



Library Director's Report

August 9, 2022

Submitted by Jill Dugas Hughes

TOP INITIATIVES

- Budget 2023 Preparation
- Summer Reading Program: Oceans of Possibility! 6/27-8/12
- Reopening Meeting Room Preparation
- Personnel Changes (new hires and anticipated openings)
- Compensation Study
- Farmers Market- Wednesday's 6/8-9/28
- Little Free Library
- Website Improvements
- Instructional Videos (technology) for Public
- Meeting Room AV Installation
- Meeting Room Reopening Preparations

VISITORS

- JUNE: 2022 June visits increased 28% (10,452) over May and 48% more than June 2021 (7,073)
- JULY: 2022 July visits jumped 7% (11,141) over June and 20% more than July 2021 (9,312). The jump was especially noticeable in the Children's Room which counted 9,530 visitors, almost 3K more visitors to the children's room than June!! Summer Reading is in full swing!
- Before the Summer Reading Program, June daily door counts averages from mid-200s to mid-300s with a rare trip above 400. Since the start of summer reading, door counts have been close to 500 or up in the 600s every day!
- The Teen Area was the busiest it has been all year, with 284 teens using the meeting room A/B teen space in the 16 days it was staffed during June.

BORROWING

JUNE:

- Physical Items: 24,735 items were borrowed in June 2022 (8% more than May 2022 and 14% more than June 2021!
 - Circulation Desk: (22,622) items were circulated in June 2022; an increase of 26% over June 2021 (17,982).
 - Drive-thru: (2,113) items were circulated June 2022; a decrease of 44% (3,744) over last year in June.
- Electronic Content Use: 15,255 (5,034 use of electronic material- Hoopla & Overdrive) and (10,221- database usage). Even though this is a 1% decrease from May 2022, this is a 142% increase over June 2021!

JULY:

- Physical Items: 28,358 items were borrowed in July 2022 (15% more than June 2022, but 2% less than July 2022).

- Circulation Desk: (26,206) items were circulated in July 2022; an increase of 14% over July 2021 (22,988). Both checkouts and renewals have increased considerably.
- Drive-thru: (2,152) items were circulated July 2022; a decrease of 24% (2,818) over July 2021.
- Electronic Content Use: 14,931 (5,306 use of electronic material- Hoopla & Overdrive) and (9,625- database usage* note* we do not have Consumer Reports stats available yet). This is a 2% decrease from June; however, it is a 59% increase over July 2021!

FISCAL ACCOUNTABILITY AND STEWARDSHIP

Business Office:

- The 2021 Audit has been scheduled for August 22-24.

OPERATIONAL EXCELLENCE AND CULTURE OF LEARNING/GROWTH

Staff- New Hires/Training/Openings

- We have posted job advertisements for Full-Time Librarian I in Adult Services Department and Part-Time Building Maintenance Worker positions.
- Interviews have begun for Librarian I and we hope to have a new hire formalized within the next two weeks. Despite staffing shortages, the AS department was able to maintain typical output of programs and services. Many thanks to Jody, Barbara, Lauren, Dee, and Laura, and of course, Catherine!
- We have repeatedly heard from interested applicants for the building maintenance position that the posted hourly wage is too low. After discussion with the admin committee, we have decided to increase the wage to the compensation committee's recommended hourly rate for the remainder of 2022. This will impact 2 part-time positions and will have no impact on our personnel budget for 2022 It has already been included in our 2023 budget.

Web Presence Updates

- Created a website staging site. Web Instinct created a staging site that will allow us to test website changes before pushing them to the live website. They did this free of charge, but to have enough server space, we had to upgrade our hosting plan. Starting January, it will go from \$25/mo. to \$40/mo. This also solves a storage space issue we were having.
- Discovered three platforms with outdated library information that could not be changed without login credentials. Contacted platforms about access.
- Repositioned some content on other pages and created a "Find Your Next Read" landing page with the reader's portal pages as subpages.
- Improved readability of LibraryAware content.
- Updated the look of our weekly eNewsletters with new eye-catching headers made by LibraryAware.
- Discovered an issue with social posts from Tech Tips not showing featured image. Installed AIOSEO to use the open graph feature to fix this. As time allows, we will use the other SEO features on this blog.

