



## Director's Report- January 2019

*Submitted by Jill Dugas Hughes*

*Presented to the Library Board of Trustees, February 19, 2019*

### January Highlights

#### Visits, Volunteers, and Borrowers

- 14,300 people visited the library in January; an average of 50 people per hour open.
- Although visits were 8% lower in January 2019 compared to January 2018, we were happy to have a surge of volunteer assistance.
- 29 volunteers worked 63 hours in January 2019; which was 91% more than the previous year!

#### Our Collection and How It's Used

- Patrons borrowed 34,042 items in January 2019; a decrease of 2%.
- The decrease in circulation was entirely in Audio Visual format (audiobooks, music cd's, DVD's); 17% less items in January 2019 than 2018.
- Other collections all showed increases in circulation: Digital (e-books, e-audiobooks, digital magazines), 26% increase; physical items (books, magazines, etc.), 2% increase; and Database Usage, 15% increase.
- The teen collection showed a 12% increase; adult collection, 3% increase; and children's collection usage decreased 5%.
- Despite the decline in children's material lending, the juvenile print fiction collection is still the highest circulating collection in the library. 7,977 items circulated in January 2019, an increase of 1%.
- Adult fiction (print) lending increased significantly; 9%!
- The DVD/BluRay collection is still a heavily circulating collection (5,623 items) despite its significant 15% decrease in lending. It is a matter of time before streaming video becomes the format of choice for the majority of our patrons. At this time, the library community does not have access to a popular streaming service for DVD's which could compete with services such as Netflix and Hulu.

#### Library of Things

The "Library of Things" is a new collection spearheaded by Adult Services Librarian, Catherine Snow, that allows patrons to borrow non-traditional but highly useful circulating items such as scientific equipment and cooking tools. We plan to incorporate existing, miscellaneous non-traditional library collection items into the LoT collection (Lawn chairs, lawn blankets, and Kill-A-Watt power meters).

- Telescope
- Microscope
- Binoculars
- Games
- Projector
- Bakeware



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### Meeting Rooms

- 9% more community members utilized library meeting rooms; 1,130 in January.
- The rooms were borrowed 92 times; an increase of 8%!

### Reference Questions

- We provided answers to 3,430 reference questions, and 16 notary services; a decrease of 4%

### Computer Use & WiFi

- Computer use continues to grow! There were 16% more sessions than last January (2,170). This number includes desktop and laptop computer use.
- Additionally, wireless usage also increased; 13% (2,356 unique sessions).

### Social Media/Web Engagement

- We have reached 17,743 users via Facebook; a whopping increase of 143% over last January!
- Twitter user reach is also growing (8,245- 86%!).
- 18,022 people found the library through a google search. Of that, 530 asked for directions (42% increase over December 2018); 1,604 visited our website (43% increase over December 2018), and 279 people called us (increase 108% from December 2018).
- It is likely that the increase in phone calls is related to tax season preparations!

### Media Mentions

- We were nominated for Best Library along with Colonie, Bethlehem, and Clifton Park/Halfmoon, and Albany in the Best of 2019 Contest. The official voting portion for Best of 2019 is closed. The winners will be published in the Thursday, March 28 edition of the Times Union and published in the Upstate Magazine.
- Received the following recommendation on Facebook from patron, Heather McMahon:

*"Incredible children's room and program, great collections, very kind and helpful librarians! Do not miss story-time with your kids! 😊"*

- Our current star rating on Google is 4.9, with 26 reviews. The most current review (2 months ago) was written by Nox Watson, Local Guide:

*"Love this library so much that we pay to use it rather than our local one. The children's area is probably the best feature, having both a book area separate from the adult section and a smaller free play zone located even further in. They also do bag sales for both adult and children's books. All in all a wonderful library."*

- Two months earlier, we received another 5-star review from Allison Hedgepeth

*"Best library ever! I love visiting!! Friendly, cheerful place with practically no flaws."*

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### In Case You Missed It...

- NPR's This American Life posted a radio/podcast about libraries on December 28: "The Room of Requirement." Although not specifically about the East Greenbush Community Library, it is a terrific narrative about libraries throughout the United States and their respective communities. Thank you to Trustee, Shay Harrison for sharing! <https://www.thisamericanlife.org/664/the-room-of-requirement>.

### Facilities Updates

- We welcomed Kyle Smith back to work, after a brief medical leave (reduced hours).
- Blinds are broken in Meeting Room A and Multipurpose room. We will need to fix/replace, depending on cost.
- Paul painted the EERC room on January 13.
- Replacement tables and chairs for Meeting Rooms A & B have arrived.
- New teen room tables, chairs, and café bar and stools have arrived. See below for a picture of the new teen room furniture.



### Information Technology Updates

- Public Laptops and Desktop Computers are estimated to arrive on February 15.
- Karrie has begun installing the cloning software which should decrease the amount of after-hours staff time maintaining our computers.
- Website Changes: Added a NoveList button to our research page and removed Gale Virtual Reference Library and Heritage Quest from our online locations. NoveList Plus is a new resource to connect readers with their next fiction or nonfiction book by making recommendations based on their personal experiences. It also contains read-alike suggestions, lists of award winners, recommended reads, book discussion guides, curriculum guides, and more! <http://bit.ly/EGnoveList>

### Volunteers

We are looking for volunteers to act as program attendants and book discussion leaders. Let me know if you or someone you know is interested!

### Events and Educational Programs

- Library educational programs and events continue to grow in popularity. We held 71 events in January (an increase of 18%) with 1,579 attendees (35% increase over last year).
- Signature programs such as Toddler Storytimes, Music Together, and Preschool Storytimes continued to be popular. In total we held 15 sessions with 669 attendees!

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- Other highlights include Hygge Day (105 attendees), Preschool Fair (97 attendees) and outreach event, Winterfest at Goff (61 attendees).



### Preschool Fair

The children's department hosted a successful Preschool Fair, coordinated by Jen with 16 preschools in Rensselaer County. Almost 100 attendees!

### Adult Winter Reading Challenge (January 4-February 15, 2019)

This year's theme is the Danish concept of Hygge (pronounced HOO-GAH), an idea that embraces coziness and small rewards, was a grand success. As usual, our Winter Reading Challenge involves earning raffle tickets for prizes by completing tasks on a game card. We also celebrated this year's Challenge by hosting a special Hygge Day celebration on January 31. We served hot cocoa

and provided a comfortable, cozy atmosphere at the library complete with battery operated tea lights, harp music, and stress-free activities. Kudos to the Adult Services team for their creativity with this endeavor. We had terrific feedback from the community and staff.



### Library Moon Walk

The National Network of Libraries of Medicine have awarded a grant to local library systems to encourage community members to get moving. Why a Moon Walk? The moon is 238,900 miles from the Earth and the goal is to get our collective communities to move an equivalent number of miles and embrace healthy lifestyles. As part of the initiative, people can track how much they've moved on the website, [librarymoonwalk.sals.edu](http://librarymoonwalk.sals.edu). We have set up a Library Moonwalk Lap Top Station at the library to encourage community members to log their steps, minutes or miles. In addition to moving more, we are joining together with libraries in ten counties to host a wide variety of health-related programming, and helping people access authoritative health information from the National Library of Medicine through the [Medlineplus.gov](http://Medlineplus.gov) website. The Library Moonwalk will run until April 30, 2019. Together we can make it to the moon and beyond!





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### Potential Early Voting Site

Newly established early voting legislation allows people to vote up to 10 days early. As a result of the new legislation, the Rensselaer County Board of Elections has identified our library as a potential "Super Center." If we are to be chosen (and accept), we would be required to be open to the public daily from October 25 through November 3 to vote. The Board of Elections would oversee the elections and would provide staffing, equipment, etc. It is likely to come with a slight financial compensation. They have identified Meeting Room A as their preferred location. Currently, these dates conflict with the Library Book Sale. We will continue to work with the County Board of Elections and Friends to see how we might coordinate our efforts to provide convenience for library patrons. I should have finalized information by our March meeting date.

### Crafter Eve: Dream Catchers

The craft class, led by staff member, Holly Huzar, has been going well with some very nice friendships starting up between participants. Holly reported "how very, very, much they appreciate us providing free classes and all the supplies. Laurie D is excellent at pulling together all kinds of fun things for us to work with, couldn't do it without her."



### Upcoming Events/Dates of Note

- Film Festival (Saturday, February 23) - Adult
- Library Pre-Advocacy Day activities at the Albany Hilton Hotel (Tuesday, February 26)
  - Library Advocates Luncheon 12-1pm. Registration required, \$15.
  - Hacks for Better Library Service and Productivity (1:30-3:00 pm)
  - The All of Us Research Program and Public Libraries; National Institutes of Health and the National Library of Medicine (1:30-4:30 pm)
  - Libraries Respond to the Opioid Overdose Epidemic (3:30-5:00 pm)



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- New Yorkers for Better Libraries PAC Gala (6:00-9:00 PM) - Fundraiser \$\$
- Library Advocacy Day (Wednesday, February 27)
  - Governor Cuomo released his FY 2019-2020 Executive Budget proposal and accompanying legislation. It includes the third straight year of drastic cuts to library funding:
    - 5% cut to Library Aid; \$5M less than what was in last year's enacted state budget!
    - \$20M cut to Library Construction Aid. The State Division of Library Development estimates that library renovation and construction needs are \$1.7B statewide. Over 48% of public libraries in NYS are 60+ years old, and an additional 33% are 30+ years old.
- Digital Learning Day (Thursday, February 28) - All Ages
  - Digital Experts available: Windows 10, smartphones/tablets, e-books and e-audiobooks, computer hardware/software.
- Book Group(s) will visit Susan Orlean's lecture at the NYS Writer's Institute (Friday, March 1) - Adult
- Farmer's Market Vendor Applications will be available on Friday, March 1
- Happy Birthday Dr. Seuss! Celebrate Read Across America Day with make and take Dr. Seuss crafts in the children's room (Saturday, March 2) – Children
- Family Movie: Ralph Breaks the Internet (Saturday, March 2) - Children
- Container Gardening with Master Gardener Denise Maurer; co-sponsored with the Greenbush Garden Club (Tuesday, March 5) – Adult
- Oreo Taste-Off (Wednesday, March 6) - Tweens/Teens
- Intro to Scrapbooking with Vicki (yes, our bookkeeper Vicki! She has many talents!), (Sunday, March 10) - Adult
- Yoga Class with Camie Engel; for all levels; ages 18+ (Tuesdays; March 12, 19; April 16, 23) - Adult
- Understanding Alzheimer's and Dementia (Tuesday, March 12) – Adult
- Teen Anime Club (Wednesdays, March 13, 27; April 3, 17; May 8,29) - Tweens/Teens
- St. Patrick's Day Fun (grades K-2) (Friday, March 15) – Children
- Murderous March; co-sponsored with Mavens of Mayhem (Sisters-in-Crime Upper Hudson Chapter). Panels and sessions will feature Vicki Delany, publisher/author Edwin Hill (Boston), author Linda Wiken (Ottawa), and several NYS mystery authors and crime experts (Saturday, March 16) - Adult
- Open Recreation Space for adults of all ages and abilities, Fridays - Adult
- Grandma Moses: Deana Mallory will give an illustrated talk on Anna Mary Roberson, more famously known as Grandma Moses; co-sponsored by Greenbush Historical Society (Sunday, March 17) – Adult



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- Strawbees Saturday! (ages 5+) (Saturday, March 20) – Children
- Teen Volunteer Club (Wednesdays, March 20, April 10, May 15) - Tweens/Teens
- Movie Night- Green Book (Wednesday, March 20) - Adult
- Food for Thought Cookbook Club- Hearty Foods & Special Presentation by Erin Czernecki of Fort Crailo Historic Site (Thursday, March 21) - Adult
- Homeschool Meetup: Painting (Friday, March 22) - Children
- Yo-Yo Workshop (ages 7+) (Saturday, March 23) – Children
- Hollywood Legends with Ken Lelen Live Concert (Sunday, March 24) – Adult

### Library Statistics


Currently each department collects statistics and makes monthly reports with statistical highlights. I take the monthly statistics and compile them into one larger report. This method is time consuming, ripe with potential for human error, and leaves each department with a fractured overall view of how we are doing. One goal for 2019 is to create one shared database for library statistics. This is a complex task, because the statistics are gathered from so many different sources (Integrated Library System, individual Databases, Print Management Software, Computer Management Software, Wireless Router, People Counter, Library Calendar, and statistics compiled by hand (reference questions, outreach, notary sessions, program attendance etc.). I am working with Susan to develop a data management solution will be robust enough to handle differing data output needs and is easy to use for staff. We hope to have this in place by March.

### Annual Review/Audit

Stark & Basila has recommended we complete an Annual Review instead of an Annual Audit this year. An Audit includes a test of internal controls whereas a Review is focused on ensuring that our financial statements are accurate. On the February agenda, will be a proposal to complete an Annual Review this year, with a fee of \$6,500, which would result in a savings of \$3,475. Included in the board packets is the email from the auditor with more details about the differences between the Review and an Audit.

	Jan 2019	Jan 2018	% Change	YTD 2019	YTD 2018	% Change	
<b>VISITS, VOLUNTEERS, AND BORROWERS</b>							
	Borrowers: Valid library card holders	8,296	8,454	-2%	8,296	8,454	-2%
	Active Schodack Cardholders						
	Active EG Cardholders						
	Visits	14,300	15,500	-8%	14,300	15,500	-8%
	Hours Open	288	282	2%	288	282	2%
	Volunteer Hours	63	33	91%	63	33	91%
	Number of Volunteers	29	17	71%	29	17	71%
	<b>OUR COLLECTION AND HOW IT'S USED</b>						
	Checkouts	34,042	34,858	-2%	34,042	34,858	-2%
	Holdings	94,584	97,610	-3%	94,584	97,610	-3%
	Items Added	795	891	-11%	795	891	-11%
	Items Withdrawn	794	1,438	-45%	794	1,438	-45%
	<b>Checkouts By Audience</b>						
	Adults	20,699	20,182	3%	20,699	20,182	3%
	Teens	1,040	932	12%	1,040	932	12%
	Children	12,303	12,935	-5%	12,303	12,935	-5%
	<b>Checkouts By Format</b>						
	A/V	9,976	12,044	-17%	9,976	12,044	-17%
	Digital	3,543	2,805	26%	3,543	2,805	26%
	Physical	19,537	19,149	2%	19,537	19,149	2%
	Database	986	860	15%	986	860	15%
	<b>Collections Most Checked Out</b>						
	Juvenile Fiction (Print)	7,977	7,924	1%	7,977	7,924	1%
Adult Fiction (Print)	5,265	4,826	9%	5,265	4,826	9%	
Adult Video (DVD & BluRay)	5,623	6,586	-15%	5,623	6,586	-15%	
<b>EVENTS</b>							
	Total Events	71	60	18%	71	60	18%
	Total Attendance	1,579	1,166	35%	1,579	1,166	35%
	<b>Top 6 Most Well Attended Events</b>						
	(285 attendees)	<b>Toddler Storytimes (6 total sessions)</b>					
	(197 attendees)	<b>Music Together (3 total sessions)</b>					
	(187 attendees)	<b>Preschool Storytime (6 total sessions)</b>					
	(105 attendees)	<b>Hygge Day</b>					
	(97 attendees)	<b>Preschool Fair</b>					
	(61 attendees)	<b>Winterfest @ Goff (outreach)</b>					
	<b>MEETING ROOMS</b>						
	People who utilized the Library's Meeting Rooms	1,130	1,038	9%	1,130	1,038	9%
	Number of Events Held	92	85	8%	92	85	8%
	Number of Literacy Volunteer Tutoring Sessions	7	12	-42%	7	12	-42%
	Number of English as a New Language Classes	7	8	-13%	7	8	-13%
<b>REFERENCE</b>							
	Number of Questions	3,430	3,587	-4%	3,430	3,587	-4%
	Notary Services Provided	16	12	33%	16	12	33%
	ILL Received	21	20	5%	21	20	5%
	ILL Provided	9	18	-50%	9	18	-50%
<b>COMPUTER USE &amp; WIFI</b>							
	Number of Sessions	2,170	1,877	16%	2,170	1,877	16%
	Average Unique Users Monthly Wireless	2,356	2,077	13%	2,356	2,077	13%



	Jan 2019	Jan 2018	% Change	YTD 2019	YTD 2018	% Change	
<b>SOCIAL MEDIA/WEB ENGAGEMENT</b>							
	Facebook followers	1,880	1,715	10%	1,880	1,715	10%
	Facebook User Reach	17,743	7,298	143%	17,743	7,298	143%
	Tweets	39	34	15%	39	34	15%
	Twitter User Reach	8,245	4,440	86%	8,245	4,440	86%
	Web Page Sessions	8,343	8,029	4%	8,343	8,029	4%

### Top Tweet

Jan 2019 - 31 days

Tweet reached to

**Top Tweet** earned 607 impressions.

It's about life... and death. Death Date: 1/27, 2pm at the library. Continue the conversation about making the most of our (finite) lives through awareness of death. Let's eat cake, drink tea and discuss death! Register bit.ly/ItsAboutLife bit.ly/2HqQYL0


Jan 2019 summary

Tweets	39	Tweet impressions	8,481
Profile visits	231	Retweets	18
New followers	7		

**Top mention** earned 50 engagements

**LightsCameraJackson**  
@L.C.Readers Jan 6

Amazing turnout and dramatic conclusion to 3rd annual TV & Movie Trivia event @EGLibrary. Thanks to all the teams that played and congrats to the winners! pic.twitter.com/tOz7YaABPx



### Top Post

**East Greenbush Community Library**  
Published by this promotion on February 1 at 8:27 AM

We were nominated for Best Library in the Capital District Show us some love! Don't forget to vote for the East Greenbush Community Library

#### Performance for Your Post

**1,404** People Reached

**101** Reactions, Comments & Shares

69 Like	34 On Post	35 On Shares
13 Love	8 On Post	5 On Shares
3 Wow	0 On Post	3 On Shares
5 Comments	3 On Post	2 On Shares
11 Shares	11 On Post	0 On Shares

**97** Post Clicks

0 Photo Views	42 Link Clicks	55 Other Clicks
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**NEGATIVE FEEDBACK**

0 Hide Post	2 Hide All Posts
0 Report as Spam	0 Unlike Page

## Reference Department Report - January 2019

*Submitted by Elizabeth Putnam*

### January Highlights

#### Adult Winter Reading and Hygge Day

The “hygge” themed Adult Winter Reading Challenge kicked off on January 4. The Danish lifestyle concept of hygge embraces coziness and small rewards during the dark winter months. To promote the Winter Reading Challenge and treat our patrons to some hygge comfort, we held Hygge Day at the library on one of the coldest days of the year, Thursday, January 31. Hygge day featured self-serve hot cocoa, chocolates at service desks, a “crackling” fire displayed on the TV over the new books area, and tables throughout the library set with tea lights, coloring pages and coloring supplies, crossword puzzles, word games, and board games. The day was capped by a return visit from Diane and Claudia, the harpists who played so beautifully for us in December. We received rave reviews and profuse thanks from patrons, who really seemed to enjoy the spirit of “hygge”!

# Happy Hygge Day!



To date, 70 patrons and 17 staff have signed up for the Winter Reading Challenge.

## Reference Department Report - January 2019

Submitted by Elizabeth Putnam

### TV & Movie Trivia

The popular TV & Movie Trivia event, which ushers in the film awards season and marks the approach of the Day Before the Awards Movie Fest, returned for its third year.

The event, hosted by Jackson Murphy, garnered a record attendance of 35. The five-member team “The Price is Right” won first prize.

### Living While Dying and Death Café

We welcomed larger than expected crowds for a two-program end-of-life series, a viewing and discussion of the film *Living While Dying* (January 13; 27 attendees), and East Greenbush’s first Death Café (January 27; 29 attendees). Death Café is a national movement that aims to destigmatize discussions about death. Participants are offered tea, coffee, and cake and gather in small groups (pictured below) to discuss death-related topics of interest.



Both programs were facilitated by Kathy Gibson, an East Greenbush resident and student of mortuary science at HVCC. Kathy is also a Hospice volunteer and a proponent of green burial practices. Her upbeat graciousness helped put participants at ease and kept the questions and conversations flowing. We plan to offer another Death Café with Kathy in May.

### Welcome, Lauren!

This month, Lauren Kozilsky officially joined us as p/t Librarian I. Lauren, who has served as a substitute librarian for us since the summer of 2017, will work Monday evenings and every other Saturday. She will take over management of the music and local history collections.

### Reader’s Advisory and Novelist

We added a new database to our electronic offerings this month. *Novelist* is an easy to use reader’s advisory tool that provides reading recommendations, book lists, and author read-alikes. We expect that it will prove useful to library staff and patrons alike.



## Reference Department Report - January 2019

*Submitted by Elizabeth Putnam*

### Tax Season

We have received federal 1040 forms and instructions, but we have not yet received any forms from New York State.

Our first year of partnering with United Way's 2-1-1 call center service has had a bumpy start. Sign-ups for TaxAide appointments through 2-1-1 opened on January 14<sup>th</sup>. During the first several weeks, our patrons experienced wait times of up to an hour when they dialed 2-1-1 to request an appointment. 2-1-1 experienced several problems with their appointment software that led to confusion and misunderstandings among their staff. 2-1-1 has resolved many of these issues and service at this time seems to have improved. Next year, we will weigh this season's difficulties against the beneficial aspects of the partnership, along with 2-1-1's assurances of service improvements, to determine our handling of the 2020 tax season.

### Programs

- In January, we offered 38 sessions of 24 different programs. A total of 428 people attended our programs, with an average attendance of 18. Of the 37% of our programs that required pre-registration, 48% of registrants were residents of East Greenbush and 8% were residents of Schodack.
- Organizations we partnered with this month to deliver programming:
  - AARP
  - Capital District EOC
  - Cornell Cooperative Extension
  - Greenbush Garden Club
  - The Legal Project
  - NYS Partnership for Long Term Care
  - Questar III
  - Red Cross
  - Sisters in Crime
  - Society for Creative Anachronism

### Professional Development and Training

- On January 15<sup>th</sup>, Catherine attended the one-hour Novelist webinar, "RA: "Why Read SF and How to Help Those That Do." The session offered training in the delivery of Science Fiction reader's advisory service.





## Reference Department Report - January 2019

*Submitted by Elizabeth Putnam*

### Adult Programs

<b>Reference Services</b>	
Reference Questions--Standard	1433
Reference Questions - Longer than 5 min.	87
Reference Questions - Computer	474
Meeting rooms/Programs/Other	281
<b>Total Reference Questions</b>	<b>2275</b>
<b>Programs</b>	
<b>Total Adult Program Sessions</b>	<b>38</b>
Total Adult Programs	24
<b>Total Attendance at Adult Programs</b>	<b>428</b>
<b>Average Attendance per Program Session</b>	<b>17.8</b>
Library staff-led programs	6
Attendance	149
Library volunteer-led programs	6
Attendance	92
Library programs w/ paid presenters	0
Attendance	0
Community member-led programs	3
Attendance	65
Programs led or sponsored by partner organizations	23
Attendance	121
One-on-One programs (not incl. digital literacy; see below)	2
Attendance	5
<b>Digital Literacy Programs</b>	
Technology classes	0
Attendance	0
Drop-In Tech Help	4
Attendance	13
One-on-one tech appointments (Book-a-Librarian)	0
Attendance	0
<b>Total Digital Literacy Programs</b>	<b>4</b>
<b>Total Digital Literacy Attendance</b>	<b>13</b>



## Reference Department Report - January 2019

*Submitted by Elizabeth Putnam*

### Adult Programs

<b>EERC Room Use</b>	
EERC Use -- Lit. Volunteers	7
Attendance	14
EERC Use -- General	25
Attendance	41
EERC Use -- ENL classes	7
Attendance	31
<b>Total number of uses</b>	<b>39</b>
<b>Total number of attendees</b>	<b>86</b>

<b>Services/Outreach/Volunteers</b>	
<b>Books with Wheels visits</b>	<b>1</b>
Individuals	0
Institutions / Group Residences	1
<b>Materials used for BwW (books, audios, videos)</b>	<b>20</b>
<b>Volunteers</b>	
Individual volunteers	6
Individual volunteers- hours worked	10.5
Organizational volunteers/partnerships	9

<b>Database Usage – Number of Searches</b>	
Ancestry Library Edition (searches)	772
Encyclopedia Britannica (searches)	26
GALE databases (searches)	76
Novelist	82
Flipster (Downloads and online views)	150
Overdrive Users	<b>651</b>
All Audiobooks	1261
All eBooks	2121
Streaming video	12
Overdrive Items Checked Out	<b>3394</b>
<b>Total searches/uses/downloads</b>	<b>4500</b>



## Resource Sharing & Access Report - January 2019

*Submitted by Dawn Geurds*