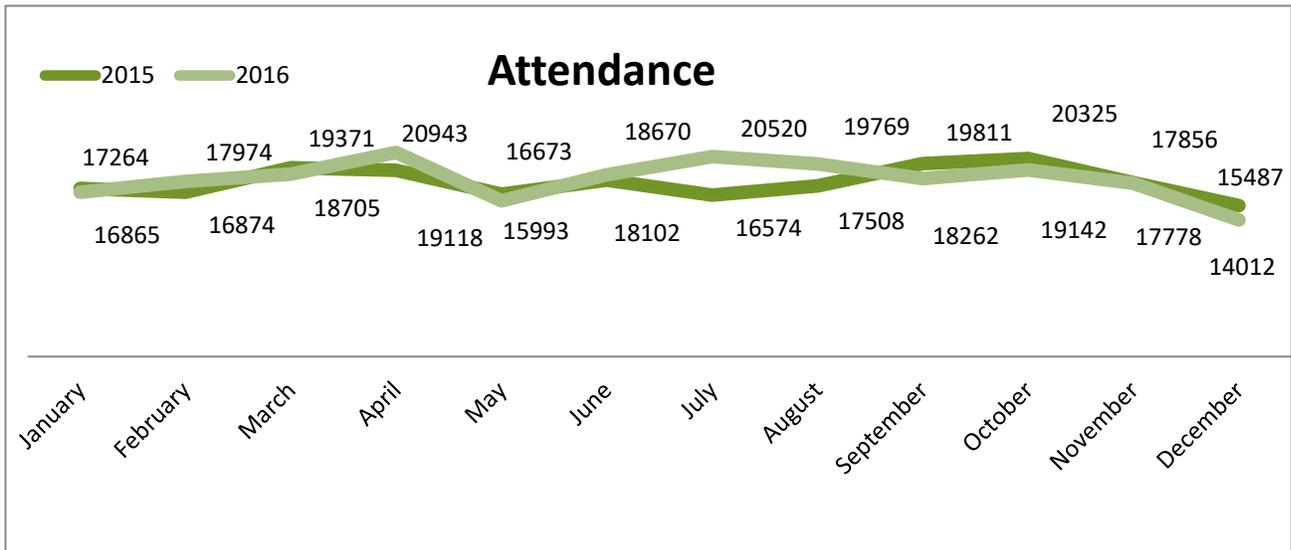




**Director's Report
2016 Year in Review
January 17, 2017**

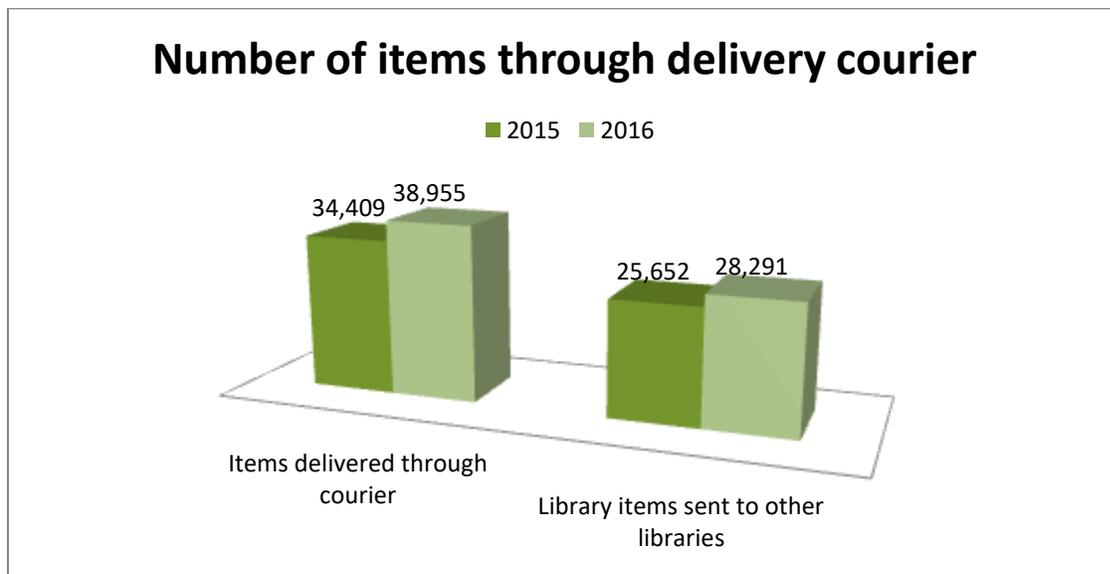
Visitors to our Library:

Overall, attendance for 2016 (218,633) was up 2% over 2015 (214,963). December 2016 was much colder than 2015, which is likely to have an impact on attendance. The average mean temperature in December 2016 was 31 degrees, whereas the average mean temperature for December 2015 was 42 degrees. Accordingly, attendance dipped 10% in in December 2016 (14,012) in comparison to December 2015 (15,487).



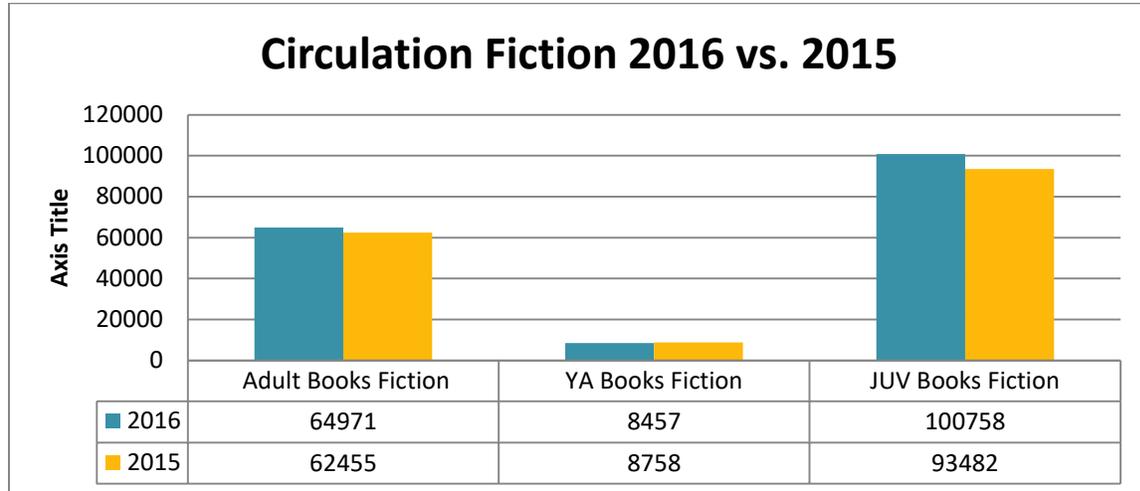
Collections and Cardholders:

Overall, circulation in 2106 (404,136) was 2.74% higher than 2015 (393,371).