- We are working on a solution for web page friendly printing. When printed, our website wastes lots of paper with header and menu information. Tried to add print-friendly functionality, but caching kept breaking it. Consulting Web Instinct to get help.
- Recent webinars have given tools and instructions for improving website accessibility, and we are implementing as many as are reasonably possible.

Cloud Storage

- Hosting department files on SharePoint caused several unforeseen issues. Exploring possible solutions with Accu-Networks. Continued restructuring of adult services files.

Gratitude

- We have provided two luncheons for staff (thank you Friends!) to celebrate the mid-way point of a successful and busy Summer Reading Program!

Collections- New Items

- Audio and visual material such as books on CD, DVDs/Blu-rays, music CDs and video games will now be cataloged and labeled “NEW” for six months as opposed to a year.

CENTER FOR COMMUNITY CONNECTIONS

Patron Feedback



Marina Lynne
May 9 · 🌐

Julian and I spent the morning at the [East Greenbush Community Library](#) while we waited for his doctors appointment. We did a story walk, a scavenger hunt, a sticker puzzle and picked out some awesome books.

I cannot overstate what an asset libraries are to our communities. If you don't spend time at your library and utilize all of their resources--start! If you do, find ways to support them.

Can you imagine how lovely it would be if we have more public, free resources available in our communities? 😊

“For the last two years just when you thought it couldn't get worse, it did. My oasis through all of this has been the library and everyone who works here....”



Little Free Library

- Two Little Free Libraries have been installed. Added to Little Free Library National Registry. Purchased signs and logo plate. LFL registry, purchase signs & logo plate. Official kick-off TBD. Thank you Camie and Jamie for all your work on this project!

Meeting Room A/B AV Installation

- The Web conferencing installation in Meeting Rooms A/B is almost complete. Projector and sound system have been installed. Unfortunately, we needed to remove the ceiling mounted drop down screen due to design challenges in the ceiling. We have decided to paint the walls instead with a special paint designed for projection systems.

Meeting Rooms

- We've been talking about opening the meeting rooms for months, but now we're really getting close! Training sessions for the check-in/check-out procedure, as well as AV (refresher course + new tech) will be held throughout September, and we plan to open the rooms to the public in October. There is a third training for entering reservations into the event calendar when they are happening the same day, but we aren't opening for same-day reservations yet. That training will be delayed while people get comfortable with the other meeting room procedures.
- Variety of tasks including refining procedure, staff training, finishing room setup/replacement for tables at service desks.

What's New Highlights

- Making a Reservation
- Need a UHLS card in good standing to reserve a room. The cardholder that reserved the room must present that card to library staff on the day of the event before access will be granted.
- Requests may not be made more than two months (60 days) in advance. (12 in the previous 12 months – rolling calendar).
- Reservations can be made online up to 7 days before. After that...
- Reservations closer than 7 days: If Kathy is in the building, forward to her. If not, reservations will be entered in Library Market by staff – to be approved by Kathy. There is a paper form for applicant to sign that also gets forwarded to Kathy. No guarantees on availability.
- Same day reservations will be available (two hours at a time), documented with a spreadsheet on the intranet. At first, this will only be the Hurr room. Will expand to all rooms as capacity allows.
- Equipment must be reserved at the time of application, or it may not be available on the day of the reservation. Changes to an equipment request must be requested no less than 7 days before the event. Last-minute requests depend on staff capacity.
- No deposit necessary for users who wish to have food and drink during their event.
- Fees may be assessed for users who leave the room in a state that requires maintenance intervention before the next user (mess, damage, etc.). Cleaning supplies will be available upon request. There is a form for appealing a charge.
- Reservation setup time can start no earlier than 30 minutes after the library opens. Users must finish cleaning up and vacate the room no later than 30 minutes before the library closes.

