



Library Director's Report

December 21, 2021

Submitted by Jill Dugas Hughes

TOP INITIATIVES

- Strategic Planning
- Year-end budget preparations
- 2022 organization, templates, detailed budgets
- Compensation Study Research
- QuickBooks online Q1 2022 chart of accounts preparation
- Staffing/Coverage for public service desks/hiring
- Planning Q1 public services & priorities

HOURS/SERVICES

- **Hours Open**
The library was open 252 hours in November 2021, which is 136 (85%) more hours than November 2020, and 13 hours (5%) less than last month.
- **Days Open**
We were open 29 days in November 2021, which is 11 (164%) more days than November 2020, and 2 (6%) less days than last month. The library closed at 5pm on Wednesday, November 24, and remained closed on November 25 for Thanksgiving. The library reopened regular hours on Friday, November 26.
- **Visitors**
8,644 People visited the library in November 2021, which is 3,589 (71%) more visits than November 2020 and 700 (9%) more people than last month. The Friends held a book sale on Friday, November 5-Sunday, November 7. The visit count for these days is slightly lower than actual, because the entrance to the book sale was not captured with the people counter tool.
- **Potential change to service hours**
Current Hours: Sunday (1-5pm), M/T/W/R/F (10am-8pm), Saturday (10am-5pm). In January, I will be working with department heads to explore the usage patterns in detail. Friday night coverage has proven to be a challenge for staffing and the biggest request for change from a staffing perspective. I would like to compare library circulation by hour to visits to see if we can determine a schedule which best reflects actual usage patterns in the community. Although we have managed coverage with only one librarian staffing either the children's room desk or adult reference desk in evenings, it is not recommended. Additionally, more staff have been out with COVID quarantines and I expect this will continue throughout the winter months. We will most likely recommend closing earlier a few nights a week and opening earlier a few days a week. I have included heat map charts for Summer vs. Fall average visits at the library below.
 - Follow up: Develop a proposal with input from staff and board, discuss at department head meeting in January. Present full recommendation at January Board meeting for implementation on February 1.

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Hours Open/Visits Comparison Summer vs. Fall 2021**VISITS (average) by Day- SUMMER**

Day	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
Su										
Mo	54.38	46	37.5	41.38	36.5	39	31.13	30.25		
Tu	51.67	45.89	42.22	40.22	34.67	37.89	33.11	29.56		
We	42	35.44	33.11	31.11	31.56	40.78	46.22	56.67	44.67	13.67
Th	49.89	37	37	37.11	32	33.44	28.22	28.89		
Fr	66.11	47.78	38.33	36	43.22	44.89				
Sa	44	44.25	35.88	29.38	24.75	27.25				

VISITS (average) by Day- FALL (September-Mid December)

Day	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p
Su				34.13	26.88	20.56	12			
Mo	36.63	23.69	24.38	22.69	29.5	27.5	27.81	19.25	15.31	7.94
Tu	46.38	31.38	28.5	30.38	36.06	37.19	34.69	36.31	22.56	13.69
We	38.69	24.19	24.75	25.44	30.88	28.5	29.69	28.44	12.44	9.06
Th	29.38	21.88	24.19	27.75	27.06	25.38	21.25	19.13	8.5	8.06
Fr	43.06	22.88	27.5	25.81	36.13	33	27.63	18.88	10.75	7.63
Sa	40.56	38.06	34.31	29	29.38	27.5	16.94			

FISCAL ACCOUNTABILITY AND STEWARDSHIP**1. Depreciation Threshold for Acquisitions**

At the November Board meeting, our Auditor recommended the Board consider increasing our depreciation threshold to \$5,000. Our current General Accounting Practices policy includes the following line: "The East Greenbush Community Library considers acquisitions exceeding \$2,500 to be assets. The Board reserves the right to review other purchases and classify them as assets." The policy was last revised in 2010 and there are several other areas which we should consider updating, including information about bank reconciliations and gift/grants. My recommendation is that the Board review and revise the entire policy.

- Follow up: I will present a draft revised General Accounting Practices Policy on January 5, for Admin Committee via email to review and provide feedback by January 13. If the feedback is minimal, we will present the revised policy to the full board for consideration at our January operational meeting. If necessary, we will move approval to the February board meeting to allow for committee discussions.

2. Budget Modifications

At our November board meeting we presented several proposed budget line item modifications for the Board's approval. After discussion, a decision was deferred to our December board meeting so I could do research/speak with our auditors to determine if we had any legal requirements to modify our budget lines. As a result, the short answer is no, we are not required to modify our budget line items with one caveat; that we do not exceed our total budget. The webinar presented by the NYSED, Public Library Finance and the Trustees Fiduciary Responsibilities was wonderful, including information about this very topic, one which is often confusing for libraries, which boards have differing philosophies. Based on the lack of a legal requirement for a budget amendment, and the input provided at the November board meeting, it is my recommendation that we do not officially modify the budget.

