



Inspiring Ideas, Strengthening Community, Enriching Lives

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Director's Report

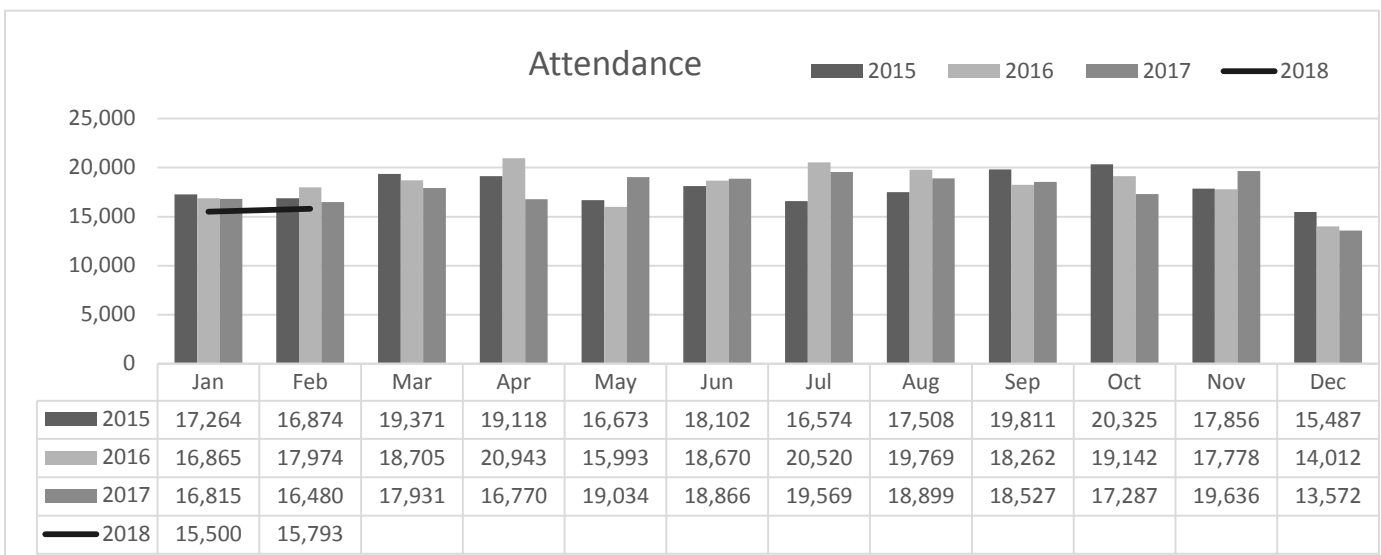
February 2018

Submitted to the Library Board of Trustees, 03/20/2018

Visitors to our Library:

Visits to the library continue to fall. In February 2018, 4% fewer patrons visited the Library than the previous February. The Library was closed one day in February, due to snow and was open 27 days/260 hours. Last year, the Library was open 26 days/256 hours. 61 people visited the library per hour in February 2018, compared to 64 visitors per hour in February 2017.

