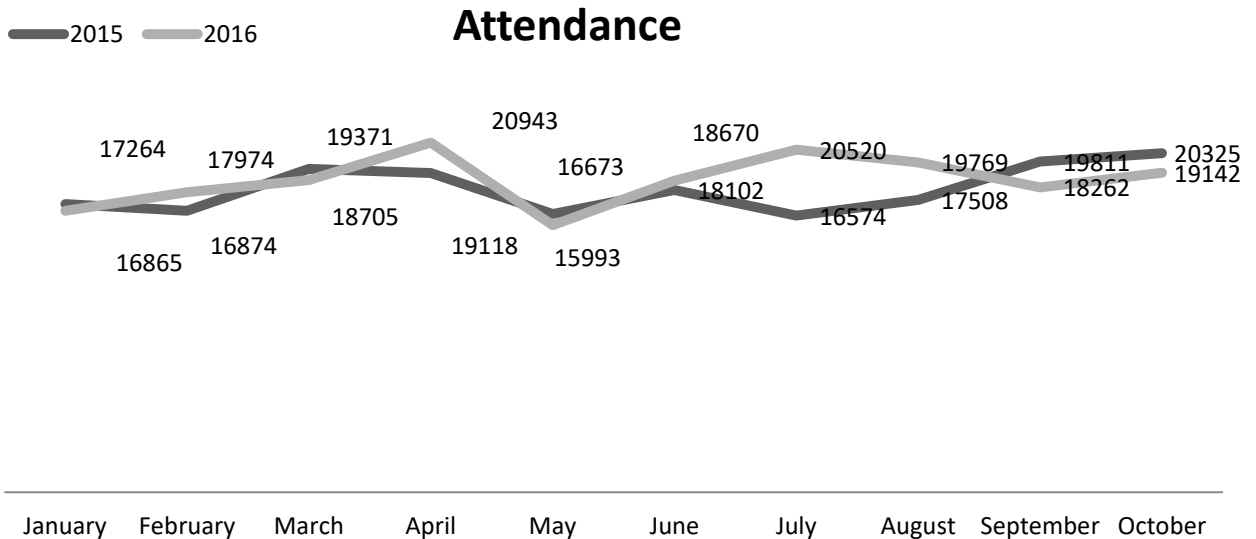




**Director's Report  
FOR OCTOBER  
November 15, 2016**

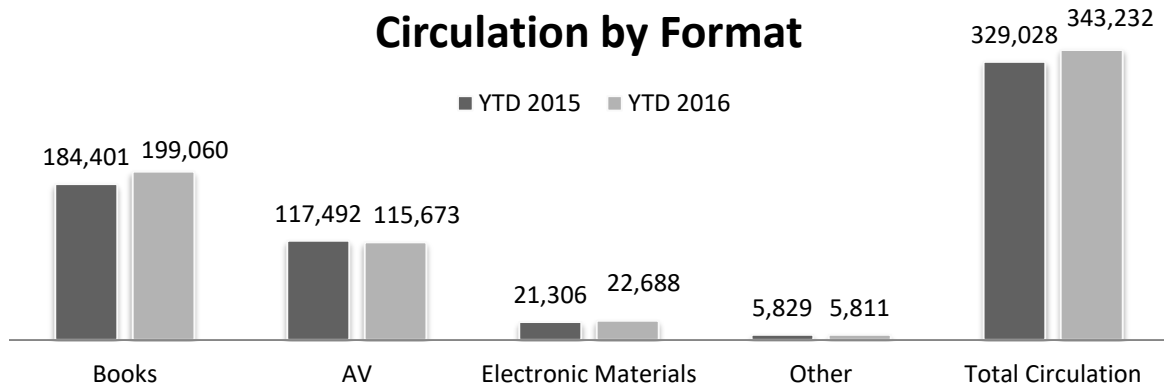
**Visitors to our Library:**

Attendance was higher in October 2016 (19,142) than September 2016 (18,262) but dipped slightly in October 2016 (19,142) compared to October 2015 (20,325). Overall, library attendance is up 2.9% YTD 2016: (186,843), compared to YTD 2015 (181,620). This translates into approximately 522 more people through our doors per month.