- Follow up: I recommend all Trustees read the Chapter 11 of the NYS Trustee Handbook <https://www.nysl.nysed.gov/libdev/trustees/handbook/chapter11.htm> and watch the following webinar presented by the New York State Education Department, Public Library Finance and The Trustee's Fiduciary Responsibilities <https://vimeo.com/115021246>.

3. Facilities

Sprinkler System:

The annual fire sprinkler system on Friday, 12/17/21 revealed a failed solenoid switch. The switch has been ordered and the cost of repair is estimated \$2K.

- Follow up: Update admin committee with install timeline and expected budget impact as soon as information is received from vendor.

Alarm System:

The annual inspection for the alarm system showed that the panic buttons were not working. The alarm system monitoring company indicated that our system is outdated, and we are unable to order the same buttons. A request for has been made for the security company to present us with a proposal which includes options to replace the full system as well as an option for a short-term fix to install a quick installation of panic buttons. They are researching alternatives and will present a proposal shortly.

- Follow up: This is a priority and will need quick attention once the proposal is received. I will work with the admin committee to authorize replacement or repair.

Boilers/Heating System:

On Sunday, 12/12/21, extremely low building temperatures revealed that both boiler igniters had failed. We had spares, so they were replaced by our HVAC contractor, BPI. Unfortunately, one of the pressure switches also needed to be replaced, and the part needed to be ordered. Our building can maintain comfortable temperatures with one boiler.

- Follow up: I will update the admin committee on the timeframe and updated costs once our HVAC vendor provides the information.

Construction Project:

Dividing Door installation began Tuesday, December 7 in Meeting Room A/B. After the framing is complete, the electrician will begin working on wiring for door as well as AV.

4. Rensselaer County Funding

On November 8, I received information from the county that we will receive \$1,000 for the period 11/9/21-12/31/21.

- Follow up: Invite local legislators for a tour of the library in January

5. Schodack

The Town of Schodack approved 2022 budget with full funding for libraries. We have not received any response from the Town Supervisor on our contract status. I followed up again via email to Supervisor Harris and will update the admin committee when a response is received to determine next steps.

- Follow up: Update admin committee with any new information on 2022 contract.

6. Upper Hudson Library System

The UHLS Budget for 2022 has been approved by the UHLS Board and the budget includes holding UHLAN fees flat from the 2021 amounts. As a reminder, the 2020 UHLN fee was increased by 2% from 2019, 2021 fee was increased 5%. Our fee for 2022 is \$31,436.

CENTER FOR COMMUNITY CONNECTIONS**1. Meeting Room Policy**

Last month, I indicated that our current meeting room policies need revision. Internal priorities require this to be placed as a Q1 priority for 2022.

We began allowing Hurr Room use by the public on a walk-in basis in August and usage has slowly increased. Our current policy does not allow reservations. Until last week, the Teens were using meeting rooms A/B daily, and the Multipurpose Room was being used for library programming. Usage of the Teen Area in Meeting Room A/B is increasing, with 90 middle/high schoolers utilizing the space in the 15 days that the area was staffed.

Rooms A/B are currently under construction and the Multipurpose room is still being used for library programming.

HURR Room Usage Statistics

Month	Number of People	Number of Sessions
August 2021	22	11
September 2021	20	14
October 2021	34	25
November 2021	47	26

- Follow up: I will work with staff to review the policies and present a proposal to the service committee to review and bring forth an official recommendation to the Service.

2. Collection Shifts and Floor Plan Updates

In the Children's Room, we increased floor space and were able to add another table in the room by weeding both the DVD and music CD collections, both of which have seen dramatic decreases in circulation over the past few years due to more families using streaming services and the dwindling number of families with cd players.

We were able to relocate the bulky display that housed the children's music to the main area of the library, where it now is highlighting holiday music CDs.

The Youth Services department also brought one of their AWE early literacy computers back into use, so our youngest patrons have educational computer games available to play in the library once again.

3. Town of East Greenbush

Youth Services Librarians provided three outdoor story times at the East Greenbush Town Park on November 3 (41 attendees), November 10 (38 attendees) and November 17 (23 attendees).

4. Hawthorne Ridge

Catherine continued to work with Kevin McCann to deliver Books with Wheels to homebound Hawthorne Ridge Residents.

5. Susan Petrie, Local Author

Local author, Susan Petrie joined us on Zoom with a reading from her book "Hundred Mile Home: A Story Map of Albany, Troy, and the Hudson River" on November 4. Inspired by the story of the Capital Regio, she uses poetry, prose, photos, and drawings to uncover a place of intense natural beauty, legendary people and remarkable events. We raffled off a free copy of the book to attendees (35 people attended)

6. Cornell Cooperative Extension

Felisha Chandler joined us for another successful virtual hands-on cooking class on November 18 (7 attendees). Attendees were entered into a raffle for a free cookbook.

