



Board of Trustees June 16, 2020 Doc. #9

Director's Report – Submitted June 16, 2020

May 2020

Submitted by Jill Dugas Hughes

Reopening (Current Service Level 3)

We began accepting returns on May 26, Tuesday-Friday, 2-6pm, and Saturday, 9am-1pm. On June 1, we increased hours for returns to Monday-Friday 10am-6pm and Saturday, 9am-1pm. The drive-thru window on June 1 for lending. We have set up our safe staffing structure to have 3 Teams, with each team spending 3 days in the library; Monday-Saturday. We will transition to 2 teams sometime in July. All staff (except maintenance) have been assigned a team (including me- although I did spend the first week in the library with everyone to train, I just tried to stay 6 feet apart). Staff who are not assigned a specific job in the library can come in to weed or do other projects on the days that their Team is assigned to be working at the library. We have tech services staff assigned to the circ teams which is working right now because we are just beginning to receive new orders again. They will process new materials during down time; and as we move to the 2 Team structure in July; they will transition back into Technical Services duties.

As of June 1, the following services are provided at the library, in addition to our numerous virtual services which were added over the past several months.

- **Returns**
 - Monday-Friday, 10am-6pm and Saturdays 9am-1pm
- **Drive-Thru Window Lending**
 - Monday-Friday, 2pm-6pm and Saturdays, 9am-1pm
 - We are not lending any library of things, technology, or kits.
- **Resident Only Lending**
 - We just started lending museum passes (for the places that are open), and will be lending hotspots and laptops (for residents) in the coming weeks
- **Printing/Copy/Fax**
 - We have not received requests for printing/copy/fax- so we have decided not to market the service. However, if it is requested; we will assist.
- **Farmers' Market**
 - Wednesdays, 4-7pm (no bathrooms provided)

Current In-Library Staffing:

Station 1: Checking in Returns after 72-hour quarantine; Checking in Delivery; Routing items to 3 locations: Holds, Delivery, Shelving; Keeping an eye on Returns area and replacing bins as needed. We learned it was important to quarantine bins daily so that the workflow keeps moving.

Station 2: Pulling items from the hold shelf, and shelving materials. Phones are still being answered out of the building, but we are transferring them in ASAP and this person will also answer the phones.



Board of Trustees June 16, 2020 Doc. #9

Station 3: Fulfilling holds and managing hold shelf area near drive-thru window, also serves as a back-up person for drive-thru window in case of emergency.

Station 4: Drive-thru window- checking out items. Originally, we checked out items at Station 3, but we received so many calls asking why items were checked out on accounts that we switched to checking out at the window. We were worried about too many people coming to the window, but it has been very manageable. In the morning, before the drive-thru window opens, the person assigned to this Station is emptying the quarantined materials bins and putting them on carts located in Station 1.

Transitioning to Service Level 4

We plan to train all library staff the week of June 22 for the next service level (Level 4: Limited Opening to the Public for Transactional Services Only with Strict Headcounts, on June 29, 2020)

Our tentative plan is to open the building June 29 for transactional services with strict headcounts. Services will include the following:

- **Returns**
 - Monday-Friday, 10am-6pm and Saturdays 9am-1pm.
- **Drive-Thru Window Lending**
 - Monday-Friday, 2pm-6pm and Saturdays, 9am-1pm.
 - We are not lending any library of things, technology, or kits.
 - We will provide fax, scan, print, copy via window if requested.
- **Resident Only Lending**
 - Museum passes (for the places that are open)
 - Hotspots
 - Laptops
- **Grab and Go Service (spend 15-30 minutes in the library, limited occupancies).**
 - Tuesday-Friday, 11am-2pm and Saturday, 9am-1pm
 - We are still trying to decide if we will make it by appointment. At this point we are leaning towards no appointment, to keep the workflow and planning easier for staffing.
 - No computers, print/copy/fax/scan available in-person.
 - We will have the adult services, teen services, and children's services areas open; each room will have maximum occupancies.
 - Meeting rooms will remain closed.
 - Bathrooms will be key access only.

Planned Staffing In-Library

Station 1: Checking in Returns after 72-hour quarantine; Checking in Delivery; Routing items to 3 locations: Holds, Delivery, Shelving; Keeping an eye on Returns area and replacing bins as needed. We learned it was important to quarantine bins daily so that the workflow keeps moving.

