



East Greenbush Community Library

Strategic Focusing, 2022-2023

Adopted April 12, 2022

Progress Report January-December 2022

Respectfully Submitted: Jill Dugas Hughes, Director.

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

- We migrated data as of mid-December 2022 from QuickBooks Desktop into QuickBooks online. QuickBooks desktop was used to close out 2022 and will be used until the reporting function is set up completely in QuickBooks online. 2023 budgets were set-up in QuickBooks desktop and will continue to be used until QuickBooks online is fully functional with reporting. An outside consultant is assisting with setting up our reporting structure in Online. We plan to use Desktop and Online simultaneously for 3 months during the transitional period (2022).

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

Status: In progress

- The following policies are currently in progress: MOU Friends & Trustees, General Accounting Practices Policies, Fund Accounts Policy (2022).

Status: Complete

- Depreciation of Capital Assets Policy, adopted 11/15/2022
- Purchasing Policy, amended 10/18/2022

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

Status: Complete

- In 2022, the Board approved all gift/grant expenditures. We passed a budget for 2023 that includes gift/grant and reserve funds. The board will receive monthly reports that will include gift/grant, and reserve fund expenditures. Internal codes have shifted to differentiate between restricted vs. non-restricted funds for easier reporting through QuickBooks.

4. Implement online donation capability

Status: Complete

- In February 2022, the library implemented online donation capabilities through Square. This was an interim-project until the Friends were ready to fully implement online donations. In January 2023, the Friends implemented online donations. We removed our online donation form and replaced it with the Friends form because they are the appropriate organization to undertake fundraising on behalf of the library. The Friends are working on a fundraising/membership campaign, and we will work collaboratively with them to promote once finalized.

5. Upgrade to Square Registers

Status: In Progress

- The equipment was purchased, and the process has been documented. As soon as QuickBooks Online is completed, we will begin transitioning to Square registers (2022).

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.

- We began exploring Project Outcome Tools in 2021 (provided by ALA (American Library Association) to help us measure effectiveness of existing and potential collaborative partnerships; to identify ways to better align our work to deliver the most impactful community-based services (produce quality outcomes, share talents/resources, creating community connections, avoiding duplication of efforts/services, raising visibility to non-library patrons, etc.). Key staffing changes in 2022 led to a pause. In 2022, we will pivot

to full strategic planning mode and will determine collectively what type of evaluation tool should be used for partnership evaluation library-wide. Once determined, we will most likely begin with department head training in September 2023, and we will determine collaboratively how to implement the evaluation tool-library wide.

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

Status: In progress

- An RFP for a Strategic Planning Consultant was issued November 7, 2022, and proposals were due December 9. Proposals were received from 10 consulting firms and reviewed by the Director and Board. Three finalists were interviewed over Zoom and references were checked. We have identified a firm that we hope to engage, and the Board will vote at their January board meeting to formally engage the firm. We budgeted funds in 2023 for a consultant, but all the proposals were higher than budgeted. The board will vote to decide whether to use fund balance to engage the consulting firm at the January 2023 board meeting.
- Initially, we planned to distribute a community survey to begin gathering key data regarding community needs/wants prior to the next strategic plan, but we decided to include the community survey as part of the scope of the RFP.
- Once the consultant is engaged, we will hold a kickoff meeting with the consultants, library director, and a subcommittee of the board (targeted for February) to discuss logistics, identify potential strategic planning committee/community advisory council and work group members, and identify target audiences for focus groups and informant interviews. The next step is for the library director to invite prospective community advisory council members and form an internal work group of library staff and board members. The board subcommittee and director will also use this time to recruit participants for focus groups and key informant interviews, both current library users and non-users. The consultant will develop the surveys and focus group and interview questions for review by the board subcommittee and director. The library will also provide access to data sources for the community and organizational assessments. The consultants will also develop and analyze a staff survey with questions that will help them identify community assets, key stakeholders, and glean other staff insights about the community.
- Beginning in March, we will shift focus to gathering and analyzing information about the community and library. This step will include a three-day site visit, community key informant interviews, review of library and community materials including an analysis of the library relative to peer libraries, focus groups with key constituencies, community forum, and community advisory council meeting. The consultants will also conduct and organizational assessment using meetings with staff and stakeholders with knowledge of internal operations, staff/board interviews, and observation. By the end of March,

the library will have a report that includes a summary of data collected and stakeholder engagement and SOAR results, as well as an organizational assessment.