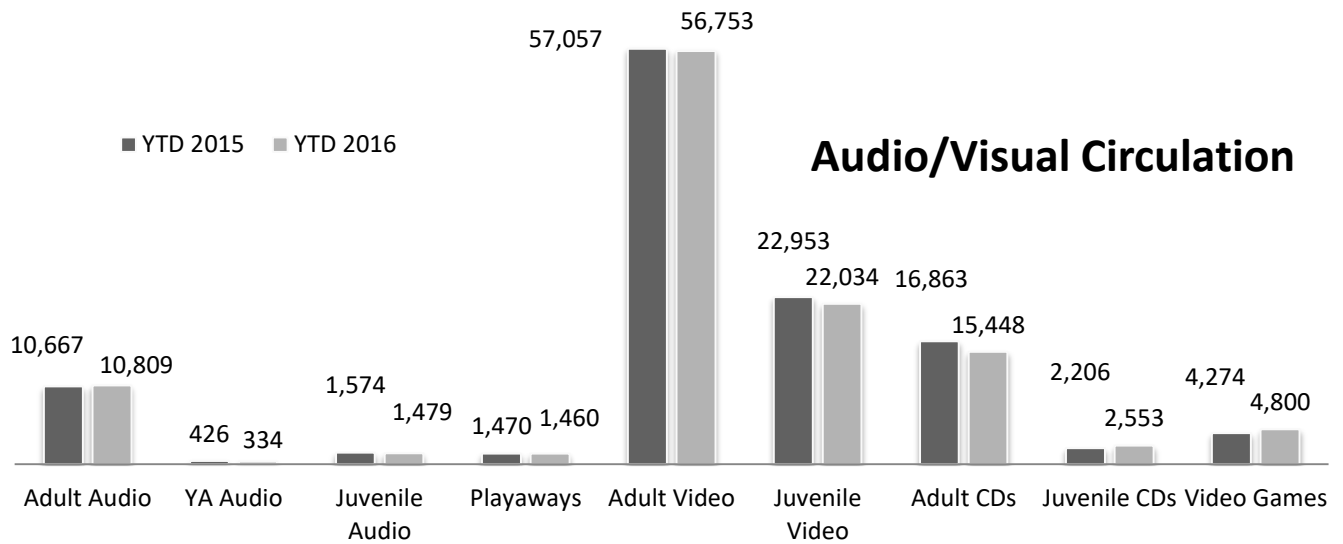
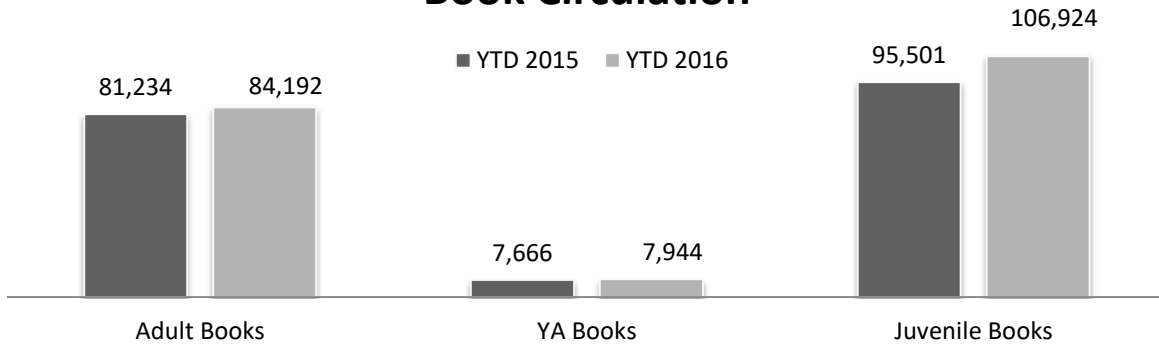