Also New

- We have new equipment to offer - Lifesize share (wireless projector connection for any room) and Hurr has its own AV, with more improvements planned soon. (Improved AV in A/B, speakerphone, teleconference equipment).

- All documentation and applications will be online. There are new forms and logs, all available in the meeting room section of the intranet for staff. The policy and procedure documents are also available here.
- There is a meeting room FAQ on the website: <https://eglibrary.org/about/services/meeting-room-faq>
- Both circulation and reference staff will be involved in reservations, check-in/check-out, and equipment setup. Patrons can go to either desk for assistance. YS staff will also be trained to assist as needed.
- Susan Bell will be training to assist Kathy with Meeting Room Coordinator duties.
- Clipboard for each room with info for the patron. Patrons will use it to record attendance and alert staff to any cleaning/damage issues when they turn it back in.
- We have a user survey online (or paper, by request). Survey link is noted on the clipboard.
- No more weekly printouts at the service desks. We have an at-a-glance view in our calendar for the current day (that can be advanced), linked in the meeting room section of the intranet.
- Cleaning supplies and vacuum will be available by request in the unlocked janitor closet.

What Is the Same

- Only nonprofit/community interest groups can reserve the room for events that are free and open to the public. However, job interviews, telehealth, study groups, and similar activities are acceptable, even if not open to the public.
- Users are not allowed to sell or derive sales from events, unless granted permission by the Director.
- Users are responsible for their own setup and cleanup (except library tech)
- Reservations may be cancelled by the library if the room is needed for library use.
- Cancellations
- The library should be notified of a cancellation as soon as possible. There is a link in the confirmation email to cancel the reservation or the user can call the library.

LIFELONG CURIOSITY, IMAGINATION AND LEARNING

Farmers Market – Wednesday's 6/8-9/28

This year's vendors include:

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| • Albany Distilling Co. | • Grafton Mountain Soap Works |
| • Carol's To Go | • Homemade Jams & Jellies |
| • Chillin' Grillin' Cheese Food Truck | • Kona Ice of Clifton Park |
| • Cooper's Daughter Spirits at Olde York Farm | • Mort's Maple |
| • Designs, Services, & Collections | • The Nut Lady |
| • Euro Deli | • Vine & Fig Farm |
| • Faith, Love, Unlimited | • Ward Micro Farm |
| | • Webb's Goldcrest Farm |

Thank you to the Friends of the Library who have been hosting book sales at the Farmers Market.

Interestingly, our busiest days for foot traffic inside the library are typically Tuesdays. Once the market began Tuesdays and Wednesdays have become our busiest days.

Wireless Wednesdays Transitions to Book a Librarian

- Despite major interest in WW, attendance is low. Bringing back BAL will allow staff to work with patrons to find a mutually agreeable time, decreasing wasted time for all parties. We are opening BAL up to all UHLS cardholders in good standing.

Instructional Videos Highlighting Digital Resources

- Based on feedback from the Winter Reading Program, we are creating instructional videos for our YouTube channel and writing corresponding Tech Tips posts. Coordinated marketing push. TU done. CR done. Beanstack registration done, NoveList done. Ancestry and Tech-Talk in progress.