- April-May will be focused on designing the plan, and this is the first time that the strategic planning work group (comprised of no more than eight library staff and board members) will meet. The work group is tasked with developing the elements of the strategic plan and will convene for a series of six, one-hour virtual meetings. Work will be assigned between each meeting. Topics include a review of initial assessment report (staff assignment: review service priorities), selection of service priorities (staff assignment: finalize service priority selection), develop goals with feedback from community advisory council (staff assignment: begin to draft objectives for each goal), determine objectives and measurements (staff assignment: create presentation for staff meeting). Additionally, the director and work group will facilitate a staff meeting that presents the final selected service priorities, goals, and objectives, and encourages staff to think creatively about what activities will be most effective to achieve its goals. Finally, we will review activities and discuss foundational strategies (staff assignment: think about how current roles may need to be re-aligned and re-imagined) and hold a final work group meeting to review the draft strategic plan (staff assignment: read the draft strategic plan).
- Finally, the consultants will pull together the information from the previous months and submit the final strategic plan. The work group will have the opportunity to provide input and feedback and the director will receive the draft three weeks in advance of the final deliverable due date. The consultants will present the final plan in virtual sessions to the board and community stakeholders. The consultants will also work with staff/board to prepare presentations for them to deliver. They will provide the library with language to use on the website and in external communications regarding the plan. The library will provide graphic design services. The full plan anticipated completion date is June 2023.

3. Little Free Library on Rail Trail

Status: In progress

- Installation complete: We worked with Town, Board, Friends, Hudson River Greenway, and local carpenter, Jamie Tedeschi to install two Little Free Library structures along the rail trail in 2022. A MOU between the library and Hudson River Greenway was completed.
- 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.

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

Status: Not completed.

- We received permission from the East Greenbush Town Supervisor to install a story-walk at the Town Park and collaboration began with the town recreation director, who reported pushback from town buildings and grounds staff. Alternative town locations were explored but progress stalled with turn-over in the town recreation department. We have decided to halt this project, at least temporarily.

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).

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

- Developed Fair and equitable salary plan, approved by Board in August 2022. The goal of the study was to The goal of this study was “to establish a fair and equitable salary plan that is sustainable through the EGCL budget, and which incorporates competitive salaries and benefits that encourage recruitment and retention of exceptional employees.”
- The board approved this plan and included in the 2023 budget all salary recommendations except the Director, which was negotiated under a separate contract, and the Interim Business/Op’s Manager position which was also negotiated under a separate contract because this salary was already higher than the recommended salary, and the implementation of 2 additional steps.
- One part-time clerk in Digital Services/Circulation services was made full-time in 2022. After the compensation study, this position was deemed to be more appropriately titled Library Assistant and the classification was changed.
- Additionally, the Head of Circulation position had a classification change with associated salary bump, now titled, Principal Library Clerk.
- We hope to implement the additional steps in the 2024 budget if feasible. Two new positions were added in the 2023 budget: Administrative Assistant, and PT Library Assistant (Adult Services).

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

Status: In progress

- We analyzed the organizational structure in 2022 to capitalize on opportunities when staffing changes or retirements occur. As a result, the organizational chart was updated in 2022 (Phase 1 of changes) and we anticipate small changes occurring yearly, ultimately heading towards Phase 2 (see further below for detail).
- In 2022, the number of Departments decreased eight to five; resulting in the following departments: Digital Services/PR, Circulation; Adult Services, Youth Services, Technical Services, and Admin.
- We experienced several key staffing changes, including turnover in the Business/Operations Manager Position and Head of Adult Services Position. Both positions were filled with internal candidates (2022).
- Also included in Phase 1 of the org chart changes was the addition of the Library Assistant job title to the organizational chart; designed to support MLS (Master of Library Science) staff with programs, readers advisory and basic reference services. We were able to do this with by deleting several empty part-time Librarian I positions (2022).
- Prioritize cross-training and consolidate service points occurred in 2022. We focused cross-training between departments and solved evening staffing shortages temporarily with a hybrid desk staffing model, until we were able to hire Library Assistants to assist with coverage at reference service desks with increased evening hours and COVID staffing shortages (2022).
- One circulation clerk transitioned to working partially in the circulation department and partially in the technical services department to assist with processing and covering drive-thru window service at the same time.
- Prioritize cross-training by experimenting with a hybrid joint service desk model was a goal for 2022. Significant planning occurred and we attempted to move to shared-service desk model occurred. Ultimately, it was determined that a shared service desk model was not the best solution at this time.
- One part-time clerk in Digital Services/Circulation services was made full-time in 2022. After the compensation study, this position was deemed to be more appropriately titled Library Assistant and the classification was changed.
- Three part-time Librarian I positions were deleted in 2022 and were split into two roles: one full-time Library Assistant and one part-time Library Assistant position to the Youth Services department.
- The 2023 budget includes the addition of a full-time Administrative Assistant (new job title for our org. chart) who will report to the Director, as well as one Part-Time Library Assistant in the Adult Services department.
- Several positions remain funded, but unfilled in the circulation department. We have been keeping these positions funded during the transition to full-services again/full

