



Director's Report

February 13, 2023

Respectfully Submitted: Jill Dugas Hughes, Director.

Strategic Focusing, 2022-2023

Progress

Mission

The mission of the East Greenbush Community Library is to serve as a community center for lifelong learning with access to a broad range of ideas and information through traditional and emerging resources to meet the intellectual, recreational, and cultural needs of residents in a professional and friendly manner.

Core Values

RESPECT a variety of viewpoints and make them available in the interest of promoting a healthy learning environment.

ENCOURAGE library users to become comfortable using a variety of formats and instruct them in using new technologies.

ASSIST patrons in finding information they want, when they want it, in a form that is most useful.

DEVELOP partnerships to ensure that library services truly respond to the needs and desires of residents.

Fiscal Accountability and Stewardship

Ensure the Library is well supported to meet the needs of current and future generations of library users. Appropriate funding will sustain and enhance the quality of Library services, including staffing, collections, technology, programs, and the facility.

1. Migrate to QuickBooks Online

Status: In progress

- Work-arounds were enacted in QuickBooks desktop to allow the Budget vs. Actual report to include all funds. Although QuickBooks (both online and desktop) provide options to classify different funds with separate budgets, it does not provide functionality to include a grouped budget vs. actual including all funds. I worked with our auditors to set up the 2023 budget (with all funds), by setting up a new chart of accounts. Some progress was made with the transition, including meeting with the consultants to tighten up reporting needs for grants. Currently waiting on feedback from the consultants on some questions before officially transitioning over to online. Simultaneously, I did some research on other products that might better meet our fund accounting needs. Most are out of our reach financially. At this point, we plan on



proceeding with the plan to migrate to QuickBooks Online. The set-up needs have shifted, causing another delay.

2. Review/Update Financial Policies and Procedures (including depreciation limits and purchasing policy thresholds)

Status: In progress

- The MOU between the Friends and Library has been approved to move for formal acceptance by the board at this month's meeting.
- General Accounting Practices Policies and Fund Accounts Policy were started in 2022 but were not worked on this month.

3. Provide monthly gift/grant reports and list of expenditures to board for review/approval

Status: Complete

- Our 2023 budget, which includes gift/grant and reserve funds is in place. Internal codes have shifted to differentiate between restricted vs. non-restricted funds for easier reporting through QuickBooks.
- See above (1) notes re: QuickBooks Online transition. A lot of internal work has happened this month to create detailed and functional budgets in QuickBooks. This has caused a delay in being able to provide updated budget codes to department heads and transitioning to QuickBooks Online. Significant progress has been made, with a lot of back and forth with auditors and QuickBooks Consultants. Some recommendations for changes to the balance sheet/bank account set-up have been suggested by our auditor to help simplify the internal procedures which are new required with our new reporting needs. We will formalize these recommendations and they will be presented to the Admin committee for review.
- The auditors completed the field work for the audit on February 9 and 10 and all requested items have been submitted by the library. We should have a draft to review in the next few weeks.

4. Implement online donation capability

Status: Complete

- Friends of the Library are working on their outreach/membership campaign.

5. Upgrade to Square Registers

Status: In Progress

- No further progress this month, on hold until after QB online is complete.

6. Building Conditions Study (Added to Strategic Planning Priorities for 2023)

- A formal engagement with Hyman Hayes Associates, LLC was signed on January 27, 2023 to prepare a library building conditions study.
- Michael and Charlie have been appointed to an ad-hoc facilities committee which will monitor the study's completion.



- A formal kick-off has been scheduled for February 16. Michael, Charlie, Jill, Paul and HHA consultants will attend.

Center for Community Connections

Develop partnerships and build collaborations across the community to share resources, expertise, and strengthen community. Continue to provide a welcoming and responsive environment, with a user-centered staff, that supports the library's mission and meets the community's changing cultural, civic, technological, and informational needs and interests.

1. Evaluate Partnerships using Project Outcome

Status: Not Complete.

- No progress this month. On hold until the fall.
- In January we partnered with the Cornell Cooperative Extension, Greenbush Garden Club, American Red Cross, and AARP.

2. Prep for next Strategic Plan- Community Survey & RFP

Status: In progress

- Maxine Bleiweis & Associates was formally engaged on January 25, 2023, to facilitate and craft our next strategic plan.
- A virtual project kickoff meeting was held with Maxine Bleiweis and Erika Byrne (consultants) on February 8. Michael, Lynne, Mari, Jill attended.
- A project schedule was distributed, discussed and agreed upon, with target completion in June 2023.
- Immediate next steps (this week and next) include identifying potential participants on the following committees: community advisory council, board/staff work group, focus groups, and key informant interviews. Staff and Board members are highly encouraged to send ideas to Jill and once the list is formalized, we will ask the board to make personal invitations.