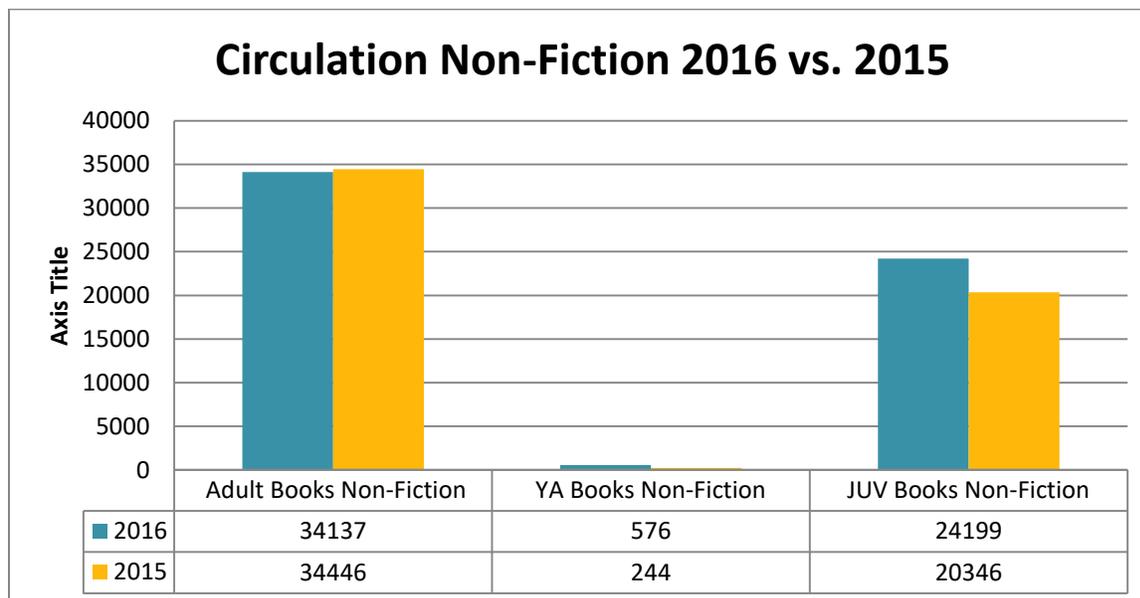
We saw a 13% increase in the number of materials delivered to our library from other libraries to fulfil holds 38,955 (2016) vs 34,409 (2015), which resulted in a net delivery of 4,546 more items. There was also a 10% increase in materials sent to other libraries to fulfil holds 28,291 (2016) vs 25,652 (2015). Circulation at the library (not including electronic materials) increased 2.5%.

7,101 items were added to the collection in 2016 and 8,395 items were withdrawn. Currently we hold 95,838 items in our collection. We registered 1,060 new library cards in 2016; 29% less than 2015.



Fiction Circulation 2016 vs. 2015:

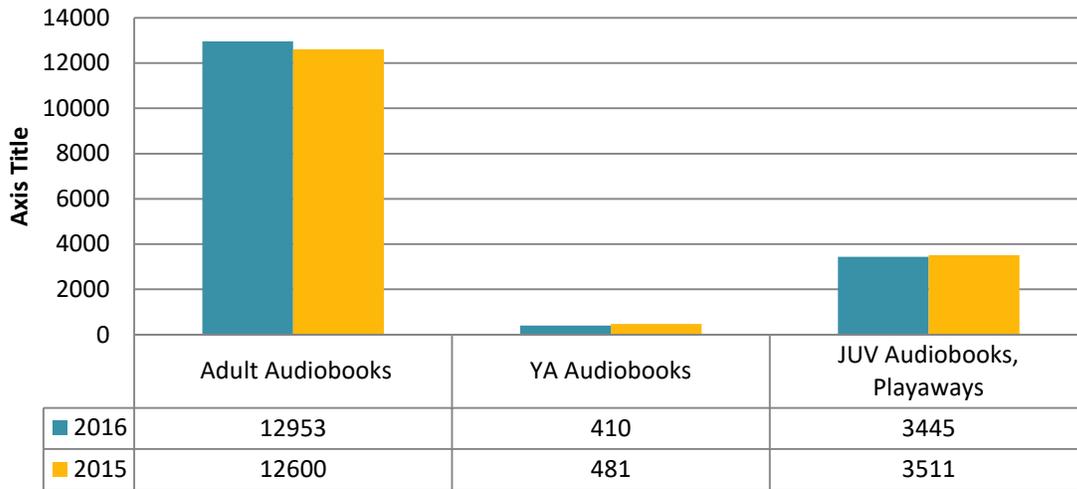
- Adult Fiction: increased 4%
- YA Fiction: decreased 3%
- Juvenile Fiction: increased 8%



Non-Fiction Circulation 2016 vs. 2015

- Adult Non-Fiction: decreased 1%
- YA Non-Fiction: increased 136% *** note actual number are very small, so % is misleading
- Juvenile Fiction: increased 19%