hours. However, even though the meeting rooms have reopened, at this time, the demand for extended hours has not been apparent. It is possible that we might reallocate those funds elsewhere if indicated in strategic planning (2022).

- Plans to move to a department structure which is based on services instead of population served is the next step which was identified by an internal department head work-group (2022). Phase two is paused/still in the visioning stage, and transitions will likely not occur until staffing changes/retirements occur. Current iteration of phase two includes a transition to five departments: Collections & Resources, Outreach & Programming, Digital Services/PR, Admin.

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.
- 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. All policies were moved to the website and work continues on updating policies. The following policies were approved/amended in 2022:
 - Telecommuting Policy, Adopted, February 2022.
 - Meeting Room Policy, Amended April 2022. Additionally, meeting rooms fully reopened to the public in October 2022. Internal procedures were significantly changed to allow for better patron service, cross-training, and redistribution of duties.
 - Request for Reconsideration of Library Material Policy, amended, June 2022.
 - Collection Management Policy amended (replaces former Materials Selection Policy), August 2022.
 - COVID-19 Paid Leave Policy, amended, September 2022.
 - Mobile Hotspot Policy, amended, September 2022 (replaces COVID temporary policy)
 - Laptop Loan Policy, Amended September 2022 (replaces COVID temporary policy).
 - Photography and Filming Policy, Adopted, November 2022.
 - Social Media Policy, Adopted, November 2022.
 - Loan Periods and Fines, Amended January 2023
 - Fine Free for all materials except specialty items, January 2023.
- 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 Board training will be scheduled.
- Board and Staff will undergo equity training provided by UHLS (Upper Hudson Library System). Equity Training for Board and Staff was scheduled for 3 sessions in January. To-date, 2 of the 3 sessions have been completed. All board members, except Cami have been

in attendance (Cami already attended the training through her role on the UHLS Board). Jill and Tom Grant have also attended each session. Staff training was completed at the Staff Development Day in March 2022.

- 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 breakdown is below:
 - Staff Education: We launched a new staff training software, KnowBe4 in November 2022.
 - Staff Policies: A staff training policy and acceptable use policy have been drafted and will be presented to the board for approval in 2023.
 - Incident Response Plan/Playbooks: Drafts created but need refinement. Anticipate completion in early 2023.
 - Next Generation Antivirus: Several options have been researched and priced. We are almost ready to launch migration to Avast Business antivirus.
 - Miscellaneous Security: Confirm password reset and complexity prompts for active directory (computer login) and office 365 (in progress) incorporate account removal timelines in offboarding procedures (complete 2022). We are still considering several other miscellaneous security features for 2023 (including inactivity timers, and failed attempt limits with password requirements).
 - Hardware/Software Inventory (complete 2022)
 - Multifactor Authentication (complete 2022)
 - Server patching- updated monthly plan with IT consultant (complete 2022)
 - Managed Service Provider (MSP)- researched, and we are holding off on implementation based on cost. We continue to research other options and might revisit at an alternative date if costs are lowered (costs range between \$5K-\$7K monthly based on the number of users/computers we have).
 - Managed Detection and Response Software (MDR)- still researching an affordable option. It looks like the least expensive option is Huntress, at \$5K yearly. A decision has not yet been made on whether we will include MDR in our plan.
 - A small cyber insurance rider was purchased in 2022, and based on our new internal security updates, we have begun filling out a new application for 2023. An update will be provided to the board in early 2023.
 - A planned migration of our physical server to Azure Active Directory will occur in 2023.