**Collections and Cardholders:**

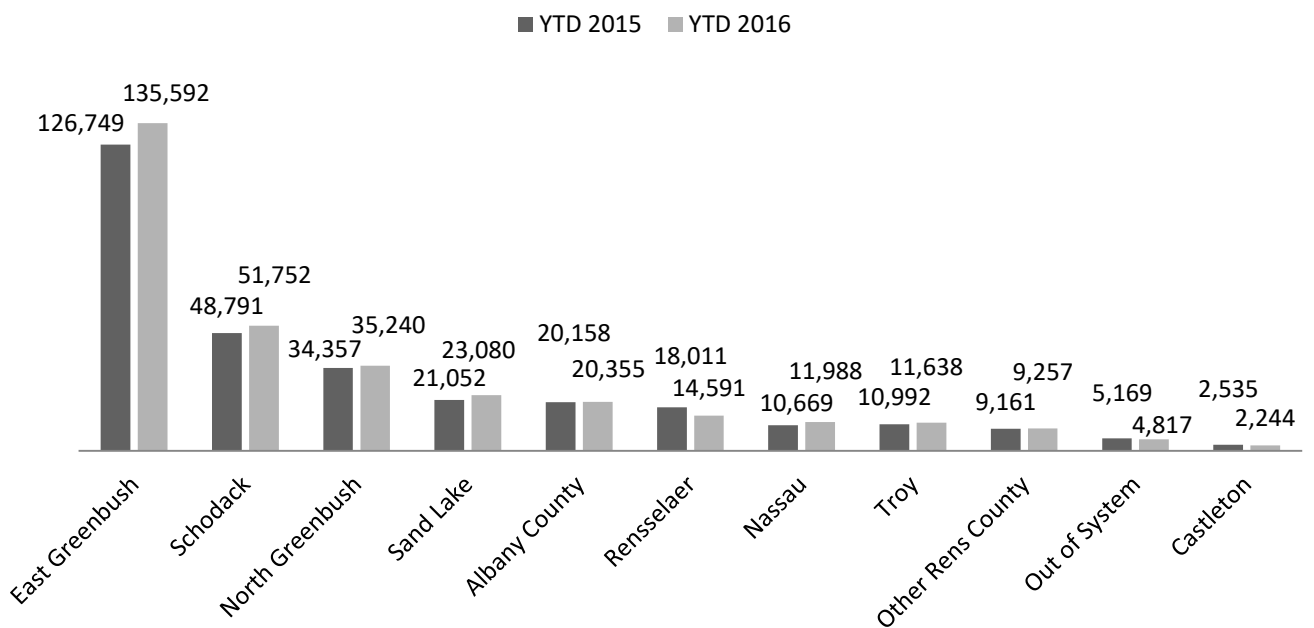
Circulation continues to modestly increase overall. 507 more items were checked out in October 2016 than October 2015. This is a 1.6% increase in circulation. Overall, we are seeing a 4.3% increase in circulation compared to last year YTD. 669 items were added to the collection and 886 items were withdrawn. Currently we hold 95,947 items in our collection. We registered 65 new library cards in October 2016; 47% less than October 2015 (162). Numerous adult collections are undergoing weeding: DVDs, Music CDs, Fantasy and Science Fiction, Cookbooks, and Large Print.



