



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476

www.eastgreenbushlibrary.org

Director's Report

November (presented at the December 19, 2017 Board meeting)

Executive Summary

The opening of the new sidewalk (and our awesome teen services!) has spurred renewed interest in using library facilities by our teens. We are looking for staff members to help with staff supervision in the teen room after school on the days that Jenna is not working/or in a program for a short-term solution. This, coupled with the significant increases in youth programming attendance, circulation, and usage of the children's room has the Youth Services department feeling quite stretched. A staffing proposal was presented to the service committee.

We have hired a full-time adult services librarian and as a result, now have a part-time youth services librarian opening. We have not yet interviewed for the facilities positions, due to a lack of applications. This is ongoing, and a revised staffing proposal was presented to the service committee.

We received 137 applications for the community relations coordinator position, and interviewed 6 candidates. I am currently in negotiations with a finalist, but the lack of benefits associated with the position is proving to be a roadblock. This position is currently budgeted at 25 hours, but historically was 30 hours, with benefits. This is a priority full-time position which I am working towards creating in 2019, if not possible before then.

**THE EAST GREENBUSH LIBRARY
IS HIRING!**

- BUILDING MAINTENANCE MECHANIC (P/T)
- BUILDING MAINTENANCE WORKER (P/T)

Pick up job descriptions and applications at
the Circulation Desk at the Library
10 Community Way, East Greenbush
Mon-Th 9-6, Fri 9-6, Sat 10-6, Sun 1-6

These three staffing areas (Community Relations, Youth Services, and Facilities) are critical for the board to address in the coming few months so that library staff will have the resources at their disposal to continue to move the library forward. Library staff have worked tirelessly to grow the current programs and services for the community, and the unique staffing situation we have faced in the past 6 months, with three department heads leaving for unexpected and unplanned reasons in the same month has placed a

significant burden on remaining staff. The revised staffing plan (a goal in our strategic plan) is extensive and will be distributed prior to the January board meeting for review. Unfortunately, current staff shortages necessitated the development of the plan earlier than originally planned in our strategic planning process.

	Number	YTD Change
Lending @ Library	361,430	3.2%
Total Circulation	388,771	3.8%
eCirculation	27,341	13.3%
Door Count	199,814	-2.3%
Computer Use	23,238	0.72%
WiFi	22,531	-29.7%
Program Attendance	22,195	1.7%

UHLS News

Library staff and UHLS Directors have held several MyCard discussions centered on the use of MyCard library cards at libraries that don't have a MyCard program. East Greenbush has been honoring these cards in the interest of excellent customer service, but will stop honoring them at the request of the MyCard libraries. It was decided that this issue would be brought up at the next Directors' meeting. We did issue regular cards to a group of teenage young women who frequent East Greenbush and are residents of Saint Anne's home in Albany.

Circulation staff is continuing to deal with patron complaints about not receiving emails and problems with account access using the mobile app. Upper Hudson is working on these issues, however the email problem is related to Spectrum cable service and there hasn't been any resolution yet. We are encouraging patrons to switch to a non-Spectrum email or to sign up for text notifications.

- November was average for temperatures.
- November 2017 was the fifth driest November on record.

UHLAN Member Agreement 2018

Upper Hudson Library System has approved a one year extension on the current member agreement. The 2018 proposed fee for East Greenbush is \$27,227 which is based on our 2016 circulation figures (404,136- 10.17% of UHLS total circulation). This figure was included in our 2018 budget.

Got some mending to do before the cold weather sets in?
Working on a project for some holiday gifts?

Open Sew @ The Library
This Thursday - 10am to 3pm

Bring your sewing machine or stop in and use our hand sewing supplies. Everyone is welcome to see fabric, needles/thread, yarn, and buttons to work on projects. We will also have some suggested patterns and projects.

Learn the York Stitch this Saturday
at the first part of a two part series

Nailbinding, Part 1
PRESENTED BY THE SOCIETY FOR CREATIVE ANACHRONISM

This Saturday!
November 18
1pm

KEEP AN EYE OUT FOR NAILBINDING PART 2 COMING THIS DECEMBER!

