Library Director’s Report
March 15, 2022
Submitted by Jill Dugas Hughes

TOP INITIATIVES

- Library Assistant Recruitment/Hiring
- Transition in Business Office
- Clean up 2021 Financial Records
- Winter Reading

VISITORS

- We were open 26 days/209 hours in February and 7,530 people visited the library (6,767 inside library and 763 drive-thru visits)

FISCAL ACCOUNTABILITY AND STEWARDSHIP

- **Business Office:**
  - Much of this month’s work has been focused on organizing the business office and updating the financial records after the termination of our former Library Business Operations Manager. There were many overdue/unpaid bills, which will be presented to you in this month’s off-warrant and warrant. Dawn Geurds has been appointed Interim Library Business Operations Manager. Her former role included detailed work in processing books and cataloging items. She has put these skills to good use and is quickly learning the accounts payable functions in QuickBooks. She has been working with vendors to rectify our past-due accounts and she has meticulous record keeping skills. Additionally, she prepared the most recent payroll submission. She has already proven to be a tremendous asset for the bookkeeping role.
  - Susan Bell has graciously agreed to temporarily manage the library supplies ordering and she has also worked to update the files and create a system of organizing the records. Michael and Lynne assisted with organizing the 2021 and 2022 files and prepared the 2020 files for storage. I reached out to our auditors for a recommendation on next steps and they recommended that we focus on bank reconciliations, and so that has been the priority.
  - In addition to training Dawn, I have updated payroll journal entries in QuickBooks for 2021 and 2022 for accuracy and, submitted the latest NYSLRS monthly report, and have been reconciling the bank accounts. During this process, I found several errors with NYSLRS employee submissions and Deferred Compensations which span two fiscal years and will require adjustment reports. Additionally, there were a significant number of deposits which were either not entered QuickBooks or inaccurately entered. The good news is that all funds are accounted for in our bank, and most of our QuickBooks accounts have been reconciled. The remaining major steps are...
finish bank reconciliations, prepare final 2021 reports for board, amend NYSLRS and Deferred Compensation contributions, finalize overdue NYS Annual Report, and present our records to the auditors for a full 2021 audit.

Once the above tasks are completed, we will need to move forward with staffing changes and filling open positions.

Technical Services and Circulation Departments:
- Dawn’s previous technical services duties have been absorbed by Kathy Rossello, Senior Library Clerk, Sue Dague, Head of Technical Services, and Marcia Rossetti, Library Clerk (she previously worked FT in the circulation department). Unfortunately, we also had another unexpected staffing transition in the technical services department. We celebrated Lisa Warner’s last day as Library Clerk on March 10 with a gathering of staff. We are grateful for her long-time commitment and service to the library, and she promises to visit whenever she is back visiting the Capital District. Our circulation team has been working with our technical services team and to pick up a lot of the duties left vacant by Dawn and Lisa. As Marcia transitions more of her time to the technical services department, we will likely need to hire staff in the circulation department. We still have open/unfilled positions remaining in the circulation department that we have not yet sought to fill.

Digital Services Department:
- Karrie McLellan, Head of Digital Services has uploaded all library policies on the website and is spearheading the project to reopen our meeting rooms along with her many other duties. She has been working with staff internally to develop a list of remaining questions and we have a draft of meeting room policy changes which will need to be approved by the board. I will upload the meeting room policy updated document to the Trustee Teams site for review and input before the next Service Committee meeting.

Construction Project:
- Electric Divider Door for Meeting Room A/B was installed. The vinyl covering on the doors arrived damaged. The contractor will be replacing the vinyl at no cost.

Heat Pump Children’s Office:
- Installation was completed on February 7.

Annual Sprinkler Inspection:
- Capital Security and Absolute Fire finalized the annual inspection on February 11.

Filters:
- Paul Connolly, Building Maintenance Mechanic, replaced all the heat pump filters on February 24-25.
CENTER FOR COMMUNITY CONNECTIONS

YMCA
- Molly Chatt, Head of Youth Services has been in contact with Chelsea Taylor at the YMCA to coordinate the library’s participation in Y's annual Healthy Kids Day in April.

