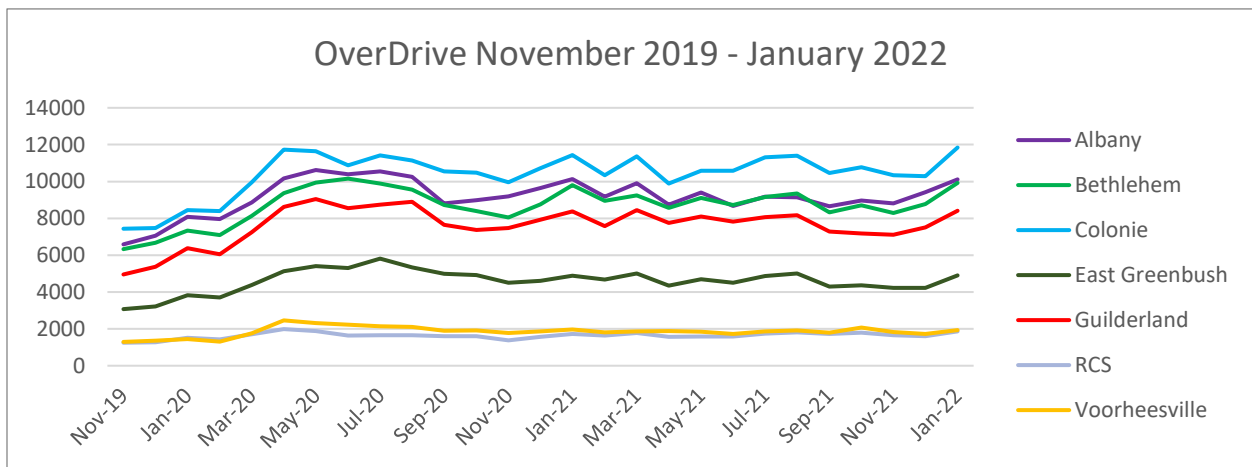
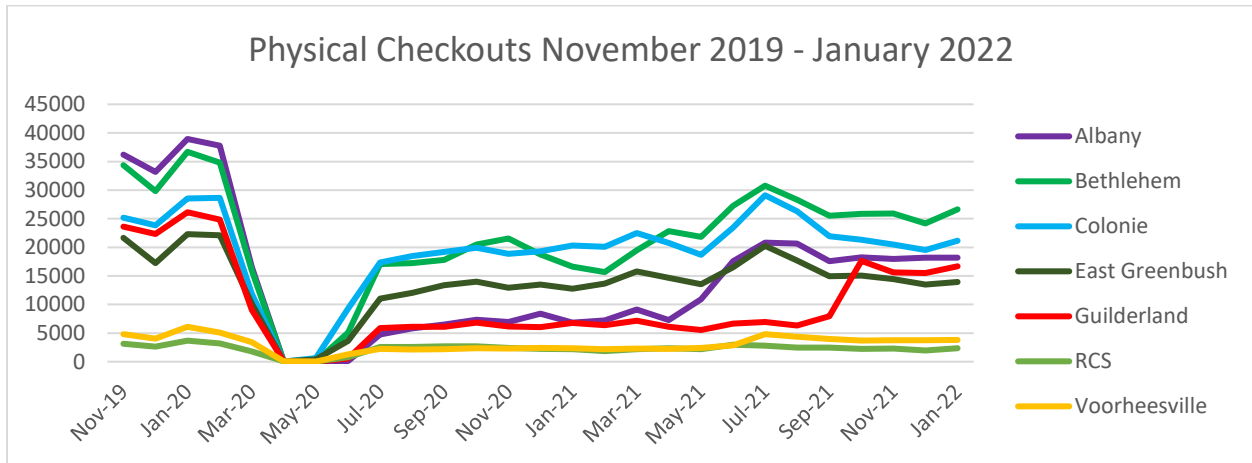
thanks to those who have taken on new roles/responsibilities: Susan, Kathy, Dawn, Karrie, Selena, Sue, Lisa, Kathy, Liz, Marion, Molly, Elizabeth, Merrin, Jessica---thank you! Roseann---thank you for being our team cheerleader. You bring such joy to our team with your endless supply of thank you notes and positive shout outs on TEAMS. Thank YOU!