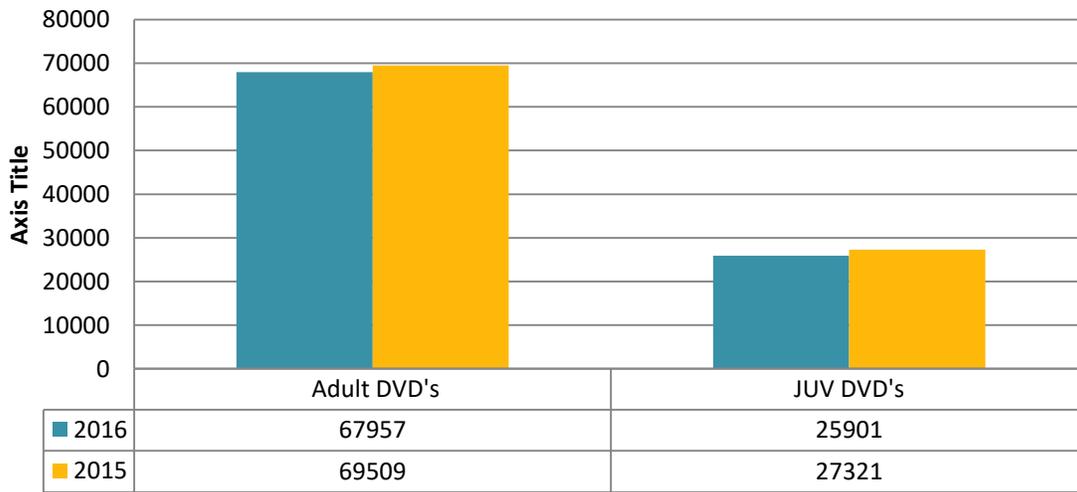
Circulation Audiobooks 2016 vs. 2015



Audiobooks Circulation 2016 vs. 2015

- Adult Audiobooks: increased 3%
- YA Audiobooks: decreased 15%
- Juvenile Audiobooks, Playaways: decreased 2%