Rensselaer Elks Club
- Molly has also been working with Greg Collins from the Rensselaer Elks Club to jointly submit a grant proposal for a summer science program series for youth, which would be funded by the Elks Club sponsored grant.

Genet Elementary School
- The youth services department is working with Jessica Sweeney at Genet to provide Legos and games for use at their after-school enrichment program which began in March.

Goff Middle School
- Jenna Zaborowski, Teen Librarian has been communicating with Jamie Tobin, Goff Middle School Librarian about marketing tween/teen programs at the school.

Greenbush Historical Society
- Jody Squadere, Adult Service Librarian has been working with Ellen Dunn, Greenbush Historical Society to schedule spring programming at the library.

Hawthorne Ridge
- Adult Services Librarian, Catherine Snow and Kevin McCann, former Trustee, continue to work together to coordinate a monthly book delivery service for Hawthorne Ridge residents.

Questar III BOCES
- Ronald Valentine, Questar, continues to grow the ENL: English for New Learners conversation class, which is held bi-weekly at the library under the leadership of Elizabeth Putnam, Head of Adult Services.

Volunteer Shout Outs
- Special thanks to Virginia Lazzaro, volunteer, who coordinated our Monday evening book discussion and Lynne Catelotti, who led our Monday evening book discussion.

LIFELONG CURIOSITY, IMAGINATION AND LEARNING
- Children’s Room Displays: Black History Month
- Teen Room Displays: Black History Month & Books for Food Lovers
Adult Services Department Highlights

The adult services department has been finishing up their first quarter goals:

- Annual set up for the new year (calendars, budgets, stats/reporting templates, etc.)
- Winter Reading Challenge
- Reestablish LoT guidelines and get new materials on the shelves
- Reference manual update and sub training
- Update programming forms, refine procedures, develop planning calendar

Children’s Department Highlights

We resumed in-person programming for older children this month, with two programs featuring Erector Set building during February break week. Virtual Storytime continued to be popular, with an attendance of 145 people for the three sessions we held. We introduced STEM kits for circulation in February, which consist of hands-on activities featuring science, technology, engineering, and math for both preschool and school-aged children. Tweens/Teens are using our after-school Teen space in meeting rooms A/B, with 129 teens in the room during the 13 days it was staffed.

February Library Sponsored Programs:

- Teens (ages 12-18): 6 programs; 61 attendees
- Children (ages 0-5): 9 programs; 515 attendees
- Children (ages 6-11): 4 programs; 178 attendees
- Adults: 20 programs; 355 attendees

Respectfully Submitted,
Jill Dugas Hughes, Director
REPORT INFORMATION

Topic: Summer Reading
Program: Adult Winter Reading Challenge 2022
Date Range: Programs 01/10/2022 to 02/27/2022

EAST GREENBUSH COMMUNITY LIBRARY SURVEY WORK

East Greenbush Community Library conducted surveys to program participants to collect data and insights about how their summer reading services and programs are supporting community needs. East Greenbush Community Library surveyed patrons using the Project Outcome Summer Reading Adult Survey, which measures patron-reported outcomes after a period of time has passed. A total of 42 survey responses were collected.

Results

A total of 42 survey responses were collected. Of the percentage of patrons surveyed who either agreed or strongly agreed that they benefited from the service or program:

- 92% learned something new from what they read or experienced
- 71% read more often
- 72% enjoy reading more
- 85% want to use the library more often

The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)

| Knowledge | 7% | 52% | 40% |
| Confidence | 28% | 41% | 31% |
| Application / New Skills | 8% | 18% | 38% | 33% |
| Awareness of Resources | 13% | 44% | 41% |

SCORING:

- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree

Selected Criteria Average

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Summer Reading Topic Averages

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AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)

Survey topic averages represent all data under the survey topic and type and are based on the library location (e.g. United States, Canada). Selected criteria average represents data under any additional criteria applied to the report, such as date range, program or survey name.
A total of 42 survey responses were collected across 1 surveys. The list of programs surveyed are shown in the table below.