### LIFELONG CURIOSITY, IMAGINATION AND LEARNING

- 22 for 2022 Winter Reading Challenge for all age groups began on January 10 and it has been a hit. The Challenge runs through February, so visit Beanstack (online or through the app) to get started. It’s not too late to join the fun!
- The adult services team hosted 17 programs this month with 137 attendees. Our very own book sale chair, Julie Ann Price hosted a popular program “Planners 101” with 22 people attendees. Wednesday Night Book Chats on Facebook are still going strong with a regular crowd of 11-17 people participating each night. Catherine is our own local Jody Pearl!
- Our youth services brought back virtual Storytime and Storytime activity packs in January. The Activity Packs can be picked up at the library and contain early literacy activities and craft projects to go with each week’s virtual Storytime session. Participation has been good, with 71 children attending the three sessions.
- The YS department added a new Read along collection to the Children’s Room this month, Wonderbooks by Playaway. Wonderbooks are picture books with a built-in audio player that allows children to follow along with the story as it is read to them. While we still have Readalongs with CDs, this is not as popular anymore since many families no longer own cd players.

### COLLECTION USAGE

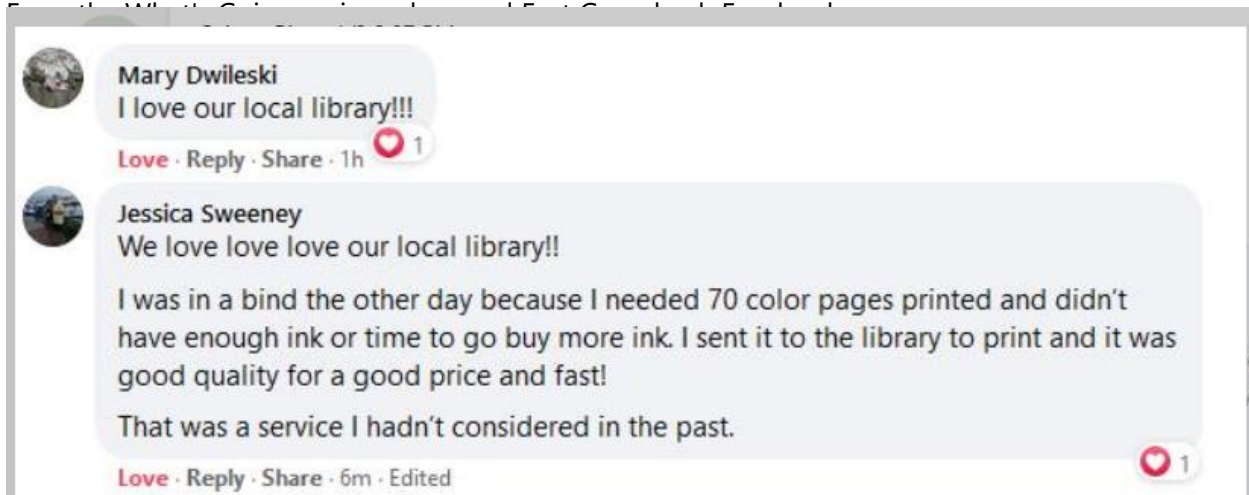




Special thanks to Catherine Stoller-Peters from Bethlehem Public Library for sharing these great charts!