Board of Trustees June 16, 2020 Doc. #9

Station 2: Pulling items from the hold shelf, and shelving materials. Phones are still being answered out of the building, but we are transferring them in ASAP and this person will also answer the phones.

Station 3: Fulfilling holds and managing hold shelf area near drive-thru window, also serves as a back-up person for drive thru window in case of emergency.

Station 4: Drive-thru window- checking out items. Originally, we checked out items at Station 3, but we received so many calls asking why items were checked out on accounts that we switched to checking out at the window. We were worried about too many people coming to the window, but it has been very manageable. In the morning, before the drive-thru window opens, the person assigned to this Station is emptying the quarantined materials bins and putting them on carts located in Station 1.

Station 5: Circulation Desk- Checking out items/ answering phone calls

Station 6: Children's Room Desk- Reference/Readers Advisory

Station 7: Adult Reference Desk- Reference/Readers Advisory

Once new materials start arriving in greater numbers, we will need to transition to a 2 Team Schedule to allow for more people in the building to cover the increased workflows.

Facilities

- Paul washed and sealed the patio and continued painting the interior of the library.
- Heat Pump # 5 (children's room staff office) has a failed expansion valve and needs to be repaired.
- Plexiglass sneeze guards have been installed in the drive-thru window, and public service desks.
- Cooling Tower was cleaned, opened for the season. Legionella Testing was clear.

Outreach

- Partnered with the East Greenbush Central School District and the Friends of the Library to provide free books for kids through the District Lunch Program.

Summer Reading

- Our Summer Reading Program "Imagine Your Story" begins on June 15! We have reading goals and prizes for adults and youth. Patrons can log their reading onto a new virtual reading log through Beanstack.







Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees June 16, 2020 Doc. #9

- Be sure to watch the fun summer reading video the youth services department created: https://youtu.be/ma4okK_aFaQ.
- Kids and teens will log each day they read and complete other fun activities to receive tickets for our end-of-summer raffles! Prizes include gift cards to 16 Handles, Funplex, and Barnes & Noble.
- For adults who do not wish to participate online, the traditional print summer reading bingo card is available to download (beginning June 15) and at the drive-thru window. Our end-of-summer raffles will feature prizes in four categories: Dinner Out, Fun & Pampering, Grown-up Practicalities, and Shop Local. Two winners will be selected for each category and will receive a \$25 gift certificate to a local business of their choice within that category.

		% of Total Card Holders	May-20	May-19	% Change	YTD 2020	YTD 2019	% Change
VISITS, VOLUNTEERS, AND BORROWERS								
	Borrowers: Valid library card holders	100%	10,747	8,248	30%	48,663	41,308	18%
	Active Schodack Cardholders	4%	428	761	-44%	3,145	3,819	-18%
	Active EG Cardholders	9%	974	1,917	-49%	7,604	9,724	-22%
	Active MyCard Holders	0%	0	Not Applicable		9	Not Applicable	
	Registered Schodack Cardholders	26%	2,759	2,166	27%	12,532	10,852	15%
	Registered EG Cardholders	74%	7,925	6,082	30%	35,860	30,287	18%
	E-Cardholders (EG & Schodack)	17%	73	Not Applicable		73	Not Applicable	
	Visits		0	16,354	-	34,805	74,990	-54%
	Hours Open		0	289	100%	711	1,424	-50%
	Virtual Reference Hours		135	Not Applicable		373	Not Applicable	
	Modified Service Hours (curbside & returns)		12	Not Applicable		12	Not Applicable	
	Volunteer Hours		0	62	100%	259	479	-46%
Number of Volunteers		0	20	575%	83	145	-43%	
		% of Total Holdings	May-20	May-19	% Change	YTD 2020	YTD 2019	% Change
OUR COLLECTION AND HOW IT'S USED								
Checkouts	8%	7,229	32,302	-78%	97,141	168,893	-42%	
Physical Holdings	100%	92,585	94,792	-2%	Not Applicable			