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<th>Attendance</th>
<th>Response Rate</th>
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**Additional Survey Information**

The library also asked the following questions:

1. What did you like most about the program/service?
2. What could the library do to help you continue to learn more?
3. How did you learn about this program? (select all that apply)
   - Other: 7% | Don't know/Not applicable: 0% | Word of mouth: 9% | Library staff: 4% | Online ad: 0% | Library newsletter: 46% | Newspaper: 4% | Social media: 7% | Library website: 5% | Signs or flyers in the library: 18%
4. Do you have any other suggestions for us?
5. Do you plan to participate in future library reading challenges?
   - null: 0%

**Open-Ended Responses**

Open-ended responses are listed in chronological order and grouped by survey and then by question.

**Adult Winter Reading Challenge 2022 - 01/10/2022**

1. Do you have any other suggestions for us?
   - No
   - above
   - Thanks for all the hard work you do for the community!
   - Keep doing what you're doing - we love this library and the great people!
   - The challenges were really fun. I tried to dedicate time every day for reading and I think my pace is increasing from it. I would participate in any future challenges the library holds.
   - N/A
   - No
   - More library of things items - sewing machine, knitting/crocheting supplies, stencils
   - I found the two badges involving use of NoveList difficult as I am not an EG Library member, and did not want to spend time using the in-house computers while I’m still being Covid-cautious. I eventually just picked two books I’d read in the challenge period, and looked for relevant sections of the PDF. Please don't use this option again, unless it is available to ALL patrons.
   - Make applications such as Novelist accessible on-line to EG Library users that are not East Greenbush/Schodack residents.
   - Hopefully by the summer children's storytelling will be able to resume
   - Hopefully by summer the children's storytime can return on Saturdays
   - no
   - I work unusual hours and it is very hard for me to attend library programs. It would be great if there could be an alternative option.
   - I love participating in some of your activities. You have truly helped me with all of the quarantining at home.
   - Thank you for what you continue to do for patrons! It's valued and appreciated.
   - N/A
2. What could the library do to help you continue to learn more?

- I think the library is already doing everything I could imagine. I started just to find activities for my kids to enjoy but find myself looking at everything available for adults too. Next on my list, learn to knit! Thank you!
- keep offering classes- would love more writing classes or sign language classes
- Offer more classes online and in the library.
- Keep expanding the catalog for both physical and electronic resources
- I would love more challenges like this!
- You are doing a great job!
- N/A
- uh the policy change for overdue books
- Send Newsletters To emails
- Maybe do mini monthly challenges.
- Suggested continuing challenges without a prize involved
- More in person classes Class on learning to sew More skill classes like that
- Continue to offer programming - especially during the evenings
- Hopefully there will be a spring reading challenge to further explore more authors
- Continue the reading challenges
- The library has experts that are very deep on Libby, and that is a great thing. They also have people that can help people with basic computer/tablet/phone issues such as using email - also a very good thing. If a patron has a somewhat more complex computer/tablet/phone issue such as using Google Drive, Microsoft OneDrive, etc., however, there is often no one who can help.
- I enjoy the library programs, especially the craft programs.
- I think the library is great and can't think of a single improvement
- Maybe computer "how to" videos on how to get on the different programs? I am a visual learner and learn better with pictures
- More programs like this.
- Offer more tech services. IE how to use google docs suite and more programs based on events each month (IE President's Day, local EG History Month, ETC)
- Helpful videos on how to access the Times Union and Consumer Reports features that you offer.
- keep the library magazine exchange. can see magazines such as nature, the expensive science research journal
- More in-person programs??
- Offer more programs that teach different skills.
- More frequent challenges!
- Another spring one
- Keep doing what you're doing!
- I'm looking for in person talks, crafts, get togethers, etc.
- Decrease the # of entries on the challenge form. It was very hard to complete all of them in the time allowed. I like to think about and digest a book for awhile before I dive right in to another one. Also, in reality, there are so many other responsibilities at home and you just can't read constantly!
- more programs
- More in-person classes as covid allows.
- I think that responsibility is up to me

3. What did you like most about the program/service?

- I was introduced to both Libby and discovered the Library of Things. I never knew this was available and I definitely plan on checking out more items!
- fun, learned a few things! Glad adults could do this!
- The online access to everything. With unpredictable weather, it is nice to be able to do thing from home.
While I already read a lot, this did introduce me to other items the library has for check out, such as board games. I loved the challenge with all the different activities. Being able to log pages, audiobooks, and books kept me accountable. I also never knew of the library of things - I plan to use the holiday cookie cutters in the future! I liked learning of the different online resources, especially searching for new books. This challenge introduced me to library services I was not familiar with, got me reading titles and using services I hadn't known existed, all from home during bad weather. A win all around. Best challenge ever!