3. Little Free Library on Rail Trail

Status: In progress

- Installation complete, but book replenishment is not being formally monitored, but frequent visits by Board/Friends members have occurred. A formal process should be identified moving forward. An MOU between the Friends and the Library will be developed. Suggestions to intentionally fill the libraries with a diversity of titles was highlighted as an idea during the Equity Training wrap-up meeting. This is something we should work towards in the coming month. It would be great to partner with the Friends more closely with this project.
- No progress was made this month.

4. Work with Town to implement story-walk at Town Park

Status: Not completed.



- No progress was made this month.

5. 24/7 Used Book Donations

Status: Not Completed.

- Work with Friends to provide 24/7 possibility at library for library used book donations was halted. An opportunity to purchase a book return bin from another library was presented, and the Friends agreed to purchase. After further investigation, they determined that they did not h(book return bin)- They are no longer interested (2022).
- Julie Ann has been actively trying to find some one to purchase the bin. Board and staff are encouraged to pass the word along to anyone who might be interested.

Operational Excellence and Culture of Learning/Growth

Continually evaluate internal processes, and invest in technology and human capital to eliminate, improve, or create new processes for driving organizational success. Embrace a culture of proactive and rapid problem solving, creativity, and innovation in the workplace to maximize staff productivity, morale, accountability, and trust.

1. Compensations Study, updated organizational chart/job descriptions

Status: In progress

- At the January board meeting, the board approved funding to add an additional work-space for the soon to be posted Administrative Assistant position. Our furniture consultant has worked with Jill, with the input of back-office staff to rearrange spaces and add a new space to better meet current library needs. On February 16, the furniture vendor will meet with staff to finalize finishes to place the order. Accent Furniture has been great to work with. They have rearranged the spaces several times to meet our requests, utilizing our current furniture pieces to maximize savings.
- If possible before I leave for vacation on February 21, I will post the Admin Assistant job opening so that application reviews can begin when I return the first week of March. It might not be feasible, and in that case, it will become a key priority in March.

2. Organizational chart changes which allow more flexibility, reduced duplication, growth opportunities, & increased trust

Status: In progress

- We have several open positions which will most likely not be filled until the spring: Senior Library Clerk (PT), and three Library Clerks (PT). Library visits, circulation, meeting room use, and program attendance has been picking up so it is likely that we will post new positions this spring.
- The Admin Assistant position will be posted shortly (see above. -service desk model occurred. Ultimately, it was determined that a shared service desk model was not the best solution at this time.



- We have not identified a target date yet for the Library Assistant position for the adult services department that was funded in the current year in the budget.

3. Review/update policy/procedures

Status: In progress

- Finish updating staff manual with input from staff manual committee- this took a backseat to other policies in 2022 but needs to be a priority for 2023. No progress was made this month.
- Continue to review/update internal and external policies; remove procedures from policies and post all approved policies to website; and document/update standard operating procedures. A revised Exhibits Policy was approved for presentation to the full board at the Services committee meeting this month.
- Implement collaborative platform for Trustee/Director document sharing. A separate Teams site and board email was created in 2022 and was implemented without full buy-in. We have recommitted to use in 2023 and a full Board training will be scheduled (TBD). Lynne and Michael met with Karrie and Selena this month.
- Board and Staff attended equity training provided by UHLS (Upper Hudson Library System) and the McLean Group. Staff training was completed at the Staff Development Day in March 2022, and Board training (3 sessions) took place in January 2023.
- Review Cyber Security Measures. In 2022, we set a goal to maintain a secure environment that protects the integrity of patron and library data and infrastructure and regularly assess and act on cyber security measures and consider adoption of cyber insurance rider. To-date, significant research/work has occurred. A full break-down was reported last month. An Acceptable Use policy has been drafted and will be presented to the Admin Committee for discussion in March. Thanks to a significant lift by Karrie, we will finally be eligible to apply for extended cyber insurance as soon as our Acceptable Use policy is adopted.

Lifelong Curiosity, Imagination, and Learning

Provide access to materials, programs, technology, and services that empower the community to succeed in educational, professional, and personal interests. Patrons will be supported in their creative pursuits.

1. Prioritize staff and financial resources toward mission critical programming (ex: Summer/Winter Reading programs, 1000 Books Before Kindergarten, Book Bundles, Readers Advisory, etc.). Host 20 programs monthly per department.