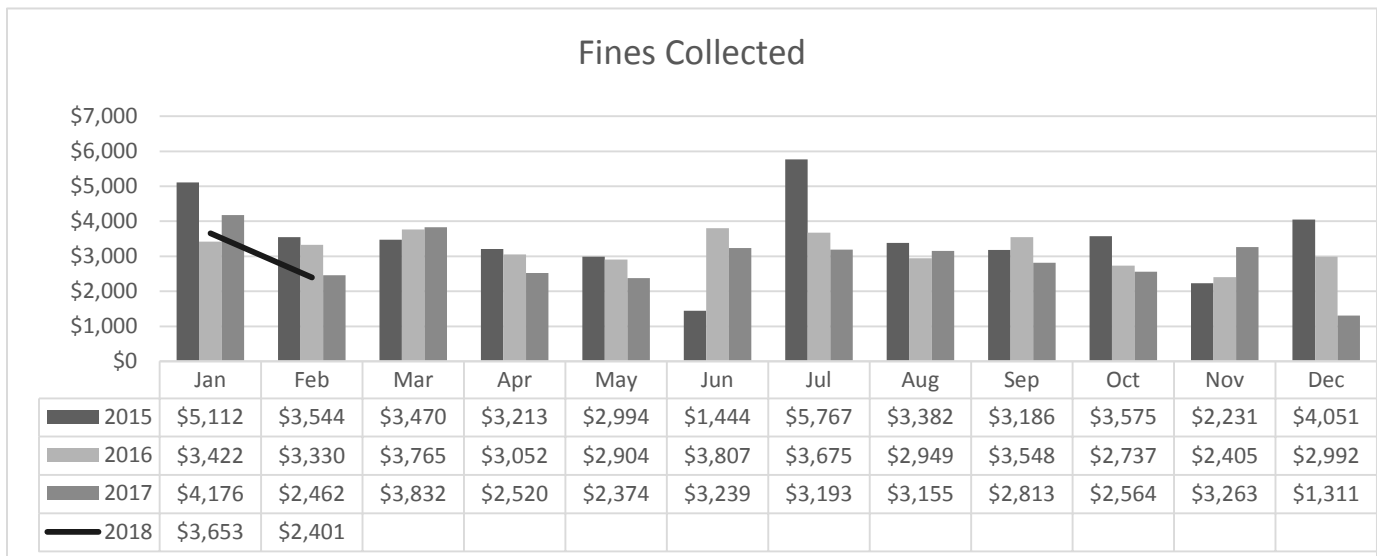
Attendance Chart: Monthly Library Visits from 2015-2018



Collections and Cardholders:

Fines collections continue to drop. The Upper Hudson Library Consortium is continuously looking to increase patron ease for lending. Email reminders go out to patrons encouraging them to renew or return their materials prior to the due date.

Monthly Fines Collected, By Month from 2015-2018



4,401 items were delivered through the courier service to fill requests for our patrons. 3,912 items were pulled from our shelves and sent to other libraries in UHLS to fill requests for their patrons. 444 expired holds were not picked up by the patrons who requested them in February 2018. This is a 52% increase, over February 2017; 293 expired holds were not picked up by the patrons who requested them. As income from fines decreases, 3 items were found on the library’s shelves that were marked lost in transit. 42 items were found on the shelves from the unfilled but available item-level requests report.

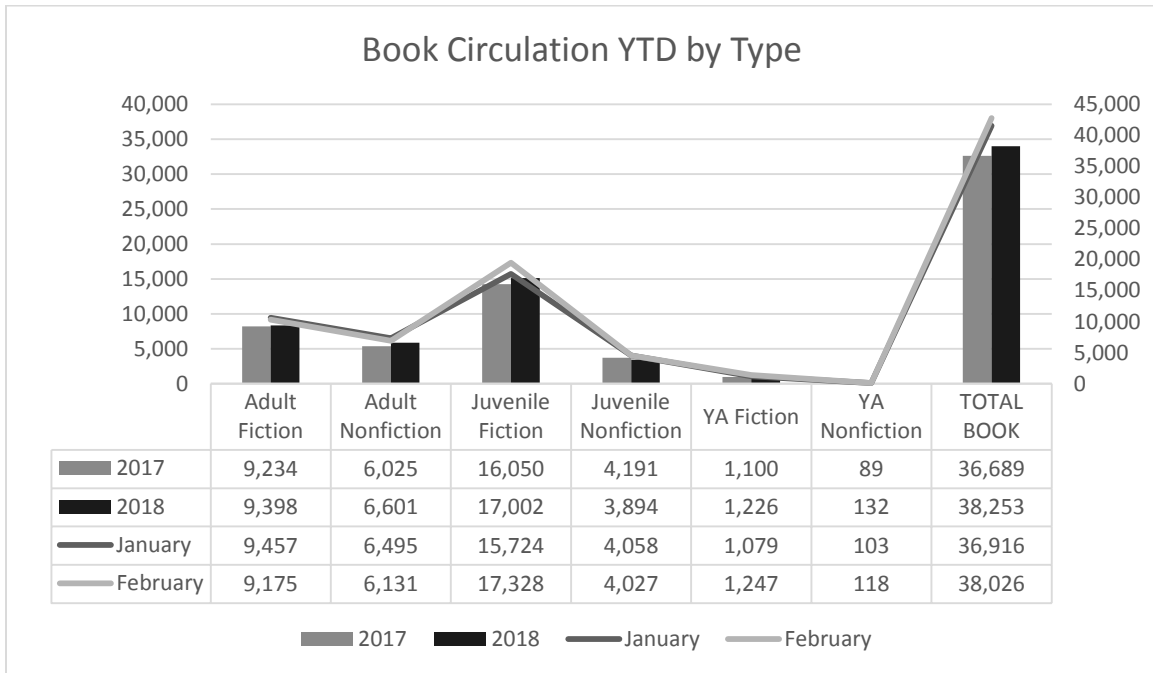
Circulation in February 2018 (31,746) is 4% higher than in February 2017 (30,525). February Book circulation increased 6% (19,522/18,504), and February Audio Visual (AV) circulation is down 12% (9,792/11,091).