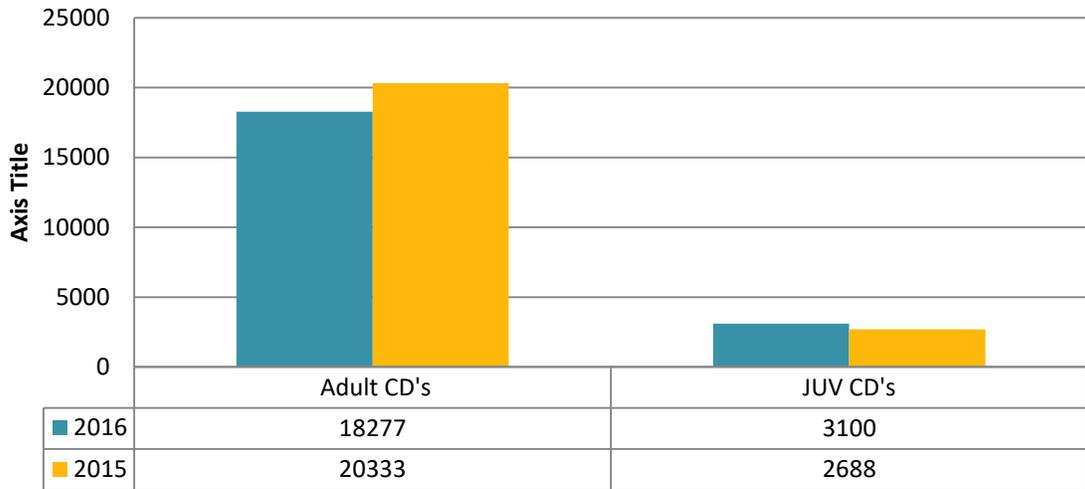
Circulation DVD's 2016 vs. 2015



DVD Circulation 2016 vs. 2015

- Adult DVD's: decreased 2%
- Juvenile DVD's: decreased 5%

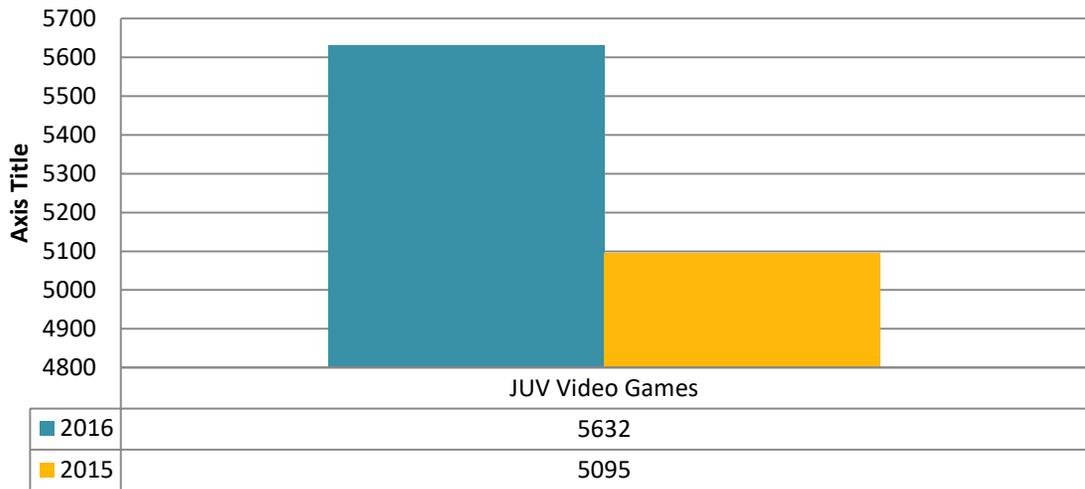
Circulation Music CD's 2016 vs. 2015



Music CD Circulation 2016 vs. 2015

- Adult CD's: decreased 10%
- Juvenile CD's: increased 15%

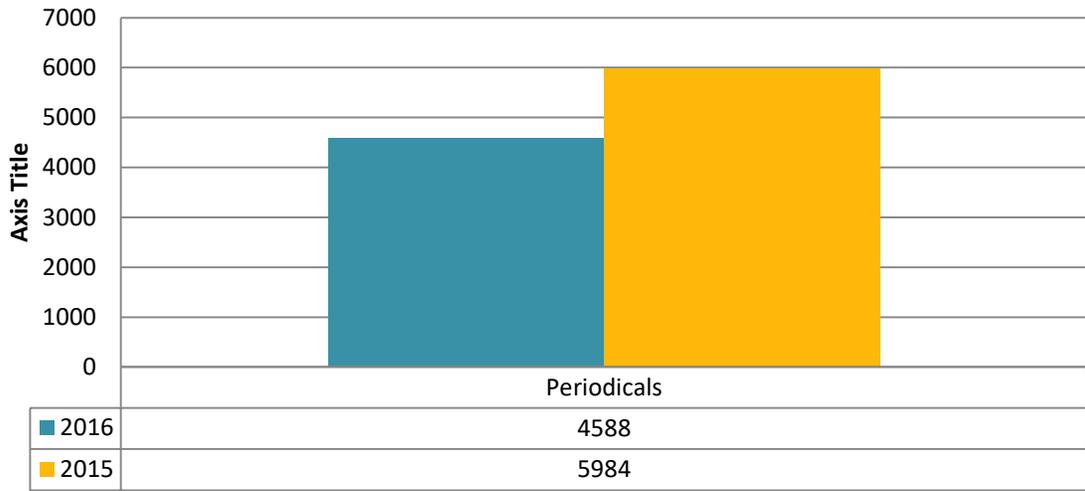
Circulation Video Games 2016 vs. 2015



Video Game Circulation 2016 vs. 2015