### Patron Feedback Received by Staff (in-person, online & personal notes)

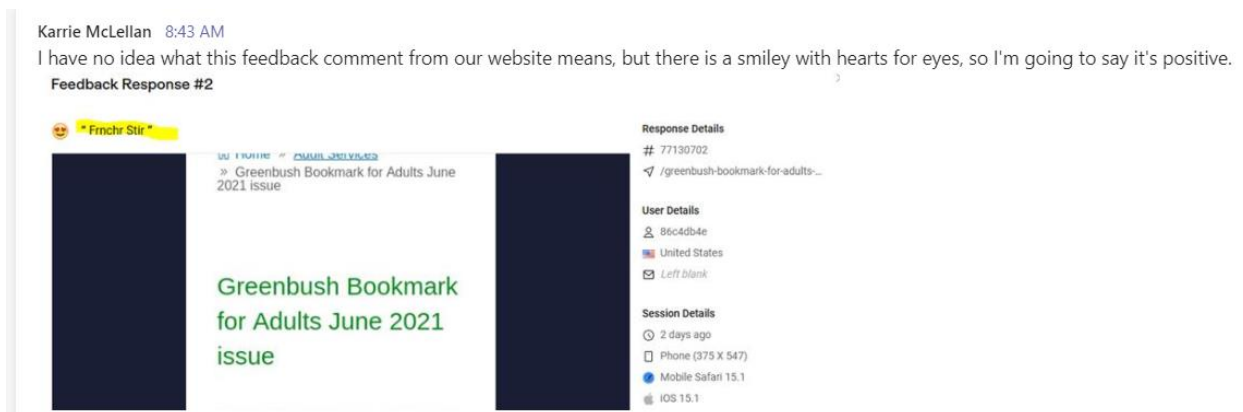
#### 1/3/21 3:07 PM] Selena Piro



#### 1/8/21 (via website contact form) Beth Stark

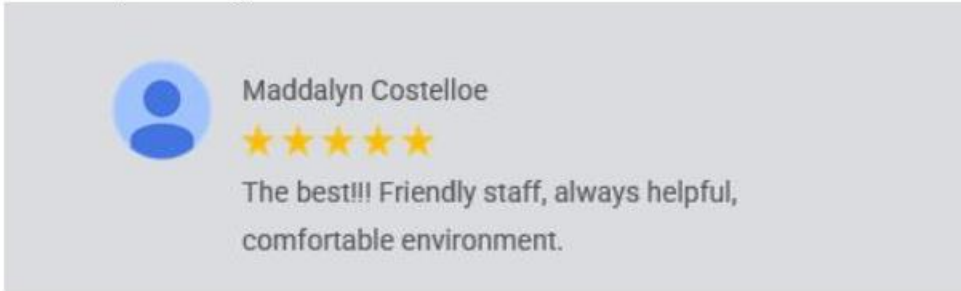
Your museum passes have been a true blessing in the past for myself and my clients. I provide home health care. In the past, we have enjoyed many free outings and fun filled hours with the passes you provide.

Thank you again. Hoping to be able to get back to traveling to our museum's, art exhibits, etc soon!!



Karrie McLellan 10:35 AM

Another great Google review:



**1/18/22 12:55 PM Marion Pierson**

From a patron I helped with a card renewal.

"Thank you so much for your assistance. I do not have any changes to my contact information. I am curious if the library still offers the service of picking books that I might like. I have participated in this in the past and the "picks" were spot on. Thank you, Lori I am so excited-this is an excellent service!"

Follow up: Lauren sent Marion the link to readers advisory who passed it on to the patron.

[1/20/22 2:32 PM] Marion Pierson

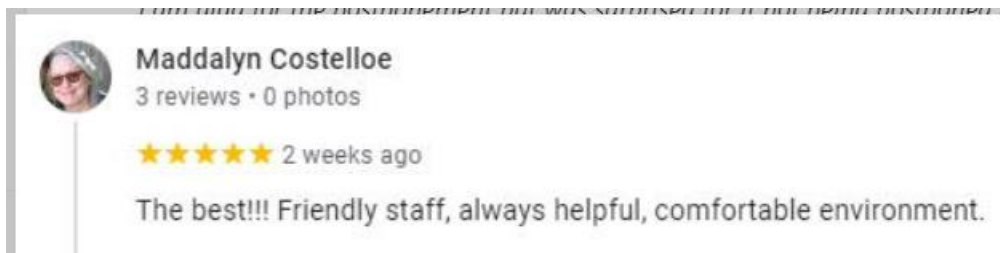
I sent her the link to the form yesterday. She was so excited!

**[1/20/22 3:15 PM] Elizabeth Putnam**

This was sent by a member of the Monday Evening Book Group in response to the notice that the library was closing for the weather on 1/17 and the discussion would be postponed to Wednesday: *"I am glad for the postponement but was surprised for it not being postponed because the Library is closed for the celebration of the life of Rev. Martin Luther King. Hope that happens next time!"*

[1/27/22 2:32 PM] Selena Piro

From Google reviews:



[1/28/22 1:58 PM] Selena Piro

We are getting great feedback on the new auto renewal policy:



Email from Mary Sandstrom Hennigan regarding Auto Renewals received on 1/29/22 "Good and welcome news! Thank you."

[1/31/22 7:11 PM] Jill Dugas Hughes

Email from Charlie Pensabene: "Just wanted to say I really like the idea of auto renewals. It's certainly helpful for patrons, and I think it creates a solid compromise on the ongoing discussion around revenue from late fees, since it takes pressure off of the value of fines for budgeting." 1/31/2022 Thanks!

Charlie

**[1/28 4:10 PM] Jody Squadere**

WNBC-Wednesday Night Book Club. Our Chrissy E. loves it! she says she looks forward to it every week. They can talk about anything, it's no pressure like a regular book group, and a consistent program that she can usually attend.

Respectfully Submitted,  
Jill Dugas Hughes, Director