



Inspiring Ideas, Strengthening Community, Enriching Lives

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Director's Report July/August 2017

Submitted to the Library Board of Trustees, 9/19/2017

Executive Summary

The East Greenbush Community Library was bustling this summer. Public use of the library continued to grow. Library staff focused on preparing for and adjusting to the many transitions within the library. Lois Papp retired as Head of Adult Services, and Elizabeth Putnam is acting as interim head for the next few months. The loss of JoAnn Jakiela has left a hole in our hearts and a gap in library staffing. To help ease this, Laurie Dreyer took on responsibility for gathering and editing content for the Fall library newsletter, managing the Farmers' Market, and assisting with library marketing. Rose Stuart, Jenna Hebert, and Karrie McLellan have also assisted with digital marketing. Kathy Rossello has taken over the art exhibits, and Sue Dague has taken over the Museum Pass Program. Vicki Bucciantini is filling in as meeting room coordinator, and Kim Ruffo has moved to the technical services department temporarily to fill a processing gap. Dawn Guerds is in charge of the daily and weekly calendar development and distribution, and is working to learn the various intricacies of the monthly statistics collection. The circulation department, ably managed by Marion Pierson has taken on various administrative tasks on an interim basis. Currently we also have an opening for Head of Facilities, which I am working with Civil Service to fill. Kyle Smith has graciously agreed to assist with general buildings and grounds maintenance in the interim. We have four new substitute librarians assisting us at the adult reference desk: Jody Shlomo, Aaron Nelson, Laurrene Teachout, and Lauren Kozilski. I am extremely grateful and proud of our staff for pulling together during this unexpected and sad transitional period.

Attendance at our programs has not suffered for the changes. A robust slate of offerings brought us 689 adult program attendees in July and August, with 172 adults participating in the adult summer reading challenge.

Special Report: Budget Vote

The library's 2017 budget passed by 78%, which is the exact same percentage the 2016 budget. However, turnout for the vote was at a historic low, with 205 voters casting ballots. 160 voters voted for for the budget, and 45 voters voted against the budget. Michael Poost retained his seat on the East Greenbush Community Library board, and Shay Harrison was elected for the first time.

Budget Year	% Margin	Total Yes votes	Total No votes	Total number of votes	Tax change %
2018	78%	160	45	205	2.91%
2017	78%	179	49	228	2.50%
2016	72%	261	102	363	.094%
2015	74%	216	74	290	1.56%
2014	66%	229	120	349	2.50%
2013	70%	331	140	471	2.54%
2012	65%	287	153	440	2.85%
2011	62%	262	158	420	3.36%
2010	63%	268	158	425	1.46%

Year to Date Totals

	Number	YTD Change
Total Circulation	286,201	3.12%
eCirculation	19,970	12.3%
Door Count	144,364***	-3.4%
Computer Use	12,604	-11.34%
WiFi	16,097	-39.13%
Program Attendance	16,720**	-1.86%

** total numbers do not include Farmers' Market

*** numbers to not include outdoor program participants

Collections and Cardholders

	Number	YTD Change
Adult Fiction	41,105	-5%
Adult NonFiction	26,668	10%
Adult Audio	22,789	8%
Adult Video	48,399	5%
YA Fiction	5,377	-13%
YA NonFiction	566	32%
YA Audio	334	16%
Juv Fiction	73,080	4%
Juv NonFiction	18,406	4%
Juv Audio	5,436	25%
Juv Video	18,825	-11%

Sidewalk Project

The library portion of the sidewalk project is 95% complete. The last few items will be completed at the tail end of the entire town sidewalk project, estimated late September/early October.

LED Lighting Project

The first phase of the LED lighting project has been completed, and came in under budget after the National Grid Incentive.

Heat Pump Project

A construction grant was submitted for phase 2 of the energy efficiency: lighting and heat pump project. Preliminary review from the UHLS board was inconclusive. The services committee met and grappled with unprecedented construction grant application requests. There were \$2,446,812 in requests and 761,920 in grant funds. As such, they were not able to arrive at a recommendation at their meeting last week and it was decided that the committee will meet again on Wednesday, 9/20 in the evening to continue to move toward a recommendation, which they will then share with the full UHLS board digitally for review and consideration in advance of the October 1 Department of Library Development deadline.

Meanwhile, the East Greenbush Community is currently on hold with our heat pump contract award process, until we have a confirmation regarding the grant award. Four bids were received, all slightly under budget to cover the two phase heat pump project. After learning about the status of our phase 2 grant application, we will determine if we should only sign a contract for phase one or for phase one and two for heat pump replacements. I will update the library board digitally upon learning of the grant award status.

