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Library Director's Report

July 20, 2021

Submitted by Jill Dugas Hughes

JUNE HOURS/SERVICES

- Library was open 26 days /201 hours for the public and drive-thru window
- 5,999 Visitors in the Building (1,766 more than last month)
- 4,416 visited the Children's Room (1,602 more than last month)
- 8 Public Computers available for patrons, spaced roughly six feet apart
- Tutors welcomed back into the building 6/17/21
- Primary Election Day was hosted in the Multipurpose Room on 6/22/21
- COVID Services Overview:
 - 6/14/2021- Length of library visits increased to (1) hour
 - 6/13/2021- Added seating; capacity and length of visit restrictions removed
 - 6/16/2021- Fully vaccinated patrons no longer required to wear masks (some programs will continue to require masks)
 - 6/22/2021- Fully vaccinated staff no longer required to wear masks after attestation
 - 6/28/2021- Greeting desk station removed from front hallway

TOP INITIATIVES (June)

- New Databases! Consumer Reports, Times Union, America's News, Heritage Hub, Black Life in America
- COVID-19 response and planning
- 2021 QuickBooks update project: to include detailed program budgets, account numbers, and grant/donor information
- JoAnn Jakiela Memorial Celebration
- Farmers' Market
- Pen to Pandemic Reception
- Online Library Card Renewal Form
- Creation of relaxing gathering/browsing space in Adult Services area
- 2022 Budget
- Summer Reading Program for Youth and Adults
- Staff Manual Update Project
- Spring Outdoor clean-up/refresh
- Interviews for Business Operations Manager and PT YS Librarians
- PR for Fines Reinstatement (beginning 7/1/21)

"Thank you for being here"

- patron upon leaving library with two daughters



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CIRCULATION and RESOURCE SHARING DEPARTMENT HIGHLIGHTS (June)

- Last June, the drive-thru window opened to the public on June 1. The building was closed to the public because of COVID and the Summer Reading Program was 100% virtual.
- This June, Seating, Capacity, Time Limits, and Mask Requirements were removed which resulted in an immediate increase in foot traffic inside the library as well as increased borrowing of physical items at the checkout desk
- The Welcome Desk workstation was removed
- 60 new patrons registered at the library in June (43 East Greenbush, 8 Schodack, 8 Other, 1 Out of System) (31 more than same period last year)
- 21,726 items circulated in-person (17,624 more than same period last year)
- 6,159 digital checkouts/usage (5,528 fewer than same period last year)
- 5 Notary Services (5 more than same period last year)
- 20 ILL's Requested; 19 Received; 0 Sent
- 4,313 Items on the Hold Shelf

Farmers' Market:

- Circulation department staff have been staffing a tent at the Farmers' Market. Staff have checked out 30+ books, registered 5 new library patrons for cards, and answered numerous questions about the Library and Summer Reading program



Marianne Mullen, Circulation at Farmers' Market

Library Card Renewals

- We have implemented an online library card renewal form which streamlines the renewal procedure for patrons and staff. Combining this along with changing our courtesy renewal reminder language to include the link to the renewal form has been very popular with patrons

Staff Development:

- Marion Pierson (Head of Circulation) attended a webinar, Eliminating Library Fines, and several staff reviewed a Sierra training in anticipation of the new server upgrade on June 29

Concern:

- We received concern from a patron about how few new Large Print books are available. The print collection was cut significantly in 2021 and staff/patrons alike are looking forward to restored funding for collections, especially print.



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Checkouts	June 2021	June 2020	June 2019
Circulation Desk	17,982 <i>83% of in-person checkouts</i> <i>65% total checkouts</i>	n/a <i>(building only open to staff)</i>	29,212 <i>100% in-person checkouts</i> <i>87% total checkouts</i>
Drive-thru window	3,744 <i>17% of in-person checkouts</i> <i>13% total checkouts</i>	4,102 <i>100% in-person checkouts</i> <i>26% total checkouts</i>	n/a
Circulation of Electronic Material (Hoopla & Overdrive)	4,852 <i>79% digital checkouts</i> <i>17% total checkouts</i>	6,802 <i>58% digital checkouts</i> <i>43% total checkouts</i>	3,400 <i>80% digital checkout</i> <i>10% total checkouts</i>
Successful Retrievals of Electronic Information (Database usage)	1,307 <i>21% digital checkouts</i> <i>5% total checkouts</i>	4,885 <i>42% digital checkouts</i> <i>31% total checkouts</i>	860 <i>20% digital checkouts</i> <i>3% total checkouts</i>
TOTALS	27,885	15,789	33,472