In comparison with other libraries in UHLS, East Greenbush Year to Date (YTD) circulation remains 4th (62,939), behind Bethlehem (94,336), Colonie (72,341), and Guilderland (70,603). Colonie’s circulation has decreased 15%; Bethlehem and Guilderland’s circulation have decreased 5%; while East Greenbush’s circulation has continued to grow 3%!

It is very interesting that despite decreased attendance, and a decrease in surrounding communities lending, our community lending is increasing. We will continue to monitor this closely. It is important to note that the circulation figures do not include digital lending or database searches. This is strictly the number of items that were loaned over our circulation desk.

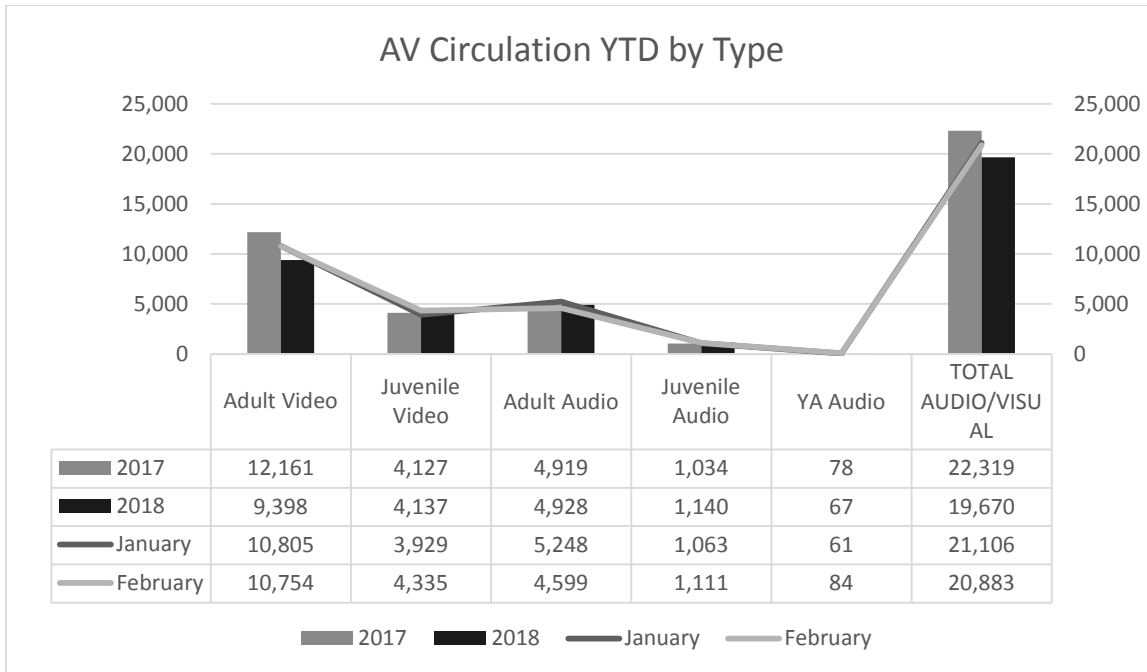
Book Circulation YTD increased 4% in 2018 vs. 2017