Trash Enclosure Gate Project

The gates have been installed. They were built to withstand much greater pressure, while keeping with the same architectural look of the previous gates. They were completed on budget.

Audit

We received a clean 2016 audit.

General Liability Insurance

The renewal came in slightly under budget for 2017. We will need to put the insurance package out to bid in 2018.

Education: Programs & Classes

Adult Programs: A robust slate of offerings brought us 320 program attendees in July and 369 in August. The adult summer reading challenge attracted a record 172 total registrants.

July	20 Programs – 320 Attendees
August	21 Programs – 369 Attendees
Summer Music Series:	
Red Haired Strangers, July 5	50
2 Broads with Alotta Sound, July 12	27
Skip Parsons Clarinet Marmalade Trio, July 26	42
Sonny & Perley, August 2	42
Evening Book Discussion (July): <i>News of the World</i>	8
Morning Book Discussion (July): <i>The Summer Before the War</i>	15
Tuesday Tech Time on 7/11, 7/18, and 7/25	12
Tuesday Tech Time on 8/1, 8/8, 8/15, 8/22, 8/29	13
AARP Safe Driver Course, July 10	23
AARP Safe Driver Course, August 14	34
Crafternoon on 7/7 and 7/18	9
Crafternoon on 8/2 and 8/18	8
Legal Project, July 12	2
Legal Project, August 9	4

Build a Better World Film Series	
<i>He Named Me Malala</i> , July 14	10
<i>Life, Animated</i> , July 21	7
<i>Lion</i> , July 28	14
<i>Babette's Feast</i> , August 4	4
Food for Thought Cookbook Club	10
Explore Vietnam Through YMCA World Service	8
The Buzz about Honey Bees	21
Fiber Arts	10
Monthly Free Movie	
<i>Table 19</i>	52
<i>The Zookeeper's Wife</i>	60
Summerfest!	100
Summer Reading Finale Party	18
Drop In Genealogy	9
Trading Posts with Gil Payette	5
Run, Hide, Fight	21
Bracelets with Vicki	5
Drug Take Back	30
Fake News with Carol Ann Germaine	12

Children's Programs

Family Storytime ~ all ages ~ 4 sessions ~ 140 children & 106 adults

Playtime @ the Library ~ all ages ~ 2 sessions ~ 75 children & 62 adults

Baby Bounce ~ baby-24 months ~ 5 children & 6 adults

Nature Printing w/ Dyken Pond ~ ages 8+ 8 kids & 6 adults

Family Science Night ~ ages 5+ ~ 14 children & 10 adults

Nano Science w/ CMOST ~ ages 8-12 ~ 26 children & 14 adults

“Karl, Get Out of the Garden Karl” w/ author Anita Sanchez ~ ages 7+ ~ 10 children & 6 adults

Family Movie Night ~ all ages ~ 17 children & 14 adults

The Day Jimmy’s Boa Ate the Wash w/ WMHT ~ ages 3-7 ~ 23 children & 18 adults

Building Club ~ ages 5+ ~ 19 children & 8 adults

Tech w/ Teens ~ ages 8+ ~ 3 children & 2 adults

Price Chopper Cooking Club ~ ages 4-8 ~ 22 children & 14 adults

Pokemon w/ Flipside Gaming ~ ages 8+ ~ 7 children & 4 adults

Fairy Houses ~ ages 5+ ~ 13 children & 10 adults

Crafts at the Farmer’s Market ~ all ages ~ 14 children & 3 adults

Creation Station ~ all ages ~ 22 children & 5 adults

Summer Reading Finale w/ Jester Jim ~ all ages ~ 92 children & 69 adults

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***Teen Programs***

**Teen Movie “Beauty & the Beast”** ~ grades 6-12 ~ 9 teens

**Read-It-Forward “Princess X” party** ~ grades 6-12 ~ 9 teens

**Teen Finale @ East Greenbush Bowling Center** ~ grades 6-12 ~ 32 teens

**Volunteer Appreciation Party** ~ grades 7-12 ~ 18 teens

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Total Children’s Program Attendance:

28 programs ~ 749 children & 399 adults (includes visits/outreach)

Total Teen Program Attendance:

4 programs ~ 68 teens

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***Youth Services Department Visits/Outreach/Other***

**EG Town Camp Visits** ~ 2 sessions ~ 50 children & 10 adults

\* Rose visited the EG town campers once a week to read to the children at the town park.