YOUTH SERVICES DEPARTMENT HIGHLIGHTS (June)

Children’s Room Displays

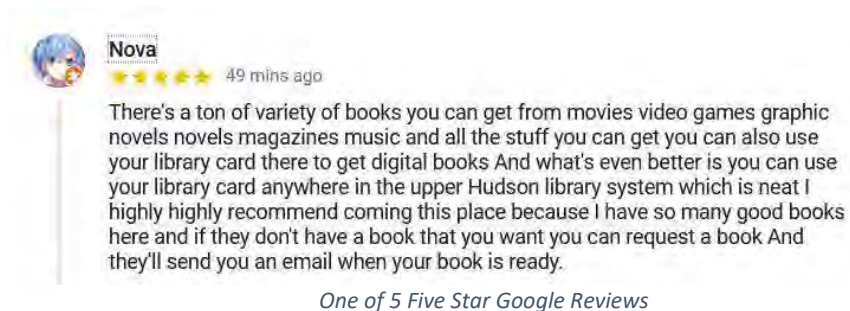
- Pride Month
- Honoring Eric Carle & Lois Ehlert
- Graphic Novels

Teen Room Display

- Pride Month

Book Bundles

- 19 Book Bundles for Kids and 2 Book Bundle for Teens
- Distributed 162 books



One of 5 Five Star Google Reviews



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1000 Books Before Kindergarten

- Summer Reading Club registration in Beanstack boosted 1000 Books Registrations this month
- 37 new participants in June (32 more than last month)
- 3 graduates
- 2,465 books read!

Professional Development

- Joelle Adler, PT Youth Services Librarian, attended an Upper Hudson Library System Youth Services Advisory Council Meeting on 6/22/21

Outreach

- Molly Chatt, Head of Youth Services, reached out to all the elementary school librarians in the district as well as Goff Middle School to promote summer reading. She was on the video announcements to tell students about the summer reading program during the third week of June at the following schools: Green Meadow, Red Mill, and Bell Top. Genet was not allowing visitors, so an electronic flier was sent to those students instead.

Program Highlights

Program Name	Target Audience	Location	# Participants
Pop up Outdoor Storytime (6/2/21)	Ages 0-5	Outdoor	22
Pop up Outdoor Storytime (6/11/21)	Ages 0-5	Outdoor	29
Pop up Outdoor Storytime (6/16/21)	Ages 0-5	Outdoor	48
Farmers' Market Crafts (6/23/21)	Kids	Outdoor	24
Farmers' Market Crafts (6/30/21)	Kids	Outdoor	21
Storytime (6/30/21)	Ages 0-5	Virtual	27
Pinwheel Crafts	Kids	Virtual	79
Scratch Art	Kids	Virtual	116
Octopus Craft	Kids	Virtual	89
Lizard Craft	Kids	Virtual	70
Patriotic Poster Craft	Kids	Virtual	240
Teen Takeout Craft	Teens	Virtual	54
TOTALS	12 Programs (4 Early Literacy, 7 Elementary, 1 Teen)	7 Virtual, 5 Outdoor	819 Participants



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ADULT SERVICES HIGHLIGHTS (June)

Events

- Over 30 people gathered to enjoy the Pen to Pandemic Reception and Story Reading Event on the library lawn. Short story contributors, their friends and family, and other attendees were joined by library staff, Trustees, and Town officials for this celebration of our community's spirit and endurance over a difficult year. A Pen to Pandemic book, featuring the work of all contributors, is currently in production at the Troy Book Makers and should be available by late August or early September. Funding for the book was made possible by Senate Bullet Aid funds and Rensselaer County funds, previously received, and saved for a special project.
- The Farmers' Market resumed, as did our volunteer drop-in tech help program which is stationed at the market on Wednesdays from 5-7pm. Three volunteers provide tech assistance on a rotating basis, with back-up provided by Selena Piro, PT Library Clerk.
- Literary programs are going strong. Monday Night Book Chat remains popular, and attendees of our morning and evening book discussion groups are pleased to be meeting in person again out on the lawn. The Summer Concert on 6/30 with the Joe Gorman Duo was cancelled due to rain.

Summer Reading

- The Adult Summer Reading Challenge began on June 28. We spent the month of May preparing an online Beanstack version and a traditional paper card version of the game. As of July 7, 137 patrons and 12 staff have signed up for the challenge!

Space and Seating

- Soft seating has been moved to the former reference collections area to create a relaxing gathering/browsing space. Visitors can browse the local history, local authors, graphic novels, and the Library of Things collections that have been reshelved in the space.