Status: In-progress

- The 2023 Winter Reading Club (WRC) theme is Passport to Adventure! In the month of January, we registered 117 adults (17 staff, 100 patrons) for the challenge. The most



- popular WRC activity has been pinning a flag on a map to show a favorite vacation place, with both children and adults participating and resulting in lots of lively discussion!
- The following programs: Qigong Meditation, Adirondack Lumber Camp, and The History of Hampton Manor were at capacity registration, indicating rebounding interest in adult library programs.
 - In January, the library sponsored 24 programs for adults with 513 participants: 23 programs for children with 1,472 attendees, and 7 programs for teens with 54 teen participants.
 - The library was represented at Winterfest at Goff this year, with Marianne Mullin, Jessica Adams, and Molly Chatt attending. We did winter crafts with the kids, sold books for the Friends, and signed up several people for new library cards. We also made sure to tell people about our new fine-free policy at the library. Several people were excited and told us that they had some very overdue library books to return at home, but that they would return them and start using the library again because of our new policy.
 - Another major highlight event in the youth services department for the month was the was the Preschool Fair on Saturday, January 21st. Even though less preschools were in attendance than previous years (a number of preschools stated that they were already full or that there were staffing shortages, so they were unable to attend), the patrons and preschools who did participate gave positive feedback.
 - Teen usage of the Teen Area dropped this month, there were several weather early dismissal days, and it was also Regents Week -- there were 94 teens in the room during the 17 days that were staffed.

2. Extend/change hours when needed

Status: In Progress

- Periodically, we investigated demand for extending/changing available hours of service. 2022 attendance and borrowing trends do not indicate extending hours in the evening. We might consider opening earlier in the day, although if we do that there would be some additional staffing needs. Many staff are already scheduled at the library at 9am (currently open at 10), but many are behind the scenes staff and other use that time regularly for collaboration, which we have prioritized in 2022 in our staffing plan. Ideally, we will wait to make any changes in hours until after the strategic planning process is completed.

3. Restore In-Person Services “Trusted Community Hub” while balancing safety for staff and patrons (one-on-one and group technology assistance appointments/classes, indoor story times, meeting room reservation services for community groups)

Status: In progress



- In the Adult area of the library, we have rearranged some furniture and collections to reduce congestion in crowded areas and increase circulation of items. These changes included: swapping the location of graphic novels and Library of Things and removing a table from the new Non-Fiction area.
 - Special thanks to front line staff, particularly the Adult Services team and maintenance staff who had to coordinate and shift programs over the past 2 weeks when our meeting room door was stuck partially closed in A/B and one of the new cameras for the AV stopped working. Thankfully, the dividing wall is working as intended again. We are still waiting for the camera to be services.
 - The projector in the Multipurpose Room that had stopped working properly was replaced with newer equipment.
 - Susan and Karrie have been planning a library card campaign which focuses on gaining new cardholder and cardholder retention. Stay tuned! In January, 2,742 unique cardholders were active at the library (771 Schodack).
- 4. Continue to restore print materials budgets and work to meet increased digital demand within tight materials budgets (Advantage plan- OverDrive, hoopla, databases, Hot off the Press, etc.)**
- Status: In progress*
- January adult displays: New Year New You, Winter Reads
 - February adult displays: Winter Reading Challenge categories (x3)
- 5. Add video/digital meeting capabilities to A/B & Hurr Rooms**
- Status: Complete*
- The presenter video camera in A/B stopped working this week. Luckily Jody and Selena had set aside ample testing time before the evening program, so they were able to come up with a work-around. It was not ideal, but the team pulled together and pulled off a very successful program. Thank you!
- 6. Expand art gallery to M/P Room**
- Status: In progress*
- We purchased a professional art gallery hanging system with NYS Construction funds and have begun revising our Exhibit policy in preparation for installation in early 2023.
 - The multipurpose room was painted in January 2023, the next step is installation of the gallery system. Paul has scheduled some time next week to begin the installation.
- 7. Electric dividing door A/B**
- Status: Complete*
- Replaced manual dividing door with electric divider door in Meeting Rooms A/B (NYS Construction Grant Funds) in 2022.

Trends that may affect the strategic plans in future years....



- Continued demand for physical and digital collections
- Social services direct service needs have increased, and funding/social services capacity decreased, creating new/heightened burdens on library staff
- Demand for more one-on-one service
- Demographic changes- ethnic, racial, social, and economic
- Continuing digital divide and net neutrality
- Growing need for public gathering spaces
- Growth in off-site delivery of service and presence
- Increased civic engagement and community participation and need for neutral place
- Increased major capital improvements required as building ages
- Increased physical facility and cyber security concerns
- Library of Things
- Hot off the Press
- Schodack contract
- Surrounding community funding for their libraries, leading to greater usage and demand on EGRN taxpayers
- Potential rise in book bans and censorship
- Need to reduce carbon footprint
- Industry-wide shortage of library career candidates