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees June 16, 2020 Doc. #9

Physical Items Added	0%	0	802	100%	1,921	4,000	-52%
Physical Items Withdrawn	0%	0	644	100%	2,917	3,115	-6%
	% of Total Checkouts	May-20	May-19	% Change	YTD 2020	YTD 2019	% Change
Checkouts By Audience							
Adults	5%	333	19,215	-98%	59,069	99,137	-40%
Teens	0%	11	1,002	-99%	3,381	5,139	-34%
Children	3%	201	12,085	-98%	34,670	64,617	-46%
Checkouts By Format							
A/V (Physical & Digital)	29%	2,125	10,430	-80%	30,550	56,055	-45%
Books (Physical & Digital)	59%	4,264	20,320	-79%	64,084	103,441	-38%
Print	5%	338	18,604	-98%	49,949	97,649	-49%
Digital	84%	6,090	3,550	72%	24,579	17,418	41%
Physical Database	8%	545	27,844	-98%	72,106	145,192	-50%
	14%	1,031	908	14%	8,341	6,283	33%
	% of Total Physical Items Checked Out	May-20	May-19	% Change	YTD 2020	YTD 2019	% Change
Physical Items Checked Out and Renewed at EGRN by Bstat (Pcode4)							
East Greenbush	42%	229	11,328	-98%	28,736	59,500	-52%
Schodack	23%	128	4,988	-97%	13,491	25,391	-47%
Castleton	0%	0	375	100%	692	1,422	-51%
Nassau	1%	3	614	100%	1,720	3,972	-57%
N. Greenbush	7%	37	3,106	-99%	9,053	16,569	-45%
Sand Lake	11%	61	1,822	-97%	4,457	9,503	-53%
Rensselaer	3%	15	1,159	-99%	3,081	6,299	-51%
Troy	4%	24	1,400	-98%	3,179	6,441	-51%
Other Rensselaer County	3%	18	760	-98%	2,143	4,014	-47%
Out of System	0%	0	158	100%	206	878	-77%
Albany County	3%	19	2,108	-99%	5,215	11,094	-53%
Online	2%	11	26	-58%	53	109	-51%

Board of Trustees June 16, 2020 Doc. #9



TOTAL	100%	545	27,844	-98%	72,026	145,192	-50%
	% of Total Meeting Room Use by Public and Library	May-20	May-19	% Change	YTD 2020	YTD 2019	% Change

EVENTS Library Sponsored

Total Events	#DIV/0!	0	70	100%	162	349	-54%
Total Attendance	#DIV/0!	0	1,311	100%	4,945	8,598	-42%

MEETING ROOMS

People who utilized the Library's Meeting Rooms	#DIV/0!	0	1,028	100%	2,688	5,562	-52%
Number of Events Held	#DIV/0!	0	95	100%	197	438	-55%
Number of Literacy Volunteer Tutoring Sessions	#DIV/0!	0	7	100%	21	35	-40%
Number of English as a New Language Classes	#DIV/0!	0	7	100%	17	34	-50%

LIVE VIRTUAL & ON-DEMAND EVENTS/PROGRAMS

Total Live Virtual Events		10	Not Applicable		Not Applicable		
Total Attendance (Live Virtual Events)		87	Not Applicable		Not Applicable		
Total On-Demand Events		17	Not Applicable		Not Applicable		
Total Attendance (On-Demand Events)		630	Not Applicable		Not Applicable		

REFERENCE

Number of Questions		0	2,556	100%	6,911	14,701	-53%
Number of Virtual Reference Questions		152	Not Applicable		Not Applicable		
Notary Services Provided		0	11	1282%	26	73	-64%
ILL Received		0	17	100%	50	101	-50%
ILL Provided		0	25	100%	34	70	-51%
Drive-Thru Patron Assistance		0	Not Applicable		Not Applicable		

		May-20	May-19	% Change	YTD 2020	YTD 2019	% Change
Borrowed from other UHLS Libraries		0	4,794	100%	12,102	23,625	-49%
Loaned to other UHLS Libraries		0	3,616	100%	9,267	18,797	-51%