Summer Reading Program (SRP) June 27-Aug. 12- Oceans of Possibility

FOR KIDS & TEENS

- This summer we are reading to earn badges! Kids and teens can earn virtual badges by reading and completing activities, and then visit the library to pick up a matching button to add to their very own reading ribbon!
- Each completed badge will also earn an entry into our end-of-summer raffles, with kid's prizes featuring favorite characters, popular books, and more! Teens will have a variety of themed raffles to choose from as well, including interests such as anime, art, and gaming! Challenge registration began on June 27th.
- Our youth events this summer will include story times, crafts, and STEM programs. Tweens & teens will also have events especially for them — cupcake decorating, crafts, tie-dye, and more!
- We continued outdoor story times in June while concentrating on preparing for the summer reading program.
- Our new library assistants did a great job of decorating the Children's Room for the Oceans of Possibilities theme, complete with a coral reef, jellyfish, and a school of rainbow fish throughout the entire room.
- Youth Services staff had a meeting on June 7th to get everyone up to speed on our Summer Reading Challenge.
- Molly visited four elementary schools in June to get the word out about Summer Reading, presenting at a school-wide assembly at Genet, and appearing on the morning video announcements at Bell Top, Green Meadow, and Red Mill.
- We also worked with the Goff school media specialist to let interested students know about our Summer Volunteer Program.
- Jenna conducted four trainings in June for teens entering grades 8 and up who wished to participate in our Volunteer Program.
- Chicken Incubation Project- The highlight of July was our chicken incubation project -- environmental educator George Steele presented a program teaching the children about the chicken life cycle, and we spent several weeks faithfully turning eggs and checking the temperature and humidity levels in our incubator. After much stress over several power outages and how it affected the eggs, we ended up with 7 healthy chicks, who stayed in the Children's Room for about a week after they hatched. Children enjoyed seeing them at the library and on our online chick cam. They were picked up at the end of July and are now living on George Steele's farm.
- The Summer Reading program is a success, with hundreds of children and teens participating in both our events and our reading challenge. A full 2022 Summer Reading wrap-up will be included in the August report.

FOR ADULTS

- Adults can use Beanstack to read and earn raffle entries too! This year there are two ways to participate: Reading Log and Activities. Each will earn you raffle tickets that can be entered into the end-of-challenge prize drawings. To master the Summer Reading Challenge and automatically be entered into our grand prize raffle, complete all 12 activities and log at least 5 books.
- Enjoy a summer full of great events for adults, including music performances, crafting, trivia, book chats, tech help, and, of course, the Library/YMCA Farmers Market!
- Challenge registration began on June 27th. For adults who do not wish to participate online, traditional paper game cards will be available in the library beginning June 27th.

FOR STAFF

- The staff edition has the same activities/reading categories as for patrons. And this year, you can choose to participate in Beanstack or with a paper card! Staff are competing for two gift cards: \$25 to Target or \$25 to Salsa Latina restaurant.

JUNE Library Sponsored Programs:**Teens (ages 12-18): 5 programs; 23 sessions, 387 attendees**

- Anime Club: 6 participants
- Cupcake Bash: 19 participants
- Summer Volunteer Training: 4 sessions; 51 participants
- Teen Hangout Space: 16 days; 284 participants
- Summer Reading Challenge: 27 participants

Children (ages 0-5): 10 programs; 14 sessions, 670 attendees

- Take & Make- Toolbox: 80 participants
- Take & Make- Slinky Dog: 84 participants
- Take & Make- Jellyfish: 69 participants
- Outdoor Storytime: 5 programs; 239 participants
- Indoor Storytime: 47 participants
- Playtime: 32 participants
- Car Seat Check with EG Police: 12 participants
- Farmers Market Crafts: 61 participants
- Book Bundles- 3 participants
- 1000 Books Before Kindergarten- 43 participants

Children (ages 6-11): 6 programs; 976 attendees

- Chicken Incubation-Meet a Rooster and Hen: 48 participants
- Take & Make- Mask: 93 participants
- Take & Make- Rainbow: 90 participants
- Genet Assembly: 450 participants
- Scavenger Hunt: 182 participants
- Summer Reading Challenge: 113 participants

Adults: 14 programs; 23 sessions; 293 attendees; attendance not captured at 4 events

- ENL: English as a New Language: 3 programs; 10 participants
- Greenbush Garden Club- Birding 101: 27 participants
- AARP Smart Driver Class: 27 participants
- Wednesday Night Book Chat (Facebook): 4 programs; 67 participants
- Presentation: NYS Museum, Connie Frisbee Houde, Curator of the Clothing and Textile Collection "Unveiled Wedding Wear in 19th & 20th Century New York: 22 participants