- Juvenile Video Games: increased 11%

Circulation Periodicals 2016 vs. 2015



Periodicals Circulation 2016 vs. 2015

- Periodicals: decreased 19%

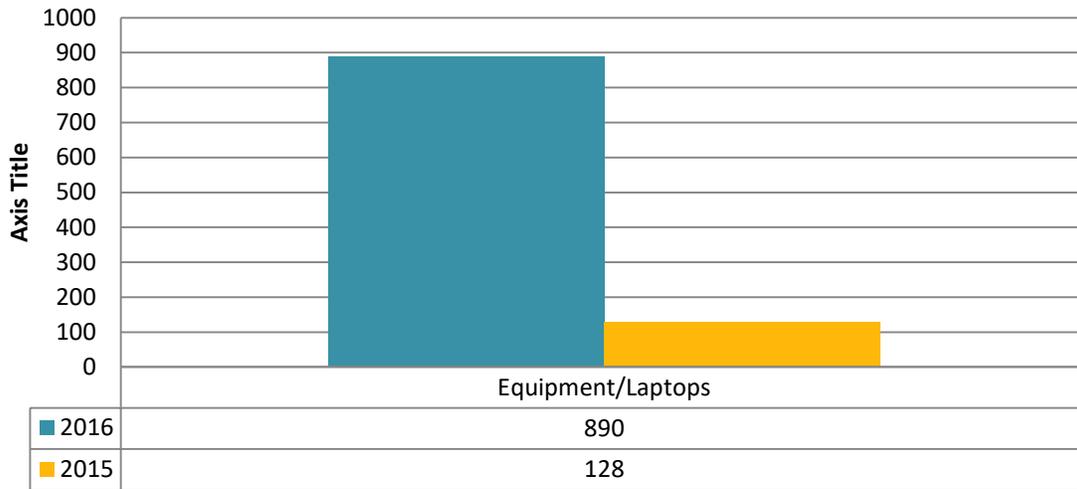
Circulation Museum Passes 2016 vs. 2015



Museum Passes Circulation 2016 vs. 2015

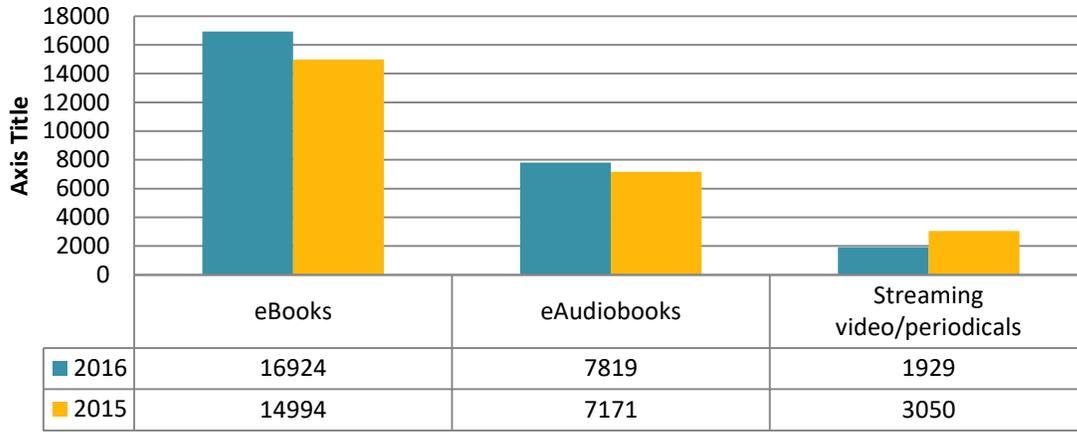
Museum Passes: increased 22%

Circulation Equipment/Laptops 2016 vs. 2015

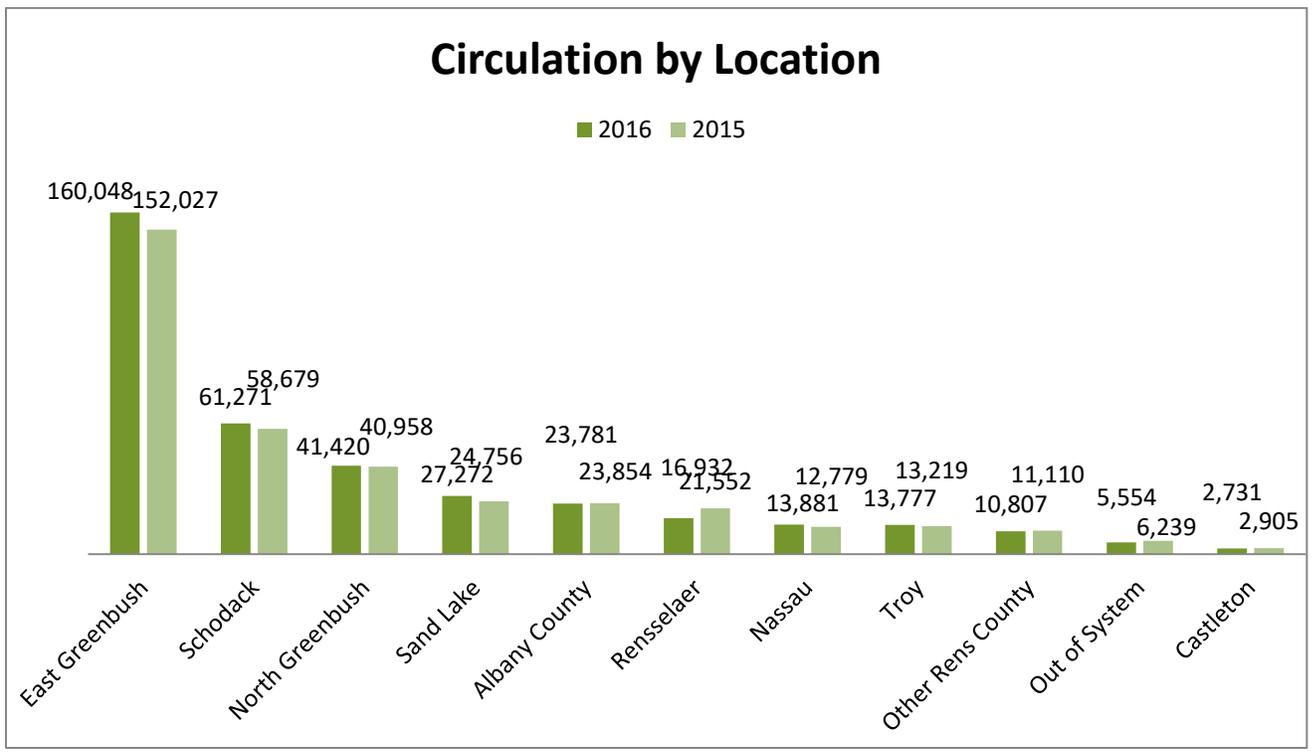
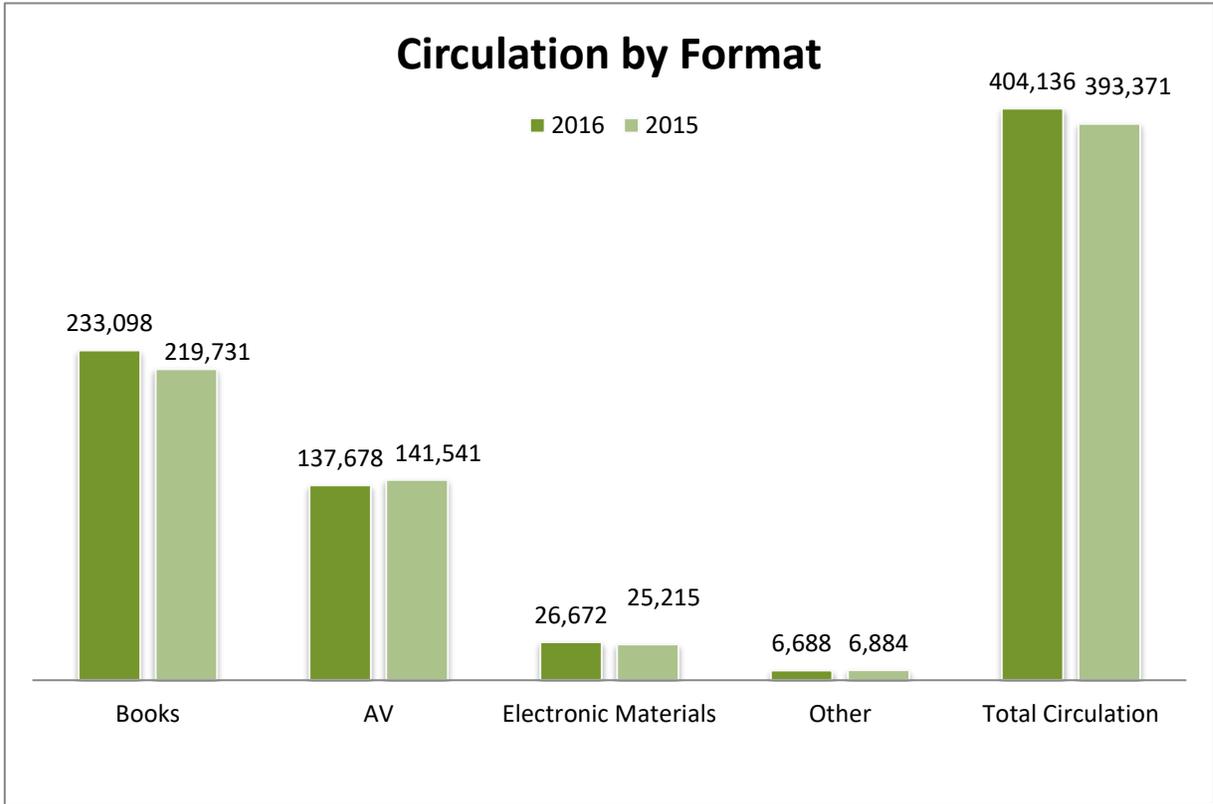