COMPUTER USE & WIFI



Board of Trustees June 16, 2020 Doc. #9

Number of Sessions	0%	0	2,116	100%	5,043	11,054	-54%
Average Unique Users Monthly Wireless	100%	248	2,449	-90%	6,682	11,990	-44%
Hot Spot Wi-Fi		0	Not Applicable		Not Applicable		
SOCIAL MEDIA/WEB ENGAGEMENT & E-NEWSLETTER SUBSCRIBERS							
Facebook Followers		2,729	2,249	21%	10,885	10,571	3%
Facebook User Reach		41,775	11,072	277%	92,934	87,056	7%
Tweets		154	37	316%	217	154	41%
Twitter User Reach		10,200	7,981	28%	29,096	38,520	-24%
Web Page Sessions		4,792	7,429	-35%	29,462	39,165	-25%
Weekly E-Newsletter Subscribers		8,607	Not Applicable		Not Applicable		
Bi-Weekly E-Newsletter (for Adults) Subscribers		25	Not Applicable		Not Applicable		



Reference Department Report – May 2020

Submitted by Elizabeth Putnam

Highlights

Virtual Trivia Was a Blast!

Jody Squadere and Selena Piro organized our first virtual trivia event on May 27th. During the event, they were assisted by Marcia Rossetti. Jody and Selena’s summary of the event follows.

We had 30 participants, with a range of ages: kids with their families, older adults. There were families and friends competing from the same household, and separate participants in different locations competing as a team. This type of program also appeals to parents who can’t normally go out and do bar/pub trivia because they have small children at home and would need a sitter.

Participants had a great time, sharing various stories during the event. The winning team was Lance the Lonewolf, and East Greenbush resident who was competing on his own. Lance had several fun stories he shared with the group. He is an active virtual community participant.

At the conclusion of the program, there were many positive comments.

- The team the Groundhog Grandparents said, “This was super! Great job!”
- Team Criss and Shawn said, “Thank you to the Library and the staff for organizing this!”
- Team Matt M said, “Great job, Selena, Marcia, and Jody!”
- The Red Hot Trivia Peppers said, “Thanks. Lots of fun.”
- Mary N. said, “Thank you everyone! This was fun.”



Board of Trustees June 16, 2020 Doc. #9

People really enjoyed the interaction with other teams, mixed with the fun of answering trivia questions. When asked if people would like more trivia nights, there was a resounding yes from the participants. People were asking when the next one would be, and even writing down the date on their calendar. The program was a great success!

Overdrive Ordering Going Strong

During our closure, providing our patrons with ebooks and downloadable books became more important than ever. To support increased use, Catherine ordered 70 ebooks and 20 audiobooks in Overdrive.

Reference Service

In May, library staff responded to 127 reference questions from patrons over phone, email, or chat. (This does not include outgoing calls made to patrons by Circulation Department staff)

- 11 email
- 110 phone
- 6 chat

May 2020 Programs

(8 programs, 67+ participants)

Date	Item	Category	Attendance	Other stats
Live Programs				
5/4	Monday Night Book Chat on Facebook	Live Program	7 participants	(FB) 109 engagements, 40 comments
5/6	What's Cooking? Good Booking! Cookbook chat on Facebook	Live Program	7 participants	(FB) 99 engagements, 51 comments
5/11	Monday Night Book Chat on Facebook	Live Program	9 participants	(FB) 87 engagements, 37 comments
5/18	Monday Night Book Chat on Facebook	Live Program	11 participants	(FB) 85 engagements, 31 comments
5/20	What's Cooking? Good Booking! Cookbook chat on Facebook	Live Program	3 participants	(FB) 72 engagements, 23 comments
5/27	Virtual Trivia on Zoom	Live Program	30 participants	
On-Demand Programs				
Posted 5/1	Book Discussion: <i>The Book Woman of Troublesome Creek</i> (Goodreads)	On-Demand Program	0 participants	
Posted 5/1	Relaxation with Holly: Six-Minute Relaxation (YouTube)	On-Demand Program		31 views



Inspiring Ideas, Strengthening Community, Enriching Lives

East Greenbush
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees June 16, 2020 Doc. #9