Gifts & Grants 2017 Highlights

We have received a total of \$58,862 in gifts and grants to-date in 2017. The balance breakdown between restricted and unrestricted gifts is below.

Gifts & Grants	Income	Amount Spent	Balance
Beginning Balance Designated Gifts/Grants (prior to 2017)			\$2,578.63
Beginning Balance Un-Restricted Gifts (prior to 2017)			\$63,304.17
2017 Restricted Gifts/Grants	\$38,727.05	\$17,792.76	\$20,934.29
2017 Un-Restricted Gifts	\$20,135.08	\$101.25	\$20,033.83
TOTAL DESIGNATED			\$32,447.21 (includes \$12,000 designated Hurr funds for 2018 budget)
TOTAL UNRESTRICTED			\$83,338

NOVEMBER HIGHLIGHTS Library was open 29 days / 284 hours.

In November, staff:

- Attended the NYLA conference in Saratoga Springs (11/9-11/11)
- Staff set up, baked, and hosted the Volunteer Appreciation reception on 11/17. Several of our teen volunteers were there, representing the approximately 80 summer volunteers who donated over 900 hours of their time this summer!

Meetings /Continuing Education

- Attended the UHLS Circulation Advisory Council meeting (MP, 11/1)
- Conducted 7 interviews for the Librarian I position
- Hired one highly qualified candidate for the job (a warm welcome to Catherine Snow!)
- Attended the Adult Services Advisory Council meeting at Upper Hudson (EP, 11/16)
- Attended a meeting at the Rensselaer Library to explore cross-programming and the expansion of the Day Before the Awards Film Fest (LD, 11/21)
- Attended the UHLS Cataloging & Technical Services interest group meeting on the 29th. Jessica Ernye, from the University at Albany, shared her experience with creating Dublin Core metadata for digital items in the University's special collections (SD)
- Molly is participating in a five-part UHLS course on improving her public speaking skills. She attended the third session on November 16th.
- Molly, Jen, Rose, Sarah & Catherine all attended the workshop "Middle Childhood Matters" on November 2nd. It focused on best practices and services for children ages 6-12. UHLS has been

focusing heavily on early literacy training for toddlers and preschoolers for the past several years, so it was valuable to learn more about a new age group.

- Other librarians come to observe our storytimes and learn from us at least several times a year. This month a youth services librarian from Guilderland worked with Rose on November 7th and observed her Munchkins on the Move program. This weekly program for preschoolers incorporates yoga practices with stories and music.



Outreach

- Presented the library's programs and services to attendees of the school district's ENL Parent Orientation Night (EP, 11/30)
- Created a brochure to highlight technology offerings in the library to be given to new patrons.
- Our Barnes & Noble fundraiser on November 19th was a success. Youth services staff conducted crafts and three storytimes in the store, and the Columbia High School Saxophone Ensemble performed twice. Laurie in adult services also helped out and wrapped gifts and told customers about our fundraiser. We have not received a total amount yet, but about a thousand dollars was raised.
- Rose delivered the first three "outreach bins" to local area waiting rooms at the end of the month. These small bins were funded by the Friends of the EG Library, and contain books for caregivers and children to share while they are waiting at the dentist, doctor's, or town hall. There are also flyers about the library in the bins.



Programs

- 2 new children registered for the 1000 Books Before Kindergarten program this November. 35 children checked in this month to record another 100 books read, and 2 more children finished the 1000 book challenge!
- Hosted the *Food for Thought Cookbook Club* with 8 enthusiastic attendees who sampled homemade soups and breads and shared recipes (MP/HH, 11/30).
- Brought 393 adult program attendees into the library and 970 youth program attendees.
- Hosted a Drop-in Digital Learning event on 11/9, taught by Karrie. Only one patron attended.
- Karrie and Laurie presented at the New York Library Association Conference 11/10: NYLA: Dealing with our Social Media (in)Security (taught).
- 11/14: Communico Demo (KM)
- 11/17: UHLS Tech Advisory Meeting (KM)
- 11/29: OverDrive: Preparing for the holidays and beyond (KM)
- The Friends hosted their Fall Book and Media Sale November 2-9 and raised approximately \$15,000 for the library!