**YMCA Camp Storyhours** ~ 5 sessions ~ 189 children & 32 adults

\*The youngest Y campers walk over to the library for storyhours with youth services staff.

**Digital Grandparents** ~ 3 sessions ~ 2 teen volunteers & 5 adults

\*6 new children registered for the 1000 Books Before Kindergarten program this August. 29 children checked in this month to record another 100 books read, and 3 more children finished the 1000 book challenge!

\*Molly met with the Barnes & Noble representative to plan for our library fundraiser at the Colonie store on November 19<sup>th</sup>.

**Online Presence:**

- LibraryAware – staff have been trained and the opt-in page is live on our website. There is also a new “Your Next Read” link from the adult page.
- The UHLS Mobile app was released on 7/5.
- OverDrive has been testing a more user friendly version of its app, named Libby. Only your library card is needed to set it up. This app is much easier to use, and as soon as staff have had a chance to test-drive it (there is a module on Connect 2 U!), we will start recommending this app to new OverDrive users. Some features are not yet available in Libby, and streaming video is not planned to be a function of the app.
- Website
  - Because our forms at JotForm started adding advertisements, Karrie recreated the forms using Caldera, a WordPress plugin. When making our new forms live, we received an error that an old version of jQuery was being called on the page, which may make the form not work. This was traced to our Robly newsletter signup form. Contacted Robly support and not only fixed the issue, but added a “hidden” tween/teen list to the signup form. New contact forms are live on the website.
  - Speed testing on the website suggests many additional tweaks to decrease our website’s load times.

- A major issue with our anchor links (link to a specific spot on a page) was causing the link to not only fail to zoom in on the spot it is supposed to, it actually hid the content! This appeared to be caused by code added to track the use of outbound links on our website. Karrie disabled the code, but the issue persists. Links now only lead to the page, not the specific spot until the issue is resolved. Contacted Nathan for assistance.
- Uninstalled Jetpack plugin to increase website speed and resolve conflicts with social widgets.
- Updated our Facebook feed plugin and found a setting to increase our page speed.
- Discovered that Font Awesome is being called three different times on our website, slowing load times. Working to discover the attached plugins and streamline the calls.
- Worked with Britannica support to get access to statistics for the new databases. We are currently unable to get stats using the geolinks (no library barcode needed) provided by NOVEL. NOVEL says they are working on it.
- Worked with Gale support to tweak our online resources page at [http://www.galepages.com/nysl\\_ca\\_egrncl/resources](http://www.galepages.com/nysl_ca_egrncl/resources). It is now fully customized and contains nearly all of our digital assets. Geolinks have been used where possible.
- Selena is working with Laurie to produce a video about the Farmer's Market for our YouTube channel.

### **Library Computers/Hardware:**

- Public copier contract is up this month. Though we are eligible for an upgrade, we are going to keep the copier for now. We currently have several new IT initiatives we are learning, and there is no pressing need to install a new copier.
- Northeast Toner repaired a quality issue with the YS staff printer.
- Wireless microphones were installed.
- The outlet strips on both media carts are broken. Cart 1's plug is missing its ground. Cart 2's plug has had the wire pulled away from it, and it is currently taped. New strips have been ordered.

### **Current/Upcoming IT Projects:**

- Ongoing website tweaks
- Upgrade/migration path for thin client system software
- Email migration
- New business hours plugin (after hours)
- Update FontAwesome (after hours)
- Converting to eglibrary.org for website and email addresses
- WePresent
- Connect 2 U
- MX84 VPN
- EnvisionWare upgrade



- Investigate options for event calendar replacement
- HTML 5 compliance testing for website

## **Technology Infrastructure Project Update**

The library maintains several aging IT systems that need to be updated. The overarching reasons are a combination of hardware/software no longer being supported by their vendors, not performing to expected standards, security concerns, and ongoing cost. These updates have been included in the 2017 and 2018 budgets. The updates required to bring us to current best practices fall into three main categories:

- Moving our local email server into the cloud
- Converting the public thin client computer system to a more traditional standalone workstation model
- Replacing the hardware for our domain controller (main server)
- Further automating updates network-wide