Professional Development

Date	Librarian Name	Type	Title/Event	Organization or Sponsor	Length of training
5/5/20	Jody	Webinar/Training	Form Based Readers Advisory	Library Aware	1 hr
5/12/20	Elizabeth	Webinar	Libraries and the Employment Crisis	METRO NY Lib Council	1 hr
5/11/20	Catherine	Meeting	Collaborate with YS (Jen) to arrange book donation to EGCS D	EGCL	2.5 hrs
5/13/20	Elizabeth	Webinar	How to Review a Book	PatternResearch.com & Mammen PL	1 hr
5/13/20	Barbara	Web	Capital EAP Sexual Harassment Webinar	EAP	1 hr
5/13/20	Catherine	Meeting	Staff Manual Update meeting	EGCL	1 hr
5/14/20	Catherine	Webinar/Training	Form Based Readers Advisory	Library Aware	1 hr
5/15/20	Jody	Webinar/Training	Ask us anything: How use GoToMeeting for remote work	LogMeIn	1 hr
5/18/20	Jody	Webinar/Training	Webinar: Librarian Life Story - Developing Your Professional Narrative	Central NY Council	1.5 hrs
5/19/20	Jody	Webinar/Training	Getting Started on Zoom	LinkedIn Learning	1 hr
5/19/20	Elizabeth	Webinar	Preparing Job Seekers for a Post Pandemic Economy	Ebsco	45 min
5/19/20	Elizabeth, Barbara, Lauren	Meeting	Trustee meeting	EGCL	1.25 hrs
5/20/20	Jody	Webinar	Webinar: Sharing Memories: Oral History Projects During Covid-19	METRO events	1 hr
5/21/20	Jody	Webinar	Harper Collins Adult Faves		1 hr
5/21/20	Jody	Webinar	Booklist: Library Love for Library Reads	Booklist	1 hr
5/21/20	Elizabeth	Training	Programming for Adults with Developmental Disabilities: Why & How	Infopeople	1 hr
5/26/20	Barbara	Webinar/Training	Novelist Readers Advisory Webinar	Novelist	1 hour
5/27/20	Elizabeth	Webinar	Supporting Your Community's Economic Development in Our COVID-19 World	Ebsco	30 min



Board of Trustees June 16, 2020 Doc. #9

Resource Sharing & Access Report – May 2020

Submitted by Dawn Geurds

Highlights

- Created safety data sheets of all the cleaning products of the library.
- Posted training videos for proper wearing of PPE and Social Distancing.
- Worked at library on reopening preparations.
- Maintenance Staffing:
 - Al started back on May 11, working 12 hours a week.
 - Rich started working 12 hours a week on May 18.
- Paul painted behind the circulation desk.
- Paul also made sneeze guards for the public service desks and the drive-thru window to start curbside service.
- The company that deals with the HVAC unit was there on May 14 to get the cooling tower up and running. They also cleaned and serviced the outside condenser.
- I have been communicating and collaborating with co-workers via Teams; attending staff, department heads, and staff manual review committee meetings; viewing webinars; reading appropriate articles; staffing the live chat service; keeping up with the governor's daily briefings.

Statistics

- 20 hours of Chat (5/1-5/31)
- Drive-thru window open: 0 hours
- Returns: Open 12 hours
- Answered 25 reference questions by e-mail.
- Requested 0 ILLS
- Received 0 ILLS
- Sent out 0 ILLS
- 0 items requested within UHLS.
- 0 items that were placed on the Hold Shelf.
- 0 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 0 expired holds were not picked up by the patrons that requested them.
- 0 items were found on the library's shelves that were marked lost in transit.
- 0 items were found on the shelves from the Unfilled but Available Item-Level Requests Report
- Drive-thru patron assistance was needed 0 times.
- Ongoing Booksale made \$ 0 for the month.
- Library was open 0 days / 0 hours.



Inspiring Ideas, Strengthening Community, Enriching Lives

East Greenbush
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees June 16, 2020 Doc. #9

Youth Services Report – May 2020

Submitted by Molly Chatt

Programming:

Youth Services staff kept up our virtual program content creation this May, producing 9 Storytime videos and 4 craft videos for YouTube. Our most popular video this month was for Miss Ariana’s May the Fourth Star Wars craft, she dressed up as Princess Leia! Jenna also jumped into the world of “live” virtual programming, hosting 3 Teen Hangouts and our first virtual Anime Club in May. Teens have been getting together for weekly hangouts using the GoToMeeting platform. We are also hosting Anime Club viewing parties using a service called Kast, which allows the teens to chat with each other while they watch anime.

Here are stats from our story time and craft videos that are hosted on the library’s YouTube channel and shared on Facebook, as well as numbers for our Teen programs.