## Book Circulation



## Circulation by Location



**Programs:**

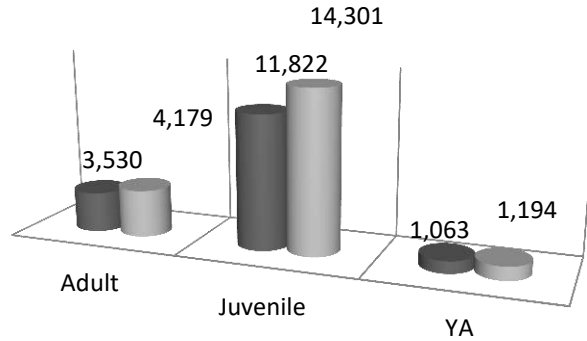
**TOTAL Library Sponsored Programs October 2016: 49 (October 2015: 39)**

**Year-To-Date Programming Overview:**

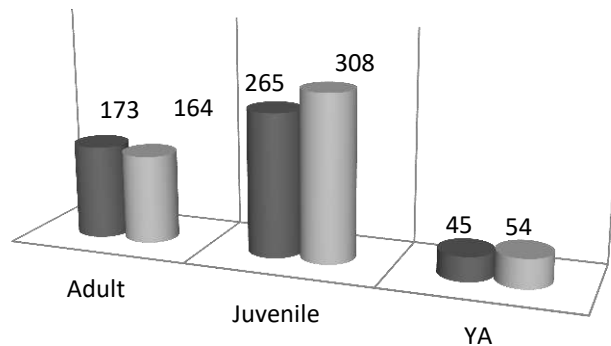
**Total Program Attendance TTD: 2016 (19,674); 20% increase over 2015 (16,415)**

**Number of Programs Held YTD: 2016 (590); 18% increase over 2015 (499)**

■ 2015 YTD Program Attendance ■ 2016 YTD Program Attendance



■ 2015 YTD Programs ■ 2016 YTD Programs



**Adult Services Programs October 2016:**

- We had 12 programs in October, 50% more than 2015 (8). 218 people attended the programs, 56% more than 2015 (140).
- Our new evening book discussion group started this month. It was small, but very enthusiastic and we expect it to grow.
- The library was a host site for Indie Author Day on October 8<sup>th</sup>, which featured an international webcast. In conjunction with that we also offered a tabling event for local authors to display their works. We received some great feedback and have some plans for how to grow this event for next year.
- Two coloring events were canceled this month because of low interest. After the holidays, coloring will be rolled into a multi-craft event (crafternoon) to appeal to a broader audience.
- We had (10) Book a Librarian one-on-one tech appointments this month, compared to (3) in October 2015. This program is growing (64 total programs this year, compared to 16 last year).

- **October Adult Programs: 12 programs ~ 208 attendees**
  - Decorative Painting Class (12)
  - Evening Book Discussion- *The Round House* by Louise Erdrich (4)
  - Rethinking Wilde Edibles (22)
  - The Top 5 Things to Know When Buying and Selling a Home (7)
  - Society for Creative Anachronism- Dancing Demonstration (8)
  - Indie Author Day Webcast (26)
  - Indie Author Day Local Authors Tabling Event (17)
  - Increasing Self-Awareness and Joy through Creativity (4)
  - Cupcake Decorating for Adults (17)
  - AARP Smart Driver Class (31)
  - Morning Book Discussion: *The Curious Charms of Arthur Pepper* (17)
  - Monthly Movie- *Elvis and Nixon* (47)

**Youth Services Programs October 2016:**

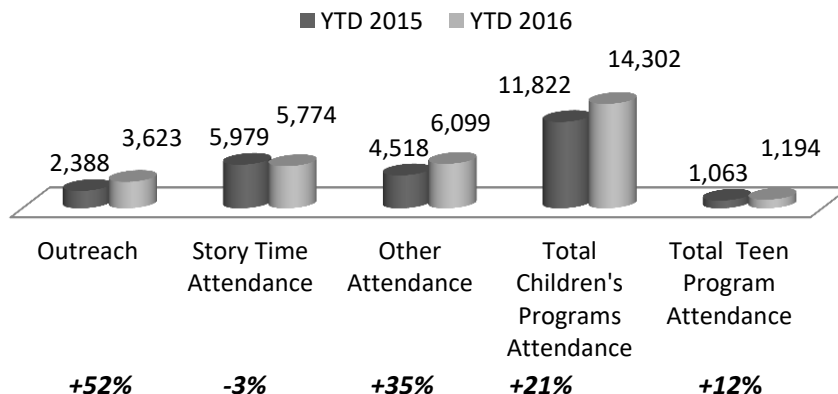
- We held 27 programs in October, one less than 2015 (28) due to not having a teen librarian. Despite offering fewer programs, attendance increased by 6%. 1,105 people attended programs in October 2016, compared to 1,043 in October 2015.
- Six (6) teens worked a total of 19.5 hours in October. They assisted with craft preparation and shelving in the Children’s Room.
- A Teen Librarian has been hired, and will begin in late November.
- Doane Stuart Preschool visited the library for a story-time with Miss Molly.
- Story times and Halloween Parades continued to be popular.