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

- Departments exceeded the goal of 20 programs monthly, which sometimes stretched resources, but the community impact was tremendous and always appreciated. They did a fantastic job prioritizing mission critical programs when choosing how to allocate resources.
- 2022 Programs included successful Summer/Winter/Spring Reading Programs, 1000 Books Before Kindergarten, Book Bundles, Readers Advisory, Activity Kits.
- Summer Reading was a highlight (700+ kids and teens participated, 70 events, 53 teen volunteers, and 12 privately sponsored Science Series programs (Rensselaer Elks Club). Two new teen reading programs were soft launched in 2022: 500 Books Before Middle School, and 100 Books Before Graduation. We expect these two programs to grow in 2023.
- Preschool tours and kindergarten visits resumed in September 2022.
- Successful partnerships with the Town of East Greenbush occurred in 2022, including Community Day, Storytimes at the Town Park, Bike with a Cop, and Car Seat Check.
- Partnered with Greenbush YMCA for Healthy Kids Day, Teal Halloween, Weekly Farmers Market, and Kiwanis Club for their town Easter Egg hunt and library Halloween parades (2022).
- Continued collaborations with Greenbush Garden Club, Greenbush Historical Society, AARP, Questar BOCES, Project Linus and Hawthorne Ridge for mission critical programs and outreach.
- Continued successful online Wednesday Night Book Chats on Facebook (2022).
- Intentional efforts to diversify collections and programming occurred, including displays, reading lists, and digital marketing.

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.

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

- We began with virtual programming in the beginning of 2022 and transitioned into in-person programming for most programs.
- The playroom was reopened in May 2022, Teen Room reopened in September 2022, and meeting rooms in October 2022.
- Partnered with Cornell Cooperative extension to provide digital literacy classes (2022).
- Restored Book a Librarian, and One-to-One Volunteer Technology assistance programs in 2022. They proved to be semi-successful, time intensive, and some patron requests were more complex than we can provide with our resources. . We have paused these services and will reconsider as needs change.
- Indoor storytimes were restored and they continue to overflow with drop-in scheduling (2022).
- Launched Summer Music Series on the lawn and Third Thursday matinee movies in the meeting rooms (2022).
- We transitioned from hosting Teen after school space in meeting rooms A/B in 2021-2022, to moving back into the Teen room in 2022-2023 school year. The larger space is missed by both teens and staff. Teens have been visiting the library daily after school and are spilling out into the main library area.

3. 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

- Added new STEM kits to the children’s collection (2022)
- Added new Readalong collection to children’s collection (2022)
- Added Wonderbooks collection to youth collection (2022).
- It continues to be challenging to meet increasing digital demand, as the divide is growing wider between digital and physical borrowing. This will continue in 2023 and need to be studied through our strategic planning process.
- Database usage continues to grow in very specific categories. We need to research other options for 2023 and identify additional databases for our community.

4. Add video/digital meeting capabilities to A/B & Hurr Rooms

Status: Complete

- Updated meeting rooms to include video conferencing and digital meeting capabilities with NYS (New York State) Construction Grant Funds (HURR Education Center & Meeting Room A/B) in 2022.

- Began experimenting with hybrid adult programming using new meeting room technology in 2022, which allows patrons to attend the same program in-person or remotely, in real-time.

5. 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.

6. 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

2022 Circulation Department Highlights, Marion Pierson

- For the circulation Department it was a year of collaboration with other departments.
- Circulation clerk Jessica Adams moved into the YS Department as a Library Assistant. Marianne Mullin represented the library at the 1st Annual Community Day at the East Greenbush Town Park. She gave out information about the library and signed people up for new cards! Marcia is now working most of her hours in the Tech Services department, as well as continuing to work at the circulation desk and the drive-thru. Selena continues to help in the Circulation Department in addition to her Digital Services hours.
- All circ staff took training on meeting room technology. This will increase the number of staff that can be available to help with meeting room set-up and breakdown.
- We look forward to continued collaboration with all departments in 2023!