Equipment/Laptop Circulation 2016 vs. 2015
 Equipment/Laptops: increased 595%

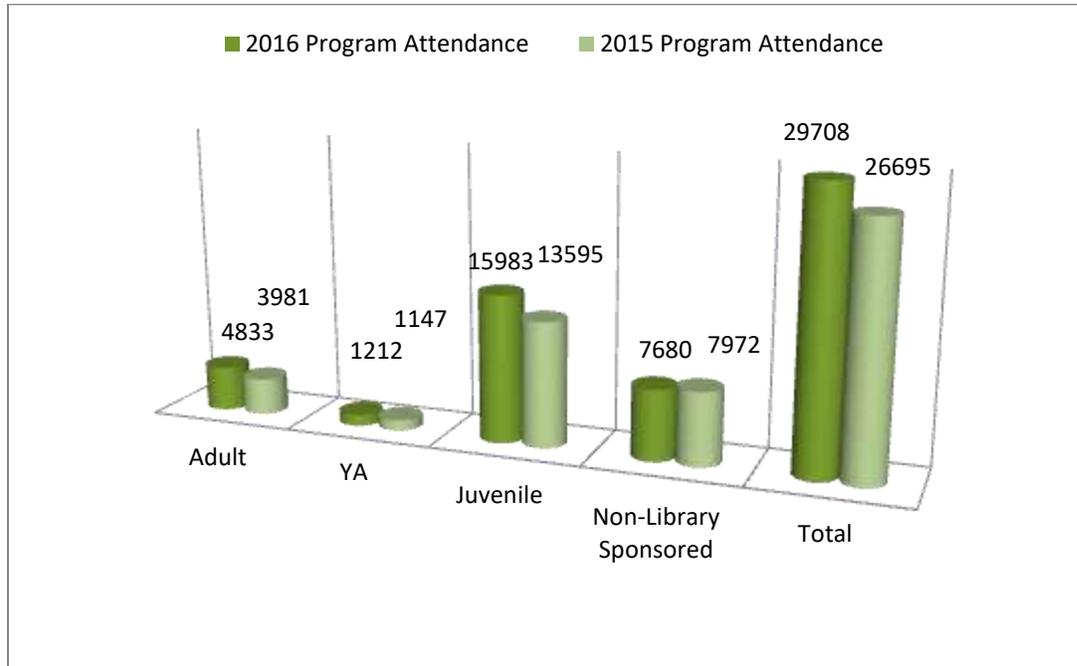
Circulation Downloadable Materials 2016 vs. 2015



Downloadable Materials Circulation 2016 vs. 2015
 eBooks: increased 13%
 eAudiobooks: increased 9%
 Streaming video/periodicals: decreased 37%



Programs:



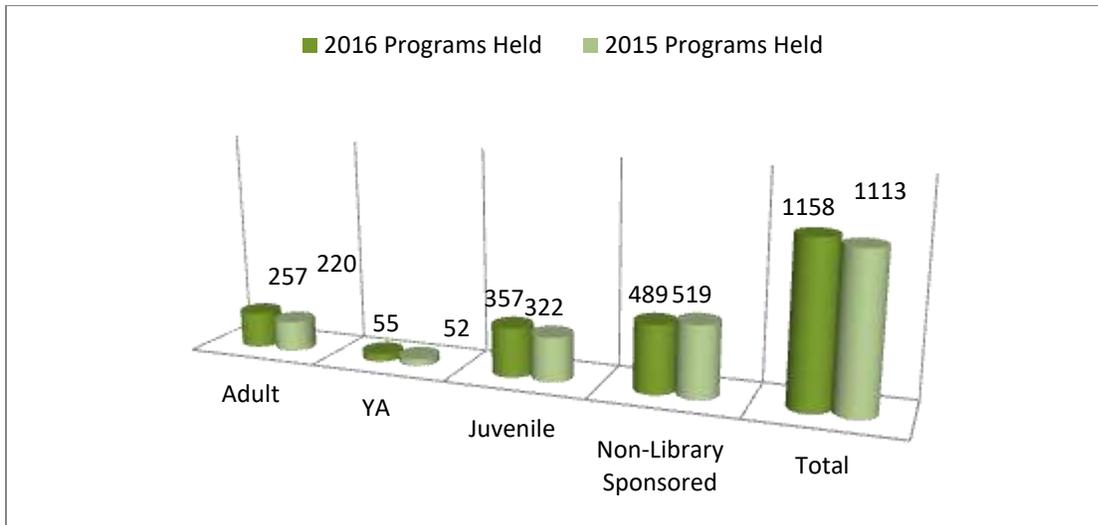
Overall attendance at programs increased 11% in 2016. This includes a 21% increase in adult programs attendance, 6% increase in YA program attendance, an 18% increase in Juvenile program attendance, and 4% decrease in non-library sponsored program attendance.

Related to attendance, is the number of programs held. Despite the 21% increase in adult program attendance, the library held 5% fewer adult programs, and 184% more Book a Librarian appointments. We have rearranged the adult services librarian staffing structure at the library, to provide a dedicated programming librarian, without the added significant collection development and management responsibilities of the person who previously coordinated the adult programming. As a result, program attendance has increased and types of programs offered have been tied to patron suggestions. I anticipate further growth in 2017. This is an area which we currently have a part-time staff member, but ideally, the position would be full-time. The increased demand for the Book-a-Librarian one-on-one technology training program has also placed a significant burden on staffing. As a result, we have partnered with Digital Grandparents Inc., and Columbia High School to provide a volunteer led one-on-one technology training for older adults led by high school students which will begin on January 14, 2017. This will supplement our Book-a-Librarian program so that we can bring the number of staff hours spent with individuals back down to a manageable level.

YA program attendance increased 6% and the number of programs held also increased 6%. We expect this number to grow in 2017, with the new Tween/Teen Librarian in place.

Juvenile program attendance grew 18% and the number of programs held only increased 11%. Storytime's continue to be popular. The school age programs have seen significant increases in attendance levels. The youth services department is continuing to place a focus on STEAM (science, technology, engineering, arts, and math) on school-age programming, which has been very successful.

Overall, the number of programs (both library and non-library sponsored) increased 4% in 2016



Overall, the number of programs held (both library and non-library sponsored) increased 4% in 2016

Youth Services Highlights

- Hundreds of people came to story hour, LEGO building, and crafts on Take your Child to Library Day (February). 35 children also registered for their first library card this day and received a special gift.
- In March, we partnered with the Rensselaer County Cooperative Extension for a *Healthy Food Drive*. 70 bags full of healthy food were collected and dropped off to the food pantry at CoNCERNS-U food pantry in Rensselaer.
- In April we began the 1000 Books Before Kindergarten early literacy program with a successful kick-off party in April. 157 children have registered for the program, with three children finishing all 1000 books thus far.
- We hosted another popular summer reading program! Our ice cream sundae kick-off parties were successful, and 362 children and 50 tweens/teens registered for the summer program on the first day. We had the highest ever total attendance at our 115 children's and teen programs with a total of 5,646 patrons participating in our program!



- We were one of several Rensselaer County Libraries at the Schaticoke Fair on Labor Day Weekend promoting libraries. We had games, crafts, books, and promotional materials.
- The library collaborated with the Pride Center of the Capital Region to offer a new family support program here in Rensselaer County. After a teen program with the Pride Center was very well attended here in March, the Center felt that there was enough of an interest and need that they began the LOOK (Loving Ourselves & Our Kids) program once a month here at the library to provide support and information for families.
- In December, the library was one of three collection sites for new children and teen books for

CoNSERNS-U Holiday Store Book Drive. We donated six boxes of new books for the Holiday Store.

Adult Services Highlights:

- *Celebrate!* Winter Reading Challenge held in January and February had 71 participants, compared to 60 in 2015.
- The *Day Before the Awards Film Festival* was held in February and had 350 attendees, compared to 306 in 2015. This year more substantial refreshments were served, thanks to the assistance of the Friends group. Six Oscar-nominated films were shown throughout the day, and there was a contest to pick the winners. Many thanks to Jackson Murphy and his father Dan Murphy for all they work they put into this yearly festival.
- In February, the library also hosted the screening of a documentary film on the romance novel industry called *Love Between the Covers* documentary, followed by an author panel discussion. We collaborated with the Capital Region Chapter of Romance Writers of America, Inc. for this.
- The library received an UHLS Workforce Development Grant for 2015-2016, which allowed us to continue the work began the previous year, offering resume clinics. In 2016, we added the JobNow online resource for patrons.
- In May, we hosted a Public Scholar program funded by the New York Council for the Humanities, featuring Wendy Galgan speaking on Sherlock Holmes.
- Regular programs, including AARP tax prep, AARP driving classes, Red Cross Blood drives, monthly movie series, and monthly programs in partnership with the Greenbush Historical Society and Greenbush Garden Club.
- The morning book discussion group reached capacity, so an evening session was added in October.
- The Summer Reading Program- *Exercise Your Mind* had 155 participants, compared to 117 in 2015.
- The library was a local site for two international programs: Indie Author Day in October and International Games Day in November.
- Many music programs were held throughout the year, including a summer music series, funded by the Friends of the Library. They featured a wide-range of music, from classical to jazz to country to pop to ethnic.
- For the first time, we offered a flu clinic at the library in September. It was very well received.
- Our Operation Gratitude program in November drew 87 adults and children to write 105 cards/letters to members of the military and to make 25 Para cord bracelets. The library also collected 28 boxes (280 lbs.) of candy, toothbrushes, and toothpaste to send to our troops.
- The Farmers' Market grew in popularity in its third season. The market is now certified with the NYS Ag & Market, and farmers can accept WIC and FMNP checks. The market had musical groups entertain six times during the season and the Friends of the Library had a table at various times, selling book bags, paperbacks and promoting the organization. The most popular night at the market was in July when we held an outdoor children's concert on our patio that started at 6pm, which was during our market time. Many families came early to the market, had some dinner and then went to the concert.





Strategic Planning:

- The library established a strategic planning committee made up with representatives from the community, board, and staff. The committee, board, and staff underwent an intensive planning community driven strategic planning process including 3 planning committee meetings, 2 focus group sessions, and 2 community surveys, which I led. The first draft was presented to the board in 2016 and the final draft will be presented to the community in 2017 after board approval. We had terrific feedback and community engagement through this process. Library staff is already implementing many suggestions by the community.

Online Presence:

- The library established a video presence on YouTube for patron instruction. The first set of videos explained how to navigate our new catalog. We are still working on the website project, which is expected to go live in early 2017.

Shared Resources:

- With the help of Bethlehem Public Library, we established a subdomain of our website to run Volunteer Management Software.
- We partnered with the New York Capital Region for Response and New York State Archives to host the kick-off meeting for the library community grant funded “Building Your Institution’s Disaster Preparedness Plan” program.

- At the Upper Hudson Library System Annual Dinner in June, several staff members and board members attended. Our Farmers' Market Vendors donated items so we could promote the Farmer's Market to the Library community. Vicki and JoAnn put together a terrific promotional table.



Donations

- The library received several unexpected and extremely generous donations from the estate of Ruth Hurr, a former East Greenbush school teacher totaling \$57,995 to-date, unrestricted. We purchased a durable round commercial patio table with umbrella for the patio which was used regularly in the summer/fall. The remaining funds are unspent. We will resume discussions soon regarding plans for the fund.
- The library received donations in the Memory of David Bushey (the library's former head of maintenance) who passed away at the end of 2015. Donations totaling \$1,175 were used to purchase a new outdoor bench for our patio as well as two hydrangea bushes as requested by the family.
- Field Goods: We received a \$30 donation from our new partnership with Field Goods.
- \$100 in memory of Alice Smith
- We received a \$5,000 donation, unrestricted, in memory of Caroline and Galileo Tobia in November. Both Caroline and Galileo were frequent visitors of the library. They enjoyed reading the paper and taking out books. In the donation letter, their nephew noted that as "immigrant Italians, they found your library to be a tremendous resource for many years and encouraged us to use the library too. It was their treasure chest, sanctuary, and place of education. We've always said they both deserve the honorary degree for 'life learning'."
- We received \$300, unrestricted, from the Greenbush Historical Society in gratitude for the regular use of library facilities to host their meetings.
- \$75 unrestricted room donation- anonymous
- \$25 unrestricted room donation from Parents in Partnership
- \$100 unrestricted room donation from Romance Writers of America
- \$100 unrestricted room donation from Iris Society
- \$40 unrestricted room donation from Illiteracy Book Club
- \$125 unrestricted room donation from the FordV8 Club
- \$50 unrestricted room donation from the Red Hat Club
- The library received \$500 unrestricted grant from the Anthony and Loretta Lopez Charitable Fund.
- The Wurstlin family donated \$100 for restricted to youth expenditures.
- Estate of Barbara L. Glenn -\$500. Ms. Glenn worked at the library when it was located in Town Hall.
- We received the following bank/foundation donations:
 - \$435 was received from Stewart's to support the youth summer reading program.
 - \$500 was received from Bouchey & Clarke Benefits, Inc. to fund the teen summer reading finale
 - \$100 from Kinderhook Bank to sponsor the youth summer reading program.
 - \$750 from Berkshire Bank to sponsor the youth summer reading program

- \$500 from Walmart to sponsor the summer reading program for youth.
- \$15 from Breen Brothers
- Farmers' Market Donations: \$770
- NYS Construction Grant Funds received for DDC Grant (final payment): \$1,373
- We received the following generous grants totaling \$30,660.78 from the Friends of the Library in 2016:
 - \$600 to fund a classical music program of flute and harp music which consisted of works by J. S. Bach, Ibert, Molnar, Rutter, Fauré, Hess, and Andrés.
 - \$1,754 to purchase 20 museum passes
 - \$2,350 to fund the 2016 summer music series and 2016 adult summer reading program; including Lost Radio Rounders, Sonny and Perley and bass player, Marty Wendell and His Tour Band, The Jazz Connection, refreshments, and prizes.
 - \$2,635 to fund the 2016 youth summer reading program:
 - "Frog Prince" – performance by the Heldeberg Marionettes
 - "Jack & the Beanstalk" – a puppet show presented by the Puppet People
 - "Insect Olympics" – kids ages 5 and up learn about and observe live insects with naturalist Anita Sanchez
 - Visit a Mammal Museum, a hands-on ecology program presented by environmental educator George Steele
 - Juggling & Acrobatics Show for our finale at the YMCA with Scotty Nut Nut Entertainment
 - Music Mobile with Ruth Pelham – outdoor concert and instrument fun during the Farmer's Market
 - "Tiny World of Nano Science" – science program for older kids with the Scotia-Glenville Traveling Museum
 - "Tropical Rainforests" – nature program for early elementary school aged children with the Scotia-Glenville Traveling Museum
 - "Bubble Bonanza" – bubbles on the lawn for toddlers and preschoolers with the Scotia-Glenville Traveling Museum
 - Weekly incentives and larger prizes for our end-of-summer prize raffles.
 - \$13,198 to purchase new AudioVisual Equipment for the Multipurpose Room.
 - \$500 to fund the purchase of multiple copies of new titles on the EGCSO summer reading list.
 - \$1,700 to purchase reference materials including the 2017 World Book Encyclopedia
 - \$5,800 to purchased 2 AWE Early Literacy Stations
- Library Staff Member Lisa Warner, started a "Wear Jeans to Work for a Cause Day once a month, beginning in March. Each month's fundraiser was hosted by a different staff member who worked with a cause of their choice to raise funds for. Staff that made a donation to that cause was invited to wear jeans. Funds raised/donated included:
 - Brain Injury Awareness (to support our colleague Lisa Warner): \$127.80



- Juvenile Diabetes Foundation: \$135.00
- Bladder Cancer Awareness: (in memory of Vicki's late husband) \$195.00

- Rebuilding Warriors: \$107.00
- Regional Food Bank: \$140.00
- Making Strides Against Breast Cancer Walk: \$3,848.36 The library had a team with other members of UHLS that participated in the walk and we sold custom designed t-shirts by JoAnn (Turning a Page for a Cure).



Facility

- Thanks to NYS Construction Grants the DDC Heating and Controls Unit was replaced along with Heat Pump17.

Volunteers

- We had a total of 420 volunteers in 2016 (422 in 2015)
- Volunteers worked a total of 2,078.25 hours (7% fewer hours than 2015). This is 148.75 fewer hours of volunteer service than last year which was a significant loss significant.
- The Friends of the Library hosted 2 large book sales, and the Children's Book Festival, all of which were highly successful. We are grateful for their dedication and service to the library. Their volunteer hours are not counted in the volunteer hours above.
- The Board of Trustees also spent countless volunteer hours.

Library Computers/Hardware

- The majority of the library's computers were updated to Windows 10. A few machines which still work were not eligible for the upgrade. We will keep these machines in service until they are no longer usable.
- The audiovisual setup in the Large Multipurpose Room was overhauled. Thanks to a Friend's of the Library grant, we replaced the projector, cabling, and 4:3 aspect ratio screen with one designed to show widescreen movies. We also added support for Wi-Fi connection to the projector.
- High quality speakers and stands were purchased for use in Meeting Rooms A & B. These were used for the Day Before the Awards Annual Film Festival as well as various concerts and programs needing high quality sound throughout the year.
- Network tasks were set to automatically apply Windows updates to staff computers after hours, saving at least 10 hours of staff time monthly.
- We purchased new barcode scanners for circulation that allowed scanning of smartphones for patrons that want to store their library cards in an app.
- Two AWE Early Literacy Stations replaced three older machines in the Children's Room, thanks to a generous grant from the Friends of the Library.

- We donated our rarely used microform machine to the Central Library, Albany Public Library for use in their local history room.
- Donated laptops that were too slow to use with library deep freeze software were donated to EGCSO. They will be used to loan to students who are falling behind in school because they lack computers at home.
- We purchased 8 laptops for community use, to replace the old outdated laptops.
- Projects for release in early 2017: Accepting credit cards as payment, new website, new databases/services from UHLS

STAFF

This yearly report would not be complete without mentioning our extremely dedicated staff. They truly love the community and are passionate about the library. Each day I am grateful to work with such a terrific group of professionals. Our department heads are invested and really care about working collaboratively, continuous professional growth, and mentoring. Our librarians and front-line staff are remarkable advocates for the community with excellent customer service. I have been encouraging and trying to support staff that has come up with ideas for programs or services. Our library is so much stronger because every single person who works at the library truly cares. We are so lucky. We also have terrific leadership with our experienced Board of Trustees, and dedicated Friends. Volunteers are another incredible backbone of the library. I am so proud to be at the helm of the East Greenbush Community Library.

Respectfully Submitted,
Jill Dugas Hughes
Director