- **October Children’s Programs: 27 programs ~ 585 children & 520 adults**  
(Includes visits/outreach)

- Baby Bookworms ~ 0-18 months ~ 3 sessions ~ 41 children & 43 adults
- Toddler Time ~ 18-36 months ~ 6 sessions ~ 175 children & 147 adults
- Preschool Storytime ~ 3-5 years ~ 3 sessions ~ 58 children & 49 adults
- Saturday Storytime ~ all ages ~ 3 sessions ~ 46 children & 43 adults
- Munchkins on the Move ~ 3-5 years ~ 36 children & 33 adults
- Pajama Storytime ~ all ages ~ 2 sessions ~ 16 children & 14 adults
- Lego Club ~ ages 5+ ~ 12 children & 9 adults
- Leaf Litter Critters ~ ages 5+ ~ 15 children & 8 adults
- Fall Arts & Crafts ~ all ages ~ 15 children & 8 adults
- Halloween Parades ~ birth-5 ~ 3 sessions ~ 165 children & 160 adults
- Doane Stuart Preschool visit ~ ages 3-5 ~ 6 children & 6 adults

- **October Teen Programs: 0 programs ~ 0 teens/ 0 adults**

## Youth Services Program Attendance



**Online Presence:**

- Nathan, our web developer, discovered that it was our custom search bar causing formatting problems with the header on our new website. He is rebuilding the search box so it integrates properly. Work on the website continues, slightly behind schedule.
- OverDrive received a face lift starting on November 9. There is a link to the preview site at the bottom of our current site, <https://digitalcollection.uhls.org>. Karrie updated our brochures ahead of the launch and Selena created a Tech Tips post on the subject.
- Twitterfeed, the service we were using to auto-post from our blogs and calendar, was retired on 10/31. We have replaced it with <http://dlvr.it>.
- Library Insight RSS event feed still needs manual daily publishing.

**Room Use:**

**TOTAL EERC ROOM USE October 2016:**

30 meetings/110 attendees

- Literacy Volunteers: 2 meetings/7 attendees
- General: 20 meetings/39 attendees
- ESOL Classes: 8 meetings/67 attendees

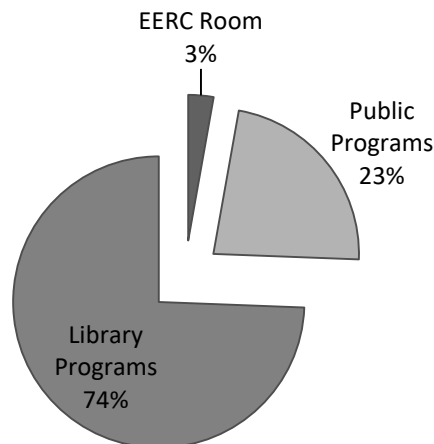
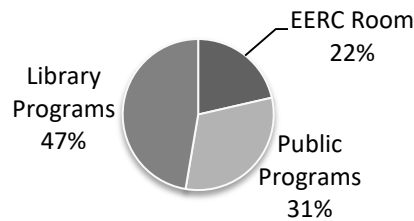
**YTD: 267 meetings/741 attendees (YTD 2015: 272 meetings/660 attendees)**

**TOTAL NON-LIBRARY SPONSORED PROGRAM MEETING ROOM USE October 2016:**

42 meetings/746 attendees (41 meetings/643 attendees 2015)

**YTD: 390 meetings/6,029 attendees (YTD 2015: 422 meetings/6,624 attendees)**

**YTD # Meeting Room Events FY 16**



**YTD Meeting Room Attendance FY 16**

## **Shared Resources:**

- In response to, many date due slips (checkout receipts) abandoned in the library, and in books, we removed the full name of the borrower from the receipt to show the barcode of the borrower instead. Without a last name or a PIN to go with the card number, a found barcode could not be used for any library services or compromise confidentiality.
- Requested 14 ILL's, Received 20 ILL's, and Sent out 17 ILL's in October.
- 895 items were requested by our Patrons in October.
- 3,002 items were delivered through the courier service to fill requests for our patrons in October.
- 2,691 items were pulled from our shelves and sent to other libraries within UHLS to fill requests for their patrons in October.
- 346 expired holds were not picked up by the patrons who requested them in October.
- 5 items were found on the library's shelves that were marked lost in transit in October.
- The UHLS Board approved the 2017 Central Library Budget. That approval allows UHLS to move forward with the final negotiations, contracts, etc. and the implementation of several new products and services that were included in the budget - specifically Mango, Ancestry, Flipster emagazines, and the system-wide Boopsie mobile app.
  - Mango and Ancestry - Should be available for use on or before January 1, 2017. A library staff training plan for each database is currently being developed. Marketing materials will also be made available to all libraries for each database.
  - Flipster - Should be available for use on or before January 1, 2017. The econtent advisory committee has been working on a title list for the Flipster collection, based on our current Overdrive magazine list. That list will be shared with the DA for our review before it is sent to Flipster as our collection. A library staff training plan for Flipster is currently being developed and marketing material will also be made available to all libraries along with talking points related to the end of the Overdrive emagazine service and start of Flipster.
  - Boopsie - Will likely be available for use early in 2017 (February/March ish) because of the more involved implementation process for this service. UHLS has been in touch with the Boopsie team already to begin to discuss implementation. A library staff training plan for Boopsie is currently being developed. Marketing materials will also be made available to all libraries to help you get the word out about this new service.

## **Facility**

- The fungus gnat problem is remediated. The source of the problem was overwatering of the plants.
- All of the Farmer's Market signage was removed from around the town.
- Heat Pump 17 was ordered with a 5-7 week fabrication period.
- The Friends of the Library held their Fall Book Sale
- There have been no roof leaks.
- Our winter preparation work has been completed: the snow blower was checked, roof checked, sealants around drains were checked and exhaust fan belts were changed, the air handler was cleaned, the exterior of the building was inspected, the exterior water was turned off, and the water tank was drained and cleaned

## Volunteers

- We had a total of 23 volunteers in October 2016; the same number as October 2015. They worked 89 hours; 21% less than October 2015 (113).

## Library Computers/Hardware

- New Windows 10 laptops were ordered for the meeting room cards, but they arrived with the wrong version of the operating system. They were returned and we await delivery of the correct laptops.
- There is still no resolution for our newest computers that are not able to upgrade to the latest build of Windows 10. The vendor has run out of troubleshooting solutions. We are working to return/repair with the vendor.
- The Greenbush Historical Society and Rensselaer County Historical Societies were contacted about taking our microform machine but were not interested. Albany Public Library (the Central Library for UHLS) will be picking up the machine soon for installation in their main branch. Although clunky in size (newer machines are much smaller/lighter/faster), the machine is still in perfect repair. We do not have a collection of microfiche or microfilm in the library, so it is rarely used. The ink toner has dried out two times from lack of use. We will direct patrons to the NYS Library or Albany Public Library to borrow/view films.
- The input jack on the wall for the projector in the large meeting room stopped recognizing input (again). A technician from AV Corporation was able to fix it and installed a redundant power supply on the projector to (hopefully) keep it from happening again. We are also looking into having an electrician evaluate the power on that wall to see if there may be an issue that is causing the jacks on that wall to fail.
- We have been testing a new router/firewall from Meraki (the makers of our wireless hardware/software) to see if the recommended model is robust enough for our internet traffic in the library. The unit UHLS let us borrow did not have the added security layer we wanted to test, so we await the arrival of another test unit. Our current router is aging out, and the Meraki offers more security features and the added benefit of a single control console for all internet traffic in the building.
- Upgraded EnvisionWare software (PC Reservation, LPT: One, and Print Delivery Station (mobile printing) in an effort to fix an issue that caused patrons to be kicked off their sessions when the staff component states that they have time remaining.
- The Friends' purchased two replacement (AWE) game computers for the children's room. The new models are touchscreen and have updated games. They also have LibreOffice (a free version of Word, Excel, and PowerPoint) installed. Printing is not available, but files can be saved to a flash drive. They were used 306 times from 10/15-10/31.
- Hudson Valley Communications updated our dial-by-name directory.
- The laptop computer card has been moved to the back of the reference desk area, providing more patrons seating in the library, and convenience for staff checking in/out laptops.

## **Staff Development**

- 10/3: Marion attended the Circulation Advisory Council meeting at UHLS
- 10/4: Jill met with Lynne Oudekerk, re: Volunteer Appreciation Event
- 10/4: Board of Trustees Committee Meetings
- 10/5: Jill met with Evelyn Neale, re: Department Head Retreat
- 10/5: Jill attended the Rensselaer County Networking Lunch at Pat's Barn in Rensselaer
- 10/6: Karrie attended the NYLA/SMART Board Meeting
- 10/6: Jill and Molly attended a meeting at Columbia High School regarding Digital Grandparents
- 10/7: Jill attended the Director's Association Meeting at UHLS
- 10/11: Department Head Meeting
- 10/13: Jill attended the Allegiance for Response all-day disaster planning workshop and provided a tour of the EGCL for participants.
- 10/14: Molly attended the YSAC meeting at UHLS
- 10/14: Jill met with Matt Clarke, Bouche and Clarke regarding insurance compliance regulations
- 10/14: Lois attended an ALA webinar called The Library's Legal Answers for Meeting Rooms
- 10/16: JoAnn, Jill, Kathy, and Lisa attended the Making Strides of Albany Breast Cancer walk with librarians from UHLS (team: Turning the Page for a Cure)
- 10/18: Karrie Attended the Welcome to the New OverDrive webinar
- 10/19: Elizabeth attended a webinar called Breathing New Life into Print Reference.
- 10/19: Jill and Lois attended a full-day workshop on Mental Health First Aid
- 10/20: Karrie attended Managing Library Technology: Keeping All the Balls in the Air webinar
- 10/20: Jill met with Pam Katz, Digital Grandparents
- 10/25: Karrie attended Emerging Tech Trends: Part 5 webinar
- 10/26: Elizabeth attended an outreach to seniors meeting at UHLS.
- 10/27: Karrie, Marion, and Lois attended Decision Center Training at UHLS.
- Catherine and Rose attended Early Literacy Programs: Core Elements for Making a Real Difference at UHLS. Rose will also be training to be one of the presenters for next year's workshop.
- Molly and Jill have been interviewing candidates for the Tween/Teen Librarian position.
- Molly and Jill have been working with Columbia High School and Digital Grandparents Inc. to set up a pilot technology training program for high school students/older adults.
- Connect 2U meeting room cart modules have been released. Blog posts are not required for credit. Instead, there is a practical "quiz" to demonstrate ability to setup and troubleshoot equipment. Because the release of the module coincided with the book sale, making them difficult to complete, a separate module on wireless printing was also released.

Respectfully Submitted,  
Jill Dugas Hughes  
Director