Gratitude

Hello Jill,

Thank you and all the staff of the library for the extraordinary service and effort put forth during the past 15 months. You are the best (and appreciated)!

Monica Seeber

Devoted library patron and "Friend"

Trustee Hosted Program a Success!

"I had a patron call and say she really enjoyed the yoga class with Camie Engel on Sunday"



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NYS Talking Book and Braille Library Services

- The National Library Service for the Blind and Print Disabled (NLS) has implemented changes to the application certification process, making it easier for individuals with reading disabilities to apply for Talking Book and Braille Library service.
- Now, librarians, social workers, school psychologists, counselors, reading specialists, speech pathologists, and educators may certify the eligibility of applicants with reading disabilities.



Pen to Pandemic Reception

Program Name	Target Audience	Location	# Participants
Virtual Armchair Traveler-Fenimore Museum of Cooperstown (6/4/21)	Adult	Virtual	9
Grab & Go Craft- Mini Artisan Basket	Adult	Virtual	22
Pen to Pandemic Reception (6/5/21)	Adult	Outside	32
Monday Night Book Chat (6/7/21)	Adult	Virtual	8
Monday Night Book Chat (6/14/21)	Adult	Virtual	4
Monday Night Book Chat (6/21/21)	Adult	Virtual	10
Monday Night Book Chat (6/28/21)	Adult	Virtual	10
<i>Farmers' Market (6/9/21; 6/16; 6/23; 6/30)</i>	<i>All Ages</i>	<i>Outside</i>	<i>Statistic Not Kept- Partnership with YMCA</i>
<i>Friends Mini Book Sale at the Market (6/9; 6/16; 6/23; 6/30)</i>	<i>All Ages</i>	<i>Outside</i>	<i>Statistic Not Kept- Hosted by the Friends of the Library</i>



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<i>Plant Sale at the Market 6/9/21)</i>	<i>All Ages</i>	<i>Outside</i>	<i>Statistic Not Kept; Hosted by the Greenbush Garden Club</i>
Wireless Wednesdays Tech Help at the Farmers Market (6/9/21)	Adult	Outside	2
Wireless Wednesdays Tech Help at the Farmers Market (6/16/21)	Adult	Outside	2
Wireless Wednesdays Tech Help at the Farmers Market (6/23/21)	Adult	Outside	2
Wireless Wednesdays Tech Help at the Farmers Market (6/30/21)	Adult	Indoor	1
Armchair Traveler-National Museum of Racing and Hall of Fame (6/18/21)	Adult	Virtual	5
Summer Solstice Yoga with Camie (6/20/21)	Adult	Outdoor	6
Monday Morning Book Discussion (6/21/21)	Adult	Outdoor	10
Monday Evening Book Discussion (6/21/21)	Adult	Virtual	5
<i>Primary Election Day (6/22/21)</i>	<i>Adult</i>	<i>Indoor</i>	<i>Statistic Not Kept; Board of Elections</i>
TOTALS	15 Programs	8 Virtual, 6 Outdoor, 1 Indoor	128 participants

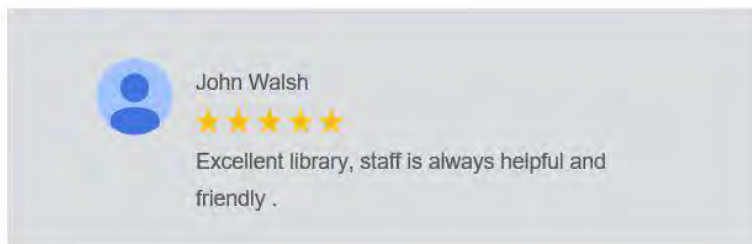


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DIGITAL SERVICES INITIATIVES (June)

- 870 Wireless Network Usage Sessions (33 more than previous month).
- 8 Laptop Checkouts (2 more than last month).
- 19 Hotspot Checkouts (2 more than last month).
- 285 Public Computer Sessions (84 more than last month).
- 47 Public Faxes (5 more than last month).
- 9,073 Website Sessions (1,746 more than last month).
- 17,677 Facebook Daily Total Reach- Main Library Page (9,616 more than last month).
- Embedded research database page hosted by Gale on our website allowing us to retain our site traffic instead of sending them away from our page for resources.
- Karrie McLellan, Head of Digital Services, is working with UHLS to obtain East Greenbush only statistics for remote use of Ancestry, since they took over the umbrella account and have, we no longer have direct access to the statistics function.
- Sierra upgrade on 6/29/21 disrupted online services and prevented access to catalog/patron software and most online services.
- Downloaded an evaluation copy of the new UHLS app to beta-test. Discovered some bugs and logged them for Capira (vendor) staff to correct.
- Deployed 4 new staff laptops and reconfigured desktop computers for different locations, replacing the oldest staff computers.
- Removed capacity display kiosk from Youth Services and changed main library capacity to 100.
- Training on new cloud phone system with vendor (Key Communications). We now have additional features, such as power outage failover (cloud will take a message if phone system is down) and phone teleconferencing.
- Capital Security needs two phone lines, so the phone system was reconfigured to maintain this redundancy while still removing three phone lines from Spectrum.