Date	Item	Category	Attendance	Other stats
Live Tween/Teen Programs				
5/8	Teen Hang-Out	Live Program	4 participants	
5/15	Teen Hang-Out	Live Program	7 participants	
5/22	Teen Hang-Out	Live Program	7 participants	
5/27	Anime Club	Live Program	5 participants	
	Total Live Teen Programs:	4	Total Participants:	23
On-Demand Programs				
Date Posted	Title		YouTube Views	Facebook Engagements
5/1	Teen Fan Art Friday Mash-up			4
5/1	Cow Storytime		23	11
5/4	Star Wars Crafts		154	60
5/5	Letter P Storytime		81	30
5/8	Bird Storytime		37	5
5/12	Letter F Storytime		58	35
5/14	Tissue Paper Flower Craft		31	12
5/15	Spider Storytime		29	11
5/19	Letter D Storytime		43	21
5/21	Name Craft		19	4
5/26	Letter B Storytime		47	58
5/27	Pigeon Storytime		18	3
5/28	Glitter Jar Craft		43	46
5/29	Hippo Storytime		16	13
	15		599	313



Board of Trustees June 16, 2020 Doc. #9

Summer Reading Update:

After much deliberation, we decided to completely restructure our plans for our online Summer Reading Program. This year we are using Beanstack, an online software/mobile app that participants can use to virtually track their reading and enter raffle drawings. We have been planning our program since this winter, and had created a unique and interactive program that involved children and teens sampling the many different activities, genres, and formats that the library offers, while heavily relying on a large volunteer presence to make and distribute individual buttons as prizes. As it became more apparent that in-person services were going to be limited this summer, we greatly simplified the program so that the goal was focused simply on getting youth to form a daily habit of reading. Participants will earn tickets for our end-of-summer prize raffles by reading whatever books they have on hand, and by doing fun activities that can be done around the house. Changing our entire program this late in the season involved much work by the YS team, especially Jen and Jenna, but we felt it was important to make the program as easy as possible for both kids and parents. Our previous hard work will not be wasted, however. We are hoping to implement our original program next summer!

Jen has also been working closely with Adult Services to create an online Summer Reading Challenge for adults on Beanstack.

Other Special Projects:

- Children’s Website – Jenna gave our Children’s Webpage a much-needed overhaul by focusing on our digital collections and programs.
- Books in School Lunches Program – Catherine in Adult Services and Jen are working together to provide books to the children of the East Greenbush School District free lunch program. Books to be given are donations from the Friends of the EG Library! This program should be ready to launch in June!
- Welcome Charlie! – We rolled out Charlie the elephant as our official Children’s Room Mascot this month, with a special article in our e-newsletter and on our website. Charlie even has his own video now, thanks to Selena for editing together the images and creating it!

Continuing Services:

- Youth Services staff provides 18 hours a week of phone reference service.
- Jenna posts Youth Services content to the library’s Facebook page and to the Teen Instagram page.
- Diana continues to create a weekly online activity kit called Boredom Busters, which includes links to books, videos, crafts, and other activities centered around a theme. May’s themes covered a wide range of topics and ages – Mother’s Day, Shooting Stars, Eating Your Veggies, and Dragon’s Fire.
- Diana and Jen created several digital booklists using Library Aware that highlighted online collections for Comic Book Day, Star Wars for May the Fourth, and other popular materials.
- Molly and Jenna have been adding to the digital materials available in Overdrive by purchasing youth materials.

Meetings & Webinars: YS has had weekly meetings to touch base and discuss our summer reading and other projects. Here are other specific meetings that YS staff participated in during the month of April:

Board of Trustees June 16, 2020 Doc. #9

- Molly is the library representative for the Kiwanis Club of East Greenbush and attended a meeting on 5/12.
- Molly attended a meeting of the Family and Consumer Sciences Program Development Committee of the Cornell Cooperative Extension of Rensselaer County on 5/11, and the monthly board meeting of the Co-op on 5/27.
- Jen attended a meeting of the Staff Manual Committee on 5/13.
- Molly, Jenna, and Joelle attended the staff training on sexual harassment provided through Capital EAP on 5/13.
- Molly, Jen and Jenna took part in the first ever region-wide collaboration of the public and school librarians on 5/18: “Public/School Librarian Connections”, hosted by UHLS and Capital Region BOCES. This meeting allowed us to brainstorm and work with our area school librarians to come up with ways to promote literacy to students. Our EG school district librarians will be helping to digitally promote our online Summer Reading Challenge this year.