2022 Youth Services Highlights, Molly Chatt

- 2022 was a busy year in Youth Services, starting out with virtual programming at the beginning of the year and transitioning back to all in-person events by the end. We hired two new library assistants, Elizabeth and Jessica, who have been a great addition to the team! They have helped us continue to provide the popular weekly take and make crafts, scavenger hunts, and other passive programming that became expected and appreciated during the earlier portion of the pandemic.
- The Playroom was reopened in May, much to the delight of local children and families. The Teen Room is also back in use as a spot for both middle and high school students to gather, study, and relax after school.
- We added a new Readalong collection to the Children's Room, Wonderbooks by Playaway. Wonderbooks are picture books with a built-in audio player that allows children to follow along with the story as it is read to them. STEM kits were also launched this year, which consist of hands-on activities featuring science, technology, engineering and math for both preschool and school-aged children.
- Summer Reading was the highlight of the year, with over 700 kids & teens participating in our reading challenge, 70 events, and 53 teen volunteers helping the program to run smoothly. The Rensselaer Elks Club generously donated funds and sponsored 12 programs for the Summer Science Series.
- We collaborated with the Town of East Greenbush for Community Day and to provide Storytimes at the Park, the Greenbush YMCA for Healthy Kids Day and Teal Halloween, and the Kiwanis Club of East Greenbush for their town Easter Egg hunt and for our library Halloween parades.
- Preschool tours and Kindergarten visits also resumed this fall, with students touring the library and applying for their first library cards.

2022 Adult Services Highlights, Catherine Snow

- 2022 was a year of change for the Adult Services Department. Long-time staff member and Department Head Elizabeth Putnam was replaced by Catherine Snow. After a thorough search, Heather Nelson joined the team as a Librarian I.
- Collaboration was the theme in Adult Services this year. Adult Services worked with Youth Services for Summer Reading and have collaborated with them extensively in planning the travel-themed Winter Reading Challenge. By working with Digital Services, we were able to offer patrons three digital literacy classes taught by Cornell Cooperative Extension. This year, for the first time, we collaborated with the EGPD, and we continue to enthusiastically collaborate with the Greenbush Garden Club, Greenbush Historical Society, AARP, Questar BOCES, Project Linus, and Hawthorne Ridge.
- After a two-year hiatus, we were able to offer in-person programs in 2022, and it has been a success! As a result of a \$650 FOEGCL grant we funded a Summer Music series which featured three local bands. The weather cooperated and each band performed outside on the library lawn for a combined audience of 186 people. In September Jody Squadere launched “Third Thursdays,” which feature a matinee showing of a popular movie on the third Thursday of each month. So far, 125 people have attended this program series. In 2022 we were able to utilize the meeting room technology to offer hybrid programming. This means that presenters who are speaking in-person at the library can be viewed by people at home on their computers. We are excited about the possibilities of this and have presented three programs in this way. We continued to offer the popular virtual program Wednesday Night Book Chat, which had an average weekly attendance of 15 people and generated robust discussions among readers.
- In our ongoing efforts to diversify our collections and programming, we offered the EGCL’s first ever Juneteenth program. The Underground Railroad Education Center presented its research on the legacy of the Underground Railroad and its legacy of emancipation history, including Juneteenth 1865. The department continued to highlight works by BIPOC, LGBTQIA+, and other underrepresented authors by creating book displays and flyers for Native American History Month, Hispanic Heritage Month, Black History Month, AAPI Heritage Month, Arab-American Heritage Month, and Pride Month.
- After reopening the meeting rooms to the public in October, the Adult Services Department has taken the lead in opening and closing the rooms for each use, as well as setting up the tech for people who use the rooms. AS continues to manage Hurr Room use, which was used 317 times in 2022.
- Although 2022 was successful in many ways, the Adult Services department faces two significant challenges. This year, Adult Services welcomed 364 adult day-hab groups with 1,720 clients to the library. We still struggle to find ways to provide meaningful service to adult patrons with disabilities while, at the same time, perform traditional reference services. Our second challenge is that we have a significant portion of patrons who use our electronic resources exclusively, and we need to find ways to connect with them.

2022 Technical Services Department, Susan Dague

- Marcia R. from the circulation department began working in the technical services department while continuing to work some hours in the circulation department taking over from Lisa W.

who moved out of the area. It has worked well for coverage of the drive-through window having a circulation staff member working in the back room.

- We began holding monthly meetings before the library opens in order to facilitate communication.
- We played a major role in adding the new STEM kits collection to the library from detailed processing to original cataloging.
- We are using Better World Books to dispose of some of our withdrawn books. The library earned \$420 in 2022.