### **Step One – Move email to the cloud**

- Cloud email is the new standard in business and libraries. In fact, only one UHLS library besides EGRN is known to host a local email server. They, too, have indicated an intention to migrate to cloud email in the future. Email via the cloud is updated often and more securely backed up. There is very little maintenance needed and no hardware warranty costs. In addition, support for these services does not incur an extra charge. Cloud email has the benefit of the full set of features being able to be accessed from anywhere on any device using an internet browser.
- We currently host a virtual Microsoft Exchange (Outlook) server on our domain controller that handles staff email. This server needs regular updates and maintenance, and it is only as secure as the hardware it lives on. That hardware is aging, and it will soon be impossible to get a warranty or security patches for it. The database is backed up to a tape drive with some tapes stored off-site. However, if there was a hardware failure, downtime could be significant while new hardware is ordered and configured. Moving to the cloud would ensure that extended downtime doesn't happen. Currently, any issues we experience with our email server are subject to paid support. While we can access our email using a browser, the web interface does not include all of the same features of the desktop client. The software will always be the latest version of Outlook, as will the included web apps for Word, Excel, PowerPoint, etc. Finally, we would no longer need to purchase or maintain mail security software or an SSL certificate for the email server. This is included with Office 365. It was not known until recently that we could qualify to get Office 365 for free with a bit of legwork.
- As part of this migration, we would be able to move our Sharepoint installation into the cloud. Sharepoint is the Microsoft software we use to host our intranet. It allows us to store files and collaborate to edit them, share announcements, and gather all important information for staff in one place. Sharepoint is currently run from our domain controller, and we pay annually to

maintain an SSL certificate for the public-facing version that staff can access from home. After the migration, we will no longer need to purchase the certificate. Additional benefits of moving our email server into the cloud come into play during step three of this abstract.

### **Step Two – Convert public computers from thin clients to standalone workstations**

- Four years ago, the library moved from traditional standalone public computers to thin clients. This project promised to streamline updates, protect patron data, and ensure uniformity among the units. While all of these benefits were realized, they came at a cost. Video streaming performance has never been up to par, despite extensive troubleshooting. Envisionware, our computer session and print control software, handles sessions in a way that hobbles another benefit of thin client environments. Without Envisionware, multiple desktop sessions could be queued. This would make it possible for one patron to finish a session and the computer would immediately be available for the next patron. With Envisionware, it is necessary to wait for the virtual machine to reboot between patrons as they would in a traditional standalone computer environment.
- The software that runs our thin client system is no longer supported. An upgrade to the current system was investigated, but there are no comparable products for our size organization. Corporate solutions do not scale down well, and solutions in use by smaller UHLS libraries only make sense if you have fewer than five workstations. EGRN currently has 20 workstations. Now that there are options for automating updates and securing patron data on traditional workstations and considering the performance of the current thin client system, it was time to consider migrating back to the previous setup.

- Purchasing all new workstations and the software to maintain them is a significant investment, but it will not be necessary to purchase a new server, as it would with a thin client upgrade. In addition, the current thin client server could be repurposed for step three. Given that the performance of new thin clients is not likely to improve with an upgrade, returning to standalone workstations is not only cost-effective. It would translate to better customer service without placing additional burden on IT staff.

### **Step Three – Replacing the hardware for the domain controller**

- Our current server not only controls our domain and hosts our files, but it also runs a virtual machine that is our Microsoft Exchange email server. If this machine were to fail, the organizational impact would be significant. The hardware is aging, and it will soon be impossible to purchase a warranty extension or to continue to upgrade and patch it. In order to ensure continued function and security, the hardware must be upgraded. Ordinarily, purchasing a server is costly. However, after completing step two, we will have a robust (formerly thin client) server under warranty until 2020 available and ready to be put into service as our new domain controller. The fact that this server is already a few years old means it will likely need to be replaced in a few years. However, this actually helps the library to stagger future hardware costs instead of having all of the hardware in the building reach end-of-life at the same time. Because the Microsoft Exchange virtual machine will have been decommissioned after step one, transferring data to the new server will be greatly simplified and support costs lowered.

### **Step Four - Further automating updates network-wide**

- Currently, only Microsoft updates are automated on staff computers. That means IT staff must manually perform updates on each machine for all other products. All software (including Microsoft updates) on public, staff, and meeting room laptops is also updated manually. This takes up a great deal of staff time. Connectwise software would allow all software updates to be automated on every machine in the building, as well as provide an interface to monitor update progress and other machine issues. Another benefit of the software is the ability to connect to individual computers within the building from a remote location. This would streamline troubleshooting and would allow IT staff to provide support or perform maintenance after-hours or when away from the building. While this software bears an ongoing cost, it would save many hours of staff time and greatly improve IT support.

Respectfully Submitted,

Jill Dugas Hughes  
Director