- Adult Fiction Increased 2%
- Adult Nonfiction Increased 10%
- Juvenile Fiction Increased 6%
- Juvenile Nonfiction decreased 7%
- YA Fiction increased 11%
- YA Nonfiction increased 48%



Audio Visual (AV) Circulation YTD decreased 12% in 2018 vs. 2017

- Adult Video decreased 23%
- Juvenile Video remained flat
- Adult Audio remained flat
- Juvenile Audio increased 10%
- YA Audio decreased 14%



Programs:

Adult Classes/Workshops/Programs held:

- 35 programs were held in February 2018 with 501 in attendance. Last year there were 33 adult programs in February with 682 people in attendance. Last year the Film Festival was in February, and this year it was in March, so I expect the numbers will increase next month.
- We have begun collecting statistics on library staff-led programs, volunteer-led programs, programs with paid presenters, community member-led programs, programs led/sponsored by partner organizations, one-on-one programs, and digital literacy programs. This will allow us to better determine which programs have the greatest return on investment for the community.

Adult Programs YTD	Number of Programs Held YTD	Total Attendance YTD	Average Number of Attendees per/program
Staff-led	13	187	14
Volunteer-led	7	40	6
Paid Presenters	8	103	13
Community Member-led	7	90	13
Partner Organization-led/sponsored	31	482	16
One-on-One Programs (excluding digital literacy)	10	10	10
Digital Literacy	12	29	2

Tween/Teen Classes/Workshops/Programs held:

- 5 programs were held in February 2018 with 48 attendees. Last year there were 5 programs with 24 attendees.

Children's & Family Classes/Workshops/Programs:

- 27 programs were held in February 2018 with 1,095 attendees. Last year there were 31 programs held with 1,496 attendees.

Children's Programs YTD	Number of Programs Held YTD	Total Attendance YTD	Average Number of Attendees per/program
Scout/School Visits to Library	0	0	0
Outreach visits to school/daycare	0	0	0
Ages 0-5 Programs	38	1353	36
Parenting Programs	3	88	29
School Age Programs	19	461	24

Outside Meeting Room Use (including EERC room):

- 162 programs were held in February 2018 with 958 attendees. Last year, 72 programs were held with 864 attendees.

Monthly Exhibits - Walls & Cases:

- Betsey Soares paintings

Upper Hudson Library System (UHLS):

- UHLS will be unveiling a Point of Sale System shortly. This will allow patrons to pay their library fines online/remotely.
- Discussions continue regarding standardization of loan periods and fines to create less confusion among patrons who use several UHLS libraries.
- The Automation Advisory Committee (AAC) continues to discuss a system-wide solution to the MyCard situations. The committee researched alternative youth registration programs happening in other areas of the country, including implications on fines. No decisions have been made, however, the committee did identify the issues that the MyCard (offered in select UHLS libraries but not East Greenbush) is meant to solve. A recommendation for a system-wide solution will be made to the Director's Association shortly.
 - a. Parent not present for child's registration
 - b. Fine-free option
 - c. Previous item loss or fines on child's card
 - d. Limiting potential for item loss by limiting number of items borrowed
 - e. Groups/children with multiple families
 - f. Giving children an option for getting their own card if their parent/guardian has lost items/fines.
- Several Friends of the Library and Board members attended Library Advocacy Day at the Capitol on February 28. It was the largest turn-out in recent years, and we received warm welcomes from many Legislators and their Aides.
- The New York State Department of Library Development (DLD) awarded an additional \$17,636 in Construction Grant Funds. They awarded the entire amount to Bern Public Library's renovation project.
- Our 2017 Annual Report to DLD has been officially submitted through UHLS.