OPERATIONAL EXCELLENCE AND CULTURE OF LEARNING/GROWTH**1. Strategic Plan**

The Executive Board met with Susan and I on December 6, 2021 to discuss the planning process, goals, and timeline (minutes attached in board packets). A draft RFP was distributed, and the committee provided feedback via email. The RFP has been revised and the committee will meet on December 21 to discuss.

- Follow up: I will revise our current strategic plan and prepare a simplified 2022 strategic plan for January board approval. Once finalized, the RFP will be distributed. The committee will work on developing a strategic planning committee representative of our community, including the Town of Schodack, Friends, and staff. Suggestions for planning committee members should be emailed to Jill and Susan.

2. Book Drop/Return

We received approval from the Friends to purchase the book return bin at their November board meeting. Paul made several trips to the Guilderland library to transport the Book Return bin and it is temporarily placed next to the shed while we determine where it will be permanently placed.

- Follow up: We submitted payment to the Guilderland Library and the Friends will reimburse the library for the expense. Work with the Friends to determine the location, signage, and any operational plan for the return bin.

3. Telecommuting Policy

The service committee did not meet in December, but minor edits were provided via email. These have been incorporated into the proposed Telecommuting Policy which is presented to the board for a first reading at the December board meeting. The accompanying procedures document is also attached.

- Follow up: Board and Staff will review and provide any feedback by January 10. If no substantial changes are recommended, changes will be made, and the final document will be presented to the board for approval at the January board meeting.

4. NYLA 2022 Legislative Session

As mentioned last month, the New York Library Association 2022 Legislative Session has been announced. Library advocacy day will be held virtually this year: March 2, 2022. To learn more about current policy initiatives and how to get involved visit: <https://www.nyla.org/2022-legislative-session/>

5. Intranet Document Repository and Website Policy Pages Update

Karrie is continuing work on making the intranet an efficient document repository. She is creating and populating document libraries for items traditionally found on our local server or in individual accounts, such as logos, marketing items, signs, handouts, photos, etc. She has also been checking the website to ensure the policy pages are current.

6. Part-Time Librarian Staffing

Our newest part-time Youth Services employee, Donna Riley, resigned after accepting the position for the director of the Poestenkill Library. We are currently accepting applications for part-time Youth Services Librarians. Currently we have three openings and despite a robust outreach campaign, we have been unable to gather a significant candidate pool. Usage of the Teen Area in Meeting Room A/B is increasing, with 90 middle/high schoolers utilizing the space in the 15 days that the area was staffed. There are several full-time librarian positions open in our system and it is highly likely we will continue to see turn-over. I am working with our Head of Youth Services and Head of Adult Services to develop a staffing proposal for the board's consideration. This is a high priority for Q1 2022.

- Follow up: Solidify staffing proposal with input from YS and AS department heads and present to library board for approval at January meeting. Our January operational meeting already has a long agenda, so the board might consider holding a second meeting in January if necessary.

LIFELONG CURIOSITY, IMAGINATION AND LEARNING

- **Take and Make Kits for Kids**

Weekly activity kits continue to be popular. November themes included: Acorn Game (75 kits distributed), Fox (71 kits distributed), Leaf Turkey (72 kits distributed), Sticker Sheets (89 kits distributed). In total, 307 activity kits were distributed.

- **Teen Programs**

9 teens attended Teen Mashup on November 12 and 5 attended on November 19 and Anime Club continued to be popular (11/3- 25 attendees), 11/17 (17 attendees).

- **Story times**

We held six outdoor story times in November. Despite the chilly weather (ranging from 30-52 degrees), outdoor story times continued to be popular with families. November 2 (20 attendees), November 5 (29 attendees), November 16 (18 attendees), November 19 (27 attendees), November 30 (13 attendees).

- **Book Discussion Groups for Adults**

Wednesday Night Facebook Book Chats, hosted by Catherine Snow, Adult Services Librarian, continue to be popular: November 3 (9 attendees), November 10 (10 attendees), November 17 (12 attendees). On Monday, November 15, head of Adult Services, Elizabeth Putnam, hosted a morning book discussion: "Klara and the Sun" by Kazuo Ishiguro (10 attendees). Our evening discussion group, led by community volunteer, Lynne Catelotti with assistance from Ginny Lazzaro, another community volunteer had 7 attendees discuss "The Mountains Sing" by Nguyen Phan Que Mai.

- **Medicare Workshops**

Maria Smirensky, Agency Owner of M S Van Wie Advisors LLC provided two workshops covering the basic components of Medicare on November 22 (18 attendees) and November 23 (15 attendees).

- **Book Bundles for Kids and Teens**

Youth Services librarians curated 10 book bundles for children and 1 book bundle for teens.

- **Veteran's Day Afternoon Film Showing for Adults**

We showed the movie "American in Paris" on November 11 (7 attendees).

- **Harlem Hellfighters Military Jazz Band- Nov 17 (14 attendees via Zoom)**

New York State Senior Historian Aaron Noble delved into the men behind the music and the band's place in New York and American history; the military jazz band led by dynamic Lieutenant James Reese Europe, the regimental band of the 369th Infantry Regiment, US Army, AKA the Harlem Hellfighters. They gained international renown both on the stages of France and in the trenches of the Western Front during World War I. Regimental bands were significant to the development of unit identities and the maintenance of morale; arguably none more so than the Hellfighters' band and on August 25, 2021, the Harlem Hellfighters, 369th Infantry Regiment were recognized with a Congressional Gold Medal. They were an all-Black infantry unit that

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helped the U.S. win World War I. They fought with distinction in Europe but were met with racism by their fellow Americans on the battlefield and when they got back home.

- **Crocheting for Beginners Series**

The Crocheting for Beginners series, led by community volunteer, Nancy Gendron, began in November. This 4-week series covers the basic stitches and techniques used in crochet. All levels are welcome, and supplies are provided. Fridays: November 12 (10 attendees), November 19 (10 attendees), and December 3rd and 10th.

DISPLAYS AND PRINT READER'S ADVISORY PUBLICATIONS

Children's Room November displays

- Native American Heritage Month
- Dino-vementer

Teen Area November displays

- Transgender Awareness Month, Romance for Teens

Main Library November displays

- Holiday Movies

Print Reader's Advisory Publications

- Reader's Advisory Trifold Brochure: Books Make Winter Bearable
- Reader's Advisory Flyer: Upcoming November Fiction

DIGITAL LIBRARY READERS' ADVISORY/SOCIAL MEDIA

Tik Tok

- Selena and Catherine began a Tik Tok pilot project

Reader's Advisory Flyers (Adult Collections)

- Squid Games
- Fiction featuring Veterans
- For Fans of Only Murder in the Building
- Books We're Thankful for

Three Word Book Reviews (Adult Collections)

- Music is History
- Oh William!
- Best Wishes, Warmest Regards
- Unguarded
- 1619 Project
- Wish You Were Here
- How to be Perfect
- The Maid

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COMPARISON OF USAGE 2021 VS 2020

November	Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic Information	Hours Open	Reference Questions	Website Visits	Total Collection Use
2021	19,882	4,709	8,644	989	560	989	5,815	252	2,186	7,116	30,406
% Change	7%	-6%	71%	180%	257%	50%	45%	117%	103%	-3%	10%
2020	18,620	5,004	5,044	353	157	660	4,001	116	1,076	7,322	27,625

October	Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic Information	Hours Open	Reference Questions	Website Visits	Total Collection Use
2021	20,379	4,785	7,944	1,896	461	1,021	4,792	265	2,338	8,237	29,956
% Change	4%	-11%	53%	419%	159%	18%	47%	82%	-29%	8%	6%
2020	19,611	5,362	5,191	365	178	868	3,262	146	3,315	7,595	28,235

*** The highlighted amounts are different than reported in my report last month because we were finally able to gain access to statistics to our News Bank database subscription usage. Most of the increase is attributed to Times Union usage. The only percentage which changed was the percentage of total collection use.

COLLECTION USAGE

In-Person Borrowing

Current Month (November 2021)

- 19,882 items were borrowed: 65% of total collection use
- 14% of in-person borrowing was at the drive-thru window
- 86% was at the circulation desk

Last Month (October 2021)

- 20,379 items were borrowed: 68% of total collection use
- 16% of in-person borrowing was at the drive-thru window
- 84% was at the circulation desk
- ***See above for notes on highlighted amount

Last Year (November 2020)

- 18,620 items were borrowed: 67% of total collection use
- We did not keep statistics on the circulation breakdown between the drive thru window and the circulation desk last year

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Digital Borrowing

Current Month (November 2021)

- 10,524 digital items were borrowed: 35% of total collection use
- 4,709 electronic materials (Overdrive/Hoopla) were borrowed: 45% of digital use
- 5,815 database sources were accessed: 55% of digital use

Last Month (October 2021)

- 9,577 digital items were borrowed: 32% of total collection use
- 4,785 electronic materials (Overdrive/Hoopla) were borrowed: 50% of digital use
- 4,792 Database sources were accessed: 50% of digital use
- ***See above for notes on highlighted amounts

Last Year (November 2020)

- 9,005 digital items were borrowed: 33% of total collection use
- 5,004 electronic materials (Overdrive/Hoopla) were borrowed: 56% of digital use
- 4,001 Database sources were accessed: 44% of digital use

Respectfully Submitted,

Jill Dugas Hughes, Director