Lending

- Requested 20 ILLS
- Received 25 ILLS
- Sent out 18 ILLS
- 1,496 items were requested
- 3,295 items were delivered through the courier service to fill requests for our patrons.
- 2,615 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 546 expired holds were not picked up by the patrons that requested them.
- 3 items Lost in Transit found on the shelves.
- 19 items were found on the shelves from the Unfilled But Available Item-Level Report
- Circulated 30,324 items

Reference

- Assisted our patrons with 1,792 reference queries at the adult reference desk, 230 reference questions at the circulation desk, and 876 questions at the youth services desk.
- Provided 4 notary services
- Answered 17 reference questions by e-mail.

Online Presence:

- Website
 - Still waiting to wrap up the website project with our developer. This would include an update to the Divi theme that would increase website loading speeds. We will likely be migrating our website to a new host that includes support so that this is not an issue in the future.

- Volunteen site is back online. We have some minor changes to ask John Love (BETH) to make for us.
- Library Insight calendar search issue was caused by new server security software where our calendar is hosted. It has been fixed.
- Brief issue with OverDrive delivery to Kindles early in the month.
- Testing Goodreads widget as a possible replacement for our Staff Picks blog. It is assumed that creating a star rating is easy enough that more staff will be able to contribute.
- Attended a demo of Communico, a fantastic software for room/event/signage management (and more) that could have streamlined our current process and spruced up our look. Unfortunately, the product was far out of our price range. Planning to investigate LibCal, another option that Albany Public Library will be moving to soon.
- Email: Resolved an issue where emails created in shared inboxes were only found in the sent folders of the individual's mailbox. Now the sent mail is copied to the sent folder of the shared box so that all staff with access can see what has been sent as the shared user.

Sierra/Encore:

- MyCard holders are barred from checking out materials or using computers at any other UHLS library.
- The UHLS Mobile app is having trouble interacting with Sierra. In testing, several of the app's functions are broken. Boopsie is working on the problem.

Library Computers/Hardware:

- A new postage meter was installed. There were difficulties connecting the hardware to the network, and it took a couple of visits from a Pitney Bowes tech to fix it. Issues with the new postage meter continue. Workarounds can fix it daily, but we are hoping Pitney Bowes support can fix it permanently
- Office 2016 does not include Microsoft Picture Manager. I found a workaround, and have reinstalled it for staff members who want it.
- Some staff members reported inability to open Word/Excel attachments. Tweaks to the Trust Center in each application solved this.
- Received confirmation that our broken Kindle Keyboard was recycled.
- Received confirmation from Spectrum that we are on track to move to a fiber network in December.
- The latest Windows 10 update did not play well with Deep Freeze on some of the public laptops. Faronics (Deep Freeze vendor) was unable to fix it, so the laptops needed to be restored to a saved image.
- There was a massive power outage in the early morning on November 25th (thankfully, on Karrie's weekend at Reference). Because the outage outlasted our backup battery, both servers went down and nothing in the library could access the internet. By noon, she had brought the servers back online, restored internet, and got the public computers up, but Sierra still wouldn't open. Coincidentally, the Sierra client was trying to update itself, but Meraki saw the Java files as malicious and refused to download them. This made Sierra fail to open. After some support calls, we were able to disable security on our Meraki firewall and Sierra was able to open. She has since re-enabled security on the firewall. It only seems to be a problem when Sierra needs to update. She has given

Marion credentials to disable firewall security in the event that Sierra tries to update when she is not available.

- Rose is migrating the YS music library from iTunes (saved locally, has issues) to Google Music (cloud-based with the option to save offline).
- Patron computers have programs configured. Next step is creating protected patron profile and adding lockdown software.