August 9, 2022 Board Meeting

- Virtual Program: Feel Empowered with These Mobile Phone Techniques; Tech Talk: attendance not captured
- Underground Railroad Movement & Emancipation History hosted by Paul and Mary Liz Stewart, Co-founders of Underground Railroad Education Center: 15 participants
- “We Who Believe in Freedom” a Virtual Community Conversation with Dr. Alice Green, Founder of The Center for Law and Justice and Paul Grondahl, Director of the New York State Writers Institute at the University of Albany; attendance not captured
- Monday Morning Book Discussion: 11 participants
- Monday Evening Book Discussion: 4 participants
- Outdoor Concert- Band of Gold: 106 participants
- "Wireless Wednesday" Drop-In Tech Help in the Library: 2 programs, 4 participants
- Farmers’ Market: 4 days; attendance not captured
- The Secret Power of Pinterest and How You Could Be Using This Tool, Virtual Presentation: attendance not captured

JULY Library Sponsored Programs:**Teens (ages 12-18): 7 programs; 152 attendees**

- Summer Reading Challenge: 65 participants
- Recycled Book Bags: 20 participants
- Aquarium Night Lights: 19 participants
- Mad Science Polymers: 17 participants
- Breakout: 13 participants
- Anime Night: 10 participants
- Teen Movie: 8 participants

Children (ages 0-5): 13 programs; 23 sessions, 1,316 attendees

- Take & Make- Otter: 90 participants
- Take & Make- I Spy Bag: 97 participants
- Outdoor Storytime: 4 sessions; 134 participants
- Indoor Storytime: 4 sessions; 246 participants
- Pajama Storytime: 31 participants
- Playtime: 4 sessions; 229 participants
- Music Together: 2 sessions; 69 participants
- Messy Monday: 41 participants
- Friday Fun Under the Tent: 3 sessions; 199 participants

- Messy Monday: 2 sessions; 73 participants
- Bread Bonanza: 34 participants
- Book Bundles- 12 participants
- 1000 Books Before Kindergarten- 61 participants

Children (ages 6-11): 16 programs; 25 sessions; 1,812 attendees

- Silent Wings: 55 participants
- Building Club: 2 sessions; 74 participants
- Take & Make- Treasure Hunt: 101 participants
- Chicken Candling: 37 participants
- Farmers Market Crafts: 4 sessions; 113 participants
- Dirtmeister: 46 participants
- Magic Show: 58 participants
- Breakout: 8 participants
- Saturday Fun Under the Tent: 3 sessions; 117 participants
- Uncharted Wild Reptile Show: 2 sessions; 160 participants

- Take & Make- Starfish Wand: 105 participants
- Mad Science-Walloping Weather: 2 sessions, 61 participants
- Ocean Painting: 2 programs; 54 participants
- Pirate School: 41 participants
- Scavenger Hunt: 569 participants
- Summer Reading Challenge: 213 participants

Adults: 10 programs; 22 sessions; 265 attendees; attendance not captured at 6 events

- ENL: English as a New Language: 5 sessions 16 participants
- Name That Opera: 20 participants

- Creating Highly Effective Videos with Narration & Animated Clips (Virtual); attendance not captured
- Wednesday Night Book Chat (Facebook): 4 sessions; 75 participants
- Outdoor Concert- Hot Vox Trio: 90 participants
- Outdoor Concert (Jazz)- Musicats: 47 participants
- "Wireless Wednesday" Drop-In Tech Help in the Library: 2 sessions; 4 participants
- Adult Craft: DIY Bulletin Board: 13 participants
- Take Your Canva Designs to the Next Level (Virtual): attendance not captured
- Farmers' Market: 4 days; attendance not captured

Respectfully Submitted,
Jill Dugas Hughes, Director