Ease of earning badges on the app
Really enjoy libby
I got encouraged to do something I don't usually do
I enjoy the challenges because it shows me more of what the library has to offer and forces me to read different genres.
Virtual tracker on my phone
Nice different topics
the online portion, always enjoy the book display at the front of the library and staff picks
I enjoy being challenged to choose books to read that I otherwise might not have picked up.
I always enjoy being nudged out of my reading comfort zone in these challenges.
Forced me to read subjects/topics/authors that I wouldn't have read otherwise. Also learned about how to use NovelList and Hoopla apps.
Variety of reading options that I otherwise would not have considered. Also used NovelList and hoopla for the first time.
I learned about the research databases that are available.
The Introduction to Libby program was great! It was very informative. The presenters were very knowledgeable and answered all my questions. I enjoyed using NovelList. This is a great resource and I plan to use it to get suggestions for books to read. I always enjoy finding and reading books that fit "challenge" categories that I may not normally select.
Encouragement to read different genres
I am not the strongest on the computer so some of the challenges about Novel list, etc...intimidated me and I steered away from them. Not sure if maybe there were simple step by step directions on how to use them might make me more interested in trying them.
I liked that this reading challenge wasn't about how many hours you read, but more about the other interesting aspects of reading and the library.
The reading challenge opened the door to other avenues of materials through the use of services such as hoopla. I also tried audio books for the first time and enjoyed listening to three stories I would have not had the time to read during this period. Thank you for the opportunity.
The fun activities each season. They are always so creative and help library patrons learn more about the great services the library offers.
The freedom to read books that interest me, and allow me to participate vs being told what to read.
got me to use gale nyt and hoopla. how can look back at book jackets of past reading logs. composing book reviews in my head. thinking of a spring library nature timing display.
Ease of using from home
I got to discover new services that the library offers.
it pushes me to read more!
Staff pick
Different, interesting
All good
Challenges to get outside my comfort zone
The librarians were extremely helpful in explaining some of the challenges I was not familiar with, for example digital and database challenges
reading a new genre
Loved everything!!!
Exposed me to different genres and ways of using the library.
The program encouraged me to read other genres.
Wherever public libraries are working, possibility lives. People who work in public libraries know that library services open new opportunities for anyone who enters – putting people on the path to literacy, technological know-how, or a better job. Libraries see evidence of this every day – what they are often missing is the data to support it. Measuring outcome data helps libraries demonstrate the good they are doing and the value their impact is having in the community. For example, the Project Outcome: Year in Review 2016 Annual Report sites that nearly 80% of library users surveyed report that library programs and services have had some kind of positive impact on their lives in the last year, with a majority of patrons reporting that the educational aspect of these programs and services is what they like most. And these patron benefits are in high demand. Patrons most commonly suggested improvement for the library is new, more, or more frequent classes and programs.

The Project Outcome surveys were developed by the Public Library Association's Performance Measurement Task Force, which is comprised of a diverse group of public and state library leaders, consultants, data researchers and analysts. The surveys are designed to help libraries measure the outcomes of programs and services and the impact they have on patrons. The results are intended to show a direction of change, not rigorous statistical proof of change. To learn more about Project Outcome, visit [www.projectoutcome.org](https://www.projectoutcome.org).

Summer reading programs are an essential public library service that benefits a range of patrons from children, teens and adults. Public libraries intend summer reading programs to be engaging and fun while providing structure that supports ongoing learning opportunities for adults and protects against literacy backsliding for children out of school.

- According to the Library Research Service, Colorado State Library, adult summer reading programs benefit patrons by providing opportunities in literacy development and exposure to new literary genres. Summer reading programs promote the value of reading and its immense benefits, including reduced stress and modeling good reading behavior for children.
- Adults continue to pursue interests and self-growth, such as reading, past formal education. According to research produced by the Pew Research Institute, 74% of adults are "personal learners," which means they do activities such as reading or taking classes tied to personal interests. There are a multitude of social and psychological benefits that come from personal learning. According to Pew, 87% of personal learners feel well-rounded and 64% reported their learning helped them make new friends.
- Most people in the United States view public libraries as an integral part of the education system by providing resources to everyone, while also being advocates of digital and information literacy. A recent report produced by the Pew Research Institute found that those over the age of 15 feel that public libraries have an important role in fulfilling the educational needs of the community they serve. In addition, 78% feel libraries adequately encourage literacy and an enthusiasm for reading.

**SOURCES**

REPORT INFORMATION
Topic: Summer Reading
Program: Kids and Teens Winter Reading Survey 2022
Date Range: Programs 01/10/2022 to 02/27/2022

EAST GREENBUSH COMMUNITY LIBRARY SURVEY WORK
East Greenbush Community Library conducted surveys to program participants to collect data and insights about how their summer reading services and programs are supporting community needs. East Greenbush Community Library surveyed patrons using the Project Outcome Summer Reading Teen/Child Survey, which measures the impact of services designed to provide continuous reading and learning opportunities for children and teens between school breaks to limit learning gaps. A total of 36 survey responses were collected.

Results
A total of 36 survey responses were collected. Of the percentage of children or teens surveyed who either agreed or strongly agreed that they benefited from the service or program:

- 100% learned something new from what they read or experienced
- 75% read more often
- 100% enjoy reading more
- 89% want to use the library more often

The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)

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SCORING:
- Strongly Disagree
- Disagree
- Neither
- Agree
- Strongly Agree

Selected Criteria Average

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Summer Reading Topic Averages

AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)

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### Additional Survey Information

The library also asked the following questions:

1. What did you like most about the program/service?
2. What could the library do to help you continue to learn more?
3. What is the age of the child(ren)? (select all that apply)
   - 13-18 years: 0%
   - 6-12 years: 83%
   - 4-5 years: 12%
   - 1-3 years: 5%
   - 0-12 months: 0%
4. How did you learn about this program? (select all that apply)
   - Other: 18%
   - Don't know/Not applicable: 7%
   - Word of mouth: 9%
   - Library staff: 5%
   - Online ad: 0%
   - Library newsletter: 25%
   - Newspaper: 0%
   - Social media: 2%
   - Library website: 16%
   - Signs or flyers in the library: 18%

### Open-Ended Responses

Open-ended responses are listed in chronological order and grouped by survey and then by question.

#### Kids and Teens Winter Reading Survey 2022 - 01/10/2022

1. What could the library do to help you continue to learn more?
   - A visit from Spider-Man so he can read me a book
   - Keep up the Beanstack challenges and raffles for kids!
   - I love to use LIBBY from home, so anything to expand on that would be great.
   - Offer more youth programs. Maybe a craft program?
   - I am not sure.
   - I'm not sure
   - I'm not sure
   - It could help me research for my school reports.
   - I can’t think of anything that the library could do more of.
   - I can’t think of anything more that the library could do for me to learn more.
   - eh more slime
   - Get more books about crystals and rocks.
   - They already helped me enough.
   - Continue weekend and evening hours! Stop late fees :)
   - Nothing
   - It should add more car books.
   - The library could do no more than they are doing because they are trying their hardest to get kids or parents to read more often.
   - Keep the fish!
   - "Help me find learning books" - Damian
   - Get more new books (Max, 4, says to get more books that he likes and the "ones that I like is Spider Man.")
   - Prizes
   - do one for fall
   - If there was one for older kids because it did not feel very challenging
• do a spring one
• Get a bigger supplie of books to choose from
• It could every 2 weeks you have to read a book to get a prize
• Keep having books that have facts in them

2. What did you like most about the program/service?
• what I liked was that you could experience different ways of reading and it encouraged you to read more.
• All the different books
• The Spider-Man books
• Exploring the activities and the books to go along with them.
• Something I like about this program is the prizes you can win!!!
• I liked the prizes and the books
• I liked the activities
• The activities
• I liked making the blanket fort.
• I enjoyed all of the activities and most of all reading! It was fun putting tickets in for each activity completed!
• I loved reading the most and all of the fun activities that went with it! I also loved putting in tickets after accomplishing each activity! It was so fun!
• I dunno everything
• The challenges were fun and easy
• The diversity between book choices.
• Reading challenges with prizes
• The different activities to keep me interested in reading
• The different activities
• Reading
• I got to read a lot of books
• The way it engaged my daughter in reading and made it more fun than just bedtime stories
• I liked that it challenged you to trying new things.
• Creative ideas like reading in a blanket fort
• I liked that all of the challenges were almost only about reading instead of “read for 2 minutes an take a 20 minute break”
• Unique activities! Not same old reading on the couch or in bed.
• "to do fun challenges"- Damian Mom liked that the challenges weren't grouped like they were in the summer. It was much easier to complete something.
• My kids love the prizes.
• I like the challenges
• I read books that I would not have read
• I like to do the ones were you read in different spots
• I like reading about Harriet Tubman
• It was doing all the fun things
• I like that I can win a prize
Wherever public libraries are working, possibility lives. People who work in public libraries know that library services open new opportunities for anyone who enters – putting people on the path to literacy, technological know-how, or a better job. Libraries see evidence of this every day – what they are often missing is the data to support it. Measuring outcome data helps libraries demonstrate the good they are doing and the value their impact is having in the community. For example, the Project Outcome: Year in Review 2016 Annual Report sites that nearly 80% of library users surveyed report that library programs and services have had some kind of positive impact on their lives in the last year, with a majority of patrons reporting that the educational aspect of these programs and services is what they like most. And these patron benefits are in high demand. Patrons most commonly suggested improvement for the library is new, more, or more frequent classes and programs.\(^i\)

### About the Surveys

The Project Outcome surveys were developed by the Public Library Association's Performance Measurement Task Force, which is comprised of a diverse group of public and state library leaders, consultants, data researchers and analysts. The surveys are designed to help libraries measure the outcomes of programs and services and the impact they have on patrons. The results are intended to show a direction of change, not rigorous statistical proof of change. To learn more about Project Outcome, visit www.projectoutcome.org (https://www.projectoutcome.org).

### Implications for Community Impact

Summer reading programs are an essential public library service that benefits a range of patrons from children, teens and adults. Public libraries intend summer reading programs to be engaging and fun while providing structure that supports ongoing learning opportunities for adults and protects against literacy backsliding for children out of school.

- Summer reading programs are particularly important for children transitioning from "learning to read" to "reading to learn" education levels. According to a three-year study by Dominican University's Graduate School of Library and Information Studies, students who participate in their local library's summer reading program significantly improve their reading skills.\(^i\)
- Children who participate in summer reading programs end up ahead of those who don’t. The Lexile Framework provides a way to match a reader with an appropriate text within their reading level. Research shows that there is a 52 Lexile point gain for children who participate in summer reading programs.\(^ii\) Summer reading programs reduce summer learning loss. Instead of losing knowledge and skills during the summer months, kids who attend summer reading programs actually show gains.
- Summer reading programs improve more than reading skills. In the Dominican University study, teachers report that children who participate in summer reading programs return to school with a more positive attitude about reading and higher level of confidence in the classroom, read beyond what is required, and perceive reading as important.\(^iii\)
- Most people in the United States view public libraries as an integral part of the education system by providing resources to everyone, while also being advocates of digital and information literacy. A recent report produced by the Pew Research Institute found that those over the age of 15 feel that public libraries have an important role in fulfilling the educational needs of the community they serve. Specifically, 85% of the surveyed population feel that public libraries need to coordinate with schools in literacy programs and resources provided to children. In addition, 78% feel libraries adequately encourage literacy and an enthusiasm for reading.\(^iv\)
SOURCES


iii www.lexile.com

iv Roman, Carragan, and Fiore. "Public Library Summer Reading Programs"