Statistical Notes:

- This month saw the most people come through our doors this year so far.

Current/Upcoming Projects IT Projects

- Ongoing website tweaks
- LibraryAware subscription drive
- Thin client migration – configuring public computers
- Investigate options for event calendar replacement

Adult Programs

22 Programs (25 sessions) – 393 Attendees

Average attendance per session: 16

Genealogy Research Help by Appointment	
November 1	5
November 15	5
Evening Book Discussion Group - <i>The Violet Season</i>	
	4
Digital Grandparents Technology Tutoring	
November 6	3
November 12	3
November 20	0
Drawing with Randy	
	5
Legal Project consultations by appointment	
	3
Drop-In Digital Learning	
	1

Operation Gratitude cardwriting	40
Greenbush Historical Society presents Sears Roebuck Homes	58
AARP Safe Driving Class	29
Monthly Movie - <i>Glass Castle</i>	53
LOOK: Loving Ourselves and Our Kids	2
Open Sew Time	2
Crafternoon	4
Society for Creative Anachronism presents Nailbinding (part 1 of 2)	11
Monday Morning Book Discussion Group - <i>Homer and Langley</i>	17
Tuesday Tech Time	0
Music: Duo Marchand	26
Stargazing with MiSci and the Dudley Observatory	78
Crafter Evening	6
CDPHP Guided Relaxation	15
Cookbook Club	8
Caregiver Expo	15

Children's Programs

Baby Bookworms ~ 0-18 months ~ 3 sessions ~ 45 children & 47 adults

Toddler Time ~ 18-36 months ~ 6 sessions ~ 145 children & 130 adults

Preschool Storytime ~ 3-5 years ~ 3 sessions ~ 55 children & 38 adults

4s & 5s Storytime ~ 4-5 years ~ 3 sessions ~ 34 children & 29 adults

Saturday Storytime ~ all ages ~ 3 sessions ~ 45 children & 37 adults

Munchkins on the Move ~ 3-5 years ~ 3 sessions ~ 54 children & 56 adults

Family Movie Night ~ all ages ~ 29 children & 27 adults

Building Club ~all ages ~ 8 children & 3 adults

Native American Stories w/ Jill Leinung ~ ages 6+ ~ 6 children & 3 adults

Storytimes @ Barnes & Noble ~ all ages ~ 3 sessions ~ 30 children & 16 adults

Crafts @ Barnes & Noble ~ all ages ~ 35 children & 50 adults

LOOK w/ Pride Center ~ parenting group ~ 3 adults

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**Teen Programs**

**Snacks w/ Honest Weight Food Co-op** ~ 10 teens

**Teen Maker Fridays** ~ 2 sessions ~ 11 teens

**Anime Club** ~ 2 sessions ~ 24 teens

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Total Children’s Program Attendance: (includes LOOK parenting program)

29 programs ~ 486 children & 439 adults

Total Teen Program Attendance:

5 programs ~ 45 teens

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Volunteers

*3 teens worked a total of 10 hours in November. They helped with shelving in the Children’s Room and craft preparation.

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70 teens frequented the Teen Area during the 8 days Jenna spent in the Teen Area during the month of November.

**Food in the Library**

Library patrons and staff continue to ask for a vending option in the library. Recently, Capital Roots (our community garden partner) announced a partnership with the Albany Public Library where they have

launched a smart vending program at the Arbor Hill and Howe location. The effort brings healthy snacks and increased education to patrons/customers who are purchasing food on-the-go. The Smart Vending program is a collaboration between Capital Roots and a handful of family-owned businesses in the Capital Region and focus on healthy vending. Capital Roots creates unique and engaging educational materials installed in and around the vending machines designed to encourage customers to make healthier choices. This is a potential option which would provide a food option, at no cost to the library, which would fit in with other locally/healthy/green initiatives happening at the East Greenbush Community Library.

Respectfully Submitted,

Jill Dugas Hughes, Director