One of Five- 5 Star Reviews on Google in June

Professional Development:

- Selena Piro, PT Library Clerk, attended a Hootsuite Webinar: 4 Steps to Double Your Facebook Audience + Engagement (6/29/21).

New Databases:

- East Greenbush and Schodack cardholders (defined by 28116 and 28114) now have remote access (all users have in-building access) to the Times Union online (3 versions - image edition is what people expect to see), America's News (includes the Troy Record), Heritage Hub, and Black Life in America. In-building access doesn't just mean our computers - it can be personal devices connected to our Wi-Fi network, as well.



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America's News:

Direct Link: <https://infoweb.newsbank.com/signin/EastGreenbushCL/NEWSBANK>

- Description: Explore and stay informed on local and national topics, people, and events in areas such as business, health, education, jobs and careers, political and social issues and more. Features a wide variety of credible, vetted news sources spanning the U.S., including Palm Beach Post. Also available remotely 24/7 on any device. **3K+ Newspapers** include New York Post (NY), Post Standard (Syracuse), Times Union (Albany), Troy Record (Troy), and Observer-Dispatch (Utica) collections as well as more than 3,000 other publications; 138 of which are in New York State.
- **48 News Magazines** including Education Week, Field and Stream, The New Yorker, Popular Science, Harvard Special Health Reports and more.
- **On-Demand Webinars and How-to Videos**; learn how to use Newsbank resources! https://www.newsbank.com/videos?qt-video_gallery_tabs=1#qt-video_gallery_tabs
- The top section of the **Quick Links** area contains links to content, curated by NewsBank's experienced editorial staff, focusing on topics of current interest.
 - **Special Reports** are updated daily and included articles, images, and other useful content organized by topics and themes.
 - Updated monthly, **Hot Topics** cover issues and events relative to social studies, science, health, sports, the arts, and people from throughout the world. They are intended to alert you to important and useful topics found within NewsBank databases.
 - Daily Headlines and Lesson Plans feature major domestic and international news headlines that are gathered and featured daily. Each day features a lesson/activity plan that aligns with the focus of one of the headline articles.

HeritageHub:

Direct Link: <https://infoweb.newsbank.com/signin/EastGreenbushCL/HHUB>

- Description: HeritageHub provides access to hundreds of years of obituaries and death notices from thousands of newspapers across the United States, 1704-today; includes manually indexed obituaries to enhance search accuracy; coverage from all 50 U.S. states and territories

Black Life in America:

Direct Link: <https://infoweb.newsbank.com/signin/EastGreenbushCL/AAHX>

- Description: The experience and impact of African Americans as recorded by the news media, 1704 to today.



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Times-Union Collection:

Direct Link:

<https://infoweb.newsbank.com/apps/news/user/librarycard/EastGreenbushCL?destination=browse-multi%3Fp%3DNewsBank%26t%3Dfavorite%253ATUWEAATU%2521Times%2520Union%2520%2528NY%2529%2520Collection>

- Description: Explore Albany history through local news, events, and people with the Times-Union Collection. Search current and archived issues with full-color newspaper pages, full-text articles and content only published online.

CONSUMER REPORTS

- Description: Consumer Reports is a trusted source because our rigorous, independent testing and research still creates a marketplace built on credible information, greater transparency, and fairness. Our investigative journalism, advocacy, and digital testing empower consumers, inform people's purchasing decisions, influence businesses to improve the products and services they deliver, and strengthen norms, laws, and regulations through science, evidence, and data.

FACILITIES (June)

- Cooling Tower checked; legionella testing (June 7, 10)
- Main library painting was finished on June 9
- Evergreens were fertilized (protect against deer) (June 24)
- Replaced Heat Pump Filters (June 25)
- Greenbush Garden Club and Season's East continued landscaping and flower bed maintenance



Turtle laid eggs outside library; Paul helped protect the eggs which take 75-90 days to hatch

Respectfully Submitted,
Jill Dugas Hughes
Director