The following are webinars or online events that staff participated in:

- Author talk Q & A: Jennifer Weiner – Jen 5/7
- Going the Distance: Library Programs for Teens and Tweens – Jenna 5/8
- School Library Journal Day of Dialog – Jenna 5/27
- Storytime Scarf Songs & Activities – Joelle 5/14
- Partners in Learning: Inclusive Zero-Budget Sensory Learning Activities in Libraries for Young Children and Their Caregivers – Joelle 5/22
- Mindfulness Practices for Young Children – Joelle 5/26

Digital Services Report – May 2020

Submitted by Karrie McLellan

Online Presence:

- Library Market Calendar: Published a workflow for curbside pickup that may be useful in other applications.
- Databases: Wrote short articles highlighting each of our digital resources that link to instructions and help for patrons to be used in the adult newsletter.
- Websites:
 - Fixed issues with notifications from our websites.
 - Website edits and link updates as the reopening plan emerged.
 - Added a cleaning materials information page.
 - Fixed an issue the virtual events page.
- Social Media:
 - Worked with Adult Services to coordinate social media posting.
 - Our Twitter account was hacked, but quickly secured again. A deprecated app that had permissions to post was the culprit. Revoked all permissions except Hootsuite, LibraryAware, and Robly.

Board of Trustees June 16, 2020 Doc. #9

Deleted spammy posts and changed passwords on Twitter and some services with a similar password.

- Researched and proposed methods of tracking social media statistics which would be helpful to determine ROI on posts.
- Worked with HootSuite support to figure out why YouTube link previews are not being generated for scheduled posts. This is a known issue and we have been added to the group support ticket. In the meantime, Selena is scheduling YouTube link posts through Facebook Creator and Twitter Ads instead of Hootsuite.

UHLS:

- Tech Advisory meeting revealed that my counterparts in other libraries are not currently involved in their re-opening plans. Very little guidance came from the meeting.
- Assisted Marion with a Sierra pull list formatting issue.

Library Computers/Hardware:

- Worked on possible re-opening ideas procedures regarding tech usage and lending. Generated hardware sanitization recommendations for staff/public re-entry plan.
- Ordered immersible keyboards for public use and set aside keyboards and mice to be issued to individual staff members.
- Investigated SafeSpace people counter add-on for limiting and alerting building capacity. Developed a draft plan for implementation.
- Investigated self-check options and pricing. More research needed.
- Troubleshoot distribution lists on Outlook with Microsoft support.
- Troubleshoot email leak issue extensively with Microsoft support, and they were unable to find the cause.
- Working with Meraki and resellers, as well as mobile providers, to extend Wi-Fi service into the parking lot.
- Troubleshoot issues with staff accessing our Google account or using our Google account to login to other services from new devices.
- Investigated remote locker systems to place in Schodack. Vendors have been slow to respond with quotes.
- Returned to the library to reboot tech for updates in anticipation of staff arrival.
- Investigated the Teams app "Shifts" as a possible replacement for our staff calendar.
- Worked with Jenna to ensure anime streaming events for teens had adequate IT to run the software.
- Set up circulation computers at the book drop for curbside service and in meeting room A for item check-in.
- Wi-Fi hotspots have arrived! Configuration to begin ASAP.

Meetings/Workshops:

- 5/5: UHLS Tech Advisory Council meeting
- 5/11: Continuity of Operation Planning (Dell)
- 5/13: Sexual Harassment Prevention Training
- 5/19: EnvisionWare OneStop webinar
- 5/29: Adult Services meeting



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees June 16, 2020 Doc. #9

Statistical Notes:

- LibraryAware subscribers jumped from 59 to 82!

What's Next:

- Wi-Fi hotspots
- Parking lot wireless
- Plan and configuration for tech lending/in-house use
- Self-check
- People counter upgrade

Circulation Report – May 2020

Submitted by Marion Pierson

Highlights

Statistics

Patrons: 73 new patrons registered online at the library in May	
East Greenbush Residents	55 (e-cards)
Schodack Residents	18 (e-cards)
Other	(UHLS MyCard)