- To encourage the public to benefit from all the available resources, the diverse program and learning opportunities, and the truly unique characteristics of each of our 29 UHLS member libraries (36 locations), UHLS is planning a new program called the Library Expedition. The program will encourage patrons to visit all the UHLS libraries (or as many as they can). Mary Fellows, from UHLS, has taken the lead in planning this program with a member library committee (Laurie Dreyer is representing East Greenbush). She has incorporated it into her family literacy grant to provide funding for the program, making it budget neutral for the libraries. With a tag line of "BECOME A 36'ER!" the Library Expedition will involve all UHLS libraries and offer each an opportunity to showcase its uniqueness to users both in and outside their community. A colorful map and prizes for reaching benchmarks will be provided to Expeditioners, and libraries will be encouraged (and helped) to make the most of the project through programming and marketing. This project will likely result in increased use of the libraries, additional positive media exposure for the libraries, and strengthened connections between and among the UHLS member libraries. The Expedition is being planned as a fall project, from September through November 2018.

Personnel/Benefits:

- Both open facilities positions have been filled (Building Maintenance Mechanic and Building Maintenance Worker).
- Two part-time Librarian I position openings remain unfilled- youth services and adult services departments. We are actively working on filling those positions.
- Rita Zen-Zen, former bookkeeper at the East Greenbush Community Library, was hired on a contractual basis to work on accounts payable and payroll during the medical leave of our Business and Operations Manager, who has returned to work.

Audit:

- Our Annual 2017 audit has been successfully completed and was distributed to the Board at Committee Meetings this month. There were no issues identified by the auditor.

Respectfully Submitted,

Jill Dugas Hughes
Director

Reference Department Report - February 2018

Submitted by Elizabeth Putnam

In February, Adult Services goes “all hands-on deck” to serve the needs of our taxpaying citizen-patrons. This February saw us unpacking, inventorying, monitoring, and refilling tax forms, printing tax forms upon patron request (IRS Schedules A through E did not arrive until early March), supporting the needs of TaxAide preparers and attendees. While this kept us bustling throughout the day, one innovation, new this year, helped minimize the tax-related phone traffic at the reference desk. We created and maintained a regularly-updated tax web page that offered viewers a list of our currently available forms and instructions, updates on available dates for TaxAide appointments, and links to relevant IRS and NY tax sites. We also added a brief mention on our phone message that alerted patrons to the current availability of tax forms and TaxAide appointments. This proved helpful to patrons and drastically reduced the number of phone inquiries fielded at the reference desk.

Laurie shepherded our avid readers through the Winter Reading Challenge, delivering the finale party on Saturday, February 24 to an audience of eleven. In total, 69 patrons participated in the reading challenge (as did 14 staff). 19 completed the challenge and were entered in the grand prize raffle for a Chez Mike gift certificate. On concluding Winter Reading—and without skipping a beat—Laurie turned her attention to preparation for Adult Services biggest event of the year: The Day Before the Awards Film Festival. More on this event in our March departmental report.

Catherine is continuing to work through the fiction collection, weeding and purchasing replacement copies of well-circulating books. The “browsability” of our fiction collection has increased remarkably due to her efforts—the shelves are now three-quarters full instead of jam packed, with newer titles and freshened-up favorites easy to spot and looking particularly appealing.

Catherine applied for and was awarded a grant through the National Network of Libraries of Medicine (NNLM) to attend the two-day Health Information for Public Librarians Symposium in Atlanta, GA in May. Her registration, airfare, and lodging will be covered by the grant. Congratulations, Catherine! Catherine’s participation in NNLM’s conference happens to correspond with the library’s recent renewal as a certified member of the National Network of Libraries of Medicine, indicating that we are “dedicated to providing high quality information services and improving the public’s access to health information.”

Elizabeth, Laurie, and Catherine participated in a library space planning meeting before the library opened on February 25. Elizabeth and Laurie also participated in several meetings led by Karrie McLellan to plan for our new event calendar and room booking system.

Steve Guerds’ last day of reference service was Monday, February 12. Barbara Hartman has stepped up to cover some of his hours, and substitute librarians are covering the rest until we are able to search for his replacement.

Reference Department Report - February 2018

Submitted by Elizabeth Putnam

21 Programs (35 sessions) – 501 Attendees (including TaxAide)

Average attendance per session: 14

20 Programs (31 sessions) – 329 Attendees (excluding TaxAide)

Average attendance per session: 11

**Note: English as a New Language attendance figures are being counted in this tally for the first time. Previously, they were counted in EERC room use statistics.*

Crafternoon	7
Sunday Afternoon Movie: <i>The Beguiled</i>	16
Evening Book Discussion: <i>The Good Girl</i> by Mary Kubica	6
Digital Grandparents Technology Tutoring	
February 5	6
February 12	2
February 19	2
February 26	2
Taxaide Appointments	
February 5	41
February 12	43
February 19	44
February 26	44
Tuesday Ramblers	
February 6	12
February 13	12
February 20	6
February 27	12
Greenbush Garden Club: Grow a Great Lawn	26

Reference Department Report - February 2018

Submitted by Elizabeth Putnam

Genealogy by Appointment	
February 8 (snowday reschedule)	3
February 21	3
Writing Workshop w/ Paul Lamar	
February 9	9
February 23	9
AARP Safe Driving Class	30
ENL: English for New Learners	
February 12	8
February 14	8
February 26	7
February 28	8
Legal Project	3
Crafter Evening	7
Route 20 Presentation	25
Morning Book Discussion: <i>Our Souls at Night</i> by Kent Haruf	15
Crochet with Connie	
February 21	6
February 28	6
Cookbook Club	7
Winter Reading Challenge Finale Party	11
Adirondack Baroque Consort	35
CDPHP Good Night's Sleep	20
Total, including TaxAide	501
Total, excluding TaxAide	329

Resource Sharing & Access Report - February 2018

Submitted by Dawn Geurds

Highlights:

- Wednesday February 7 the library was closed all day due to a snowstorm.
- Tuesday February 12 attended a department heads meeting
- Tuesday February 20, the temperature reached 63 degrees.
- Wednesday February 21 had a record high temperature of 73 degrees.
- Thursday February 22, received 4 inches of heavy wet snow during the day.
- Tuesday February 27 a beautiful sunny day with a temperature of 56 degrees!
- Wednesday February 28 the temperature reached 60 degrees!

Stats:

- Answered 17 reference questions by e-mail.
- Requested 25 ILLS
- Received 24 ILLS
- Sent out 16 ILLS
- 1,272 items requested within UHLS.
- 4,703 items that were placed on the Hold Shelf.
- 2,318 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 444 expired holds were not picked up by the patrons that requested them.
- 3 items were found on the library's shelves that were marked lost in transit.
- 42 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Library was open 27 days / 260 hours.

Youth Services Report - February 2018

Submitted by Molly Chatt

Children's & Family Programs

- **Baby Bookworms** ~ 0-18 months ~ 2 sessions ~ 29 children & 27 adults
- **Toddler Time** ~ 18-36 months ~ 4 sessions ~ 91 children & 72 adults
- **Preschool Storytime** ~ ages 3-5 ~ 3 sessions ~ 39 children & 30 adults
- **Storytime for 4s & 5s** ~ ages 4-5 ~ 2 sessions ~ 27 children & 20 adults
- **Saturday Storytime** ~ all ages ~ 4 sessions ~ 98 children & 108 adults
- **Preschool Zumba** ~ ages 3-5 ~ 2 sessions ~ 40 children & 33 adults
- **Take Your Child to the Library LEGOs** ~ all ages ~ 35 children & 30 adults
- **Take Your Child to the Library Crafts** ~ all ages ~ 80 children & 70 adults
- **Preschool Art Discovery w/ Arts Center: Music & Printmaking** ~ ages 2-5 ~ 15 children & 12 adults
- **Let's Drum** ~ ages 6 and up ~ 19 children & 12 adults
- **Chinese New Year w/ the World Awareness Children's Museum** ~ ages 4-7 ~ 25 children & 13 adults
- **Paper Collage & Banjos w/ Arts Center** ~ ages 5-10 ~ 24 children & 12 adults
- **Fidget Makes a Pizza w/ author Jodie Fitz** ~ ages 4-8 ~ 21 children & 12 adults
- **Birds of Prey w/ Wildlife Institute of Eastern NY** ~ ages 5+ ~ 38 children & 30 adults
- **Building Club** ~ all ages ~ 15 children & 10 adults
- **LOOK w/ Pride Center** ~ parenting group ~ 8 adults

Total Children's & Family Program Attendance: 27 programs ~ 596 children & 499 adults

Tween & Teen Programs

- **Anime Club** ~ grades 6+ ~ 10 teens
- **Teen Maker Fridays** ~ grades 6+ ~ 3 sessions ~ 23 teens
- **Valentine's Day/Geeky Sweets** ~ grades 6+ ~ 15 teens

Total Teen Program Attendance: 5 programs ~ 48 teens

Volunteers

- 8 teens worked a total of 17 hours in February. They helped with shelving in the Children's Room and with crafts and LEGOs on Take Your Child to the Library Day.

Youth Services Report - February 2018

Submitted by Molly Chatt

Reference Questions

- 821 *reference* questions were answered at the Children's & Teen's Reference Desk.
- 55 computer assistance sessions
- 155 miscellaneous questions – includes program registrations, meeting room assistance, directional requests & board games
- 141 teens frequented the Teen Area during the 12 days YS librarians spent in the Teen Area during the month of February.

Games Computers

- 521 sessions

Continuing Education & Other News

- Jen and Jenna attended the annual Summer Reading Planning Workshop in Schenectady on 2/1.
- 6 new children registered for the 1000 Books Before Kindergarten program this January. 16 children checked in this month to record another 100 books read.
- 5 programs were cancelled this month due to weather conditions.

Technical Services Report - February 2018

Submitted by Susan Dague

The Cataloging Advisory Council met on the 1st. The meeting focused on the item type project which aims to reduce the number of item types used by member libraries. An initial list of item types currently not used or used very little was proposed for elimination.

I trained Kim in the circulation department to clear the green technical services cart on her Monday evenings as time allows. Lisa takes care of the cart on her two mornings, but ideally it should be cleared daily as most of the items on the cart are in a limbo state waiting to be changed from new to old. Having Kim take care of the cart after it hasn't been cleared for three days should help the situation.

Kathy attended the NYSLAA executive committee meeting in Corning on the 22nd and the 23rd.

I met with Rob C. from UHLS on the 22nd to get started on the item type reduction project.

I attended the OCLC Ask QC office hours webinar on the 28th. The focus this month was on the variety of edition statements in bibliographic records.

Number of items processed: 474 (total – unknown)

Audio (adult + YA + juvenile)	23
Juvenile Fiction	94
Juvenile Nonfiction	2
Electronic (adult + YA + juvenile)	5
Fiction (adult + YA)	115
Miscellaneous (equipment)	0
Unknown (on order records)	295
Nonfiction (adult + YA)	77
Print Subscriptions (adult + YA + juvenile)	103
Video (adult + juvenile)	55

= 769

Number of items withdrawn: 518

Added for the year to date: 1,294

Withdrawn for the year to date: 1,956

Total items: 96,300

Digital Services Report - February 2018

Submitted by Karrie McLellan

Online Presence:

- Our new NextReads opt-in page has been completed and can be viewed at <https://eastgreenbushlibrary.org/nextreads/>. The newsletter archive page has also been updated and currently resides at <https://eastgreenbushlibrary.org/adults/your-next-read/>.
- To continue the NextReads subscription drive, I drafted Marion and Elizabeth to help get reference and circulation staff involved.
- Fixed an issue with NextReads newsletter notifications for librarians who subscribe to the advance lists. If you are not receiving emails from NextReads and would like to, let me know.
- Website: one of our pages was getting an insecure content warning, and I traced it to a book cover in one of the NextReads widgets. Contacted support about it, and their developers were able to pinpoint the issue to be fixed with the next newsletter release.
- When the search box on the website broke, I assessed managed hosting solutions that would free us from our hard-to-reach web developer. There is some question as to whether shared hosting is robust enough for our website, so I am putting off the migration until after the new public computers are deployed (late March) or after the new calendar is deployed (late May) so I can be available to troubleshoot issues if things don't go smoothly.
- Library Market calendar – the calendar committee met twice to discuss configuration options for our new calendar. We are ahead of schedule on configuration.
- For an undetermined period-of-time, Ancestry was prompting patrons for a username and password when the software should have granted them access simply because they are in this building. Contacted ProQuest to fix it and they did (after a couple of days).
- Google Search Console started to notify us about crawl errors on our website. I have fixed most of them, but some remain. This is because it has indexed our winter and summer reading program pages and on a subsequent crawl, could not find them.

Sierra/Encore:

- UHLS announced that they will be updating Sierra and Encore soon. They have asked for input on scheduling preferences.

Library Computers/Hardware:

- Ordered and installed two new barcode scanners that can read phone screens. Scanners were placed at Reference and YS desks. One old scanner was installed in the teen room and the other will replace the one on Kathy's desk.
- Initial configuration of the first public computer appears to be complete. The procedure to onboard a new computer is being finalized. We are now working on creating the infrastructure and procedure for pushing updates to the computers.

Digital Services Report - February 2018

Submitted by Karrie McLellan

Library Computers/Hardware (continued):

- A BIOS update to protect the new public computers from the Spectre/Meltdown vulnerability became available on 2/20, so it is being applied to the machines as they are configured.
- Learned that the product we selected to lock down the public computers no longer includes antivirus. We have purchased additional licenses for BitDefender to install on the public computers.
- Replaced the control phone at circulation to fix issues with sound cutting out. Received a quote for a new system that we hope to work into next year's budget.
- Moved our installation of Adobe Creative Suite 6 to a staff laptop now that more than one person needs access. There is an issue where fonts disappear, but Susan B. has a lead on how to fix it.
- Swapped a very slow receipt printer at circ for a faster one at Sue D.'s desk. Thanks, Sue!
- One by one, some staff computers are not opening Excel/Powerpoint documents or attachments. Instead of opening, a save prompt window pops up. Microsoft Office Repair fixes this. Let me know if it happens on your computer.
- On 2/23, wireless printing became unresponsive and rebooting the EnvisionWare server did not fix it. I opened a support ticket and was told that PrinterOn (the wireless printing software) was remotely updated that morning, and any print jobs sent before noon at any location had issues. Another server reboot after the update had completed fixed the issue.
- Spoofing warnings: there have been some reports that items coming from listservs have spoofing warnings attached. This is because the listserv is posting on behalf of a different email address, and in this context, it is nothing to worry about. The reason the warning doesn't always show up for all listserv emails is because the original poster must use Office 365 and the recipient must also use Office 365. For example, when Laurie posted to adultserv, my copy of the message had a warning but someone from another library using Google for email would not have seen the warning. Just in case it was also tied to the fact that we were all signed up using our eastgreenbushlibrary.org addresses, I contacted UHLS support and had them change all our addresses to the new eglibrary.org format.
- Related: emails from our HVAC system are labeled as spoofed and go directly to junk mail. Then, they stopped arriving. Reported this issue to ESCO and received a test notification, so I believe the issue has been resolved.
- Revised the Internet Policy and Wireless Network Access policy into a single, updated proposed policy and passed it on to Jill to bring to the committee.
- Met with Jill to work on a revised library-wide statistics spreadsheet to replace individual sheets submitted in monthly reports.
- Installing screen protectors on circulating and meeting room laptops to protect against damage. Put screen wipes at the reference desk for spot cleaning, if necessary.

Digital Services Report - February 2018

Submitted by Karrie McLellan

Meetings/Workshops Attended/Taught:

Statistical Notes:

- This month, I noticed that wireless printing stats only show the number of pages submitted, not necessarily printed. We had a huge page number jump this month, and I traced it back to our wireless printing outage, when folks were resubmitting jobs that didn't go through the first time. The same will be true for next month, because I submitted a 175-page job twice for a patron, but only printed it once because the settings were sent incorrectly the first time.
- Rise in both people counter and computer use stats, but wireless use went down.

Current/Upcoming Projects:

- Ongoing website tweaks
- LibraryAware subscription drive
- Thin client migration – configuring updates for public computers
- New calendar configuration

Back-Burnered Projects:

- MX84 VPN
- EnvisionWare upgrade
- HTML 5 compliance testing for website
- New business hours plugin (new calendar may help with this)
- Considering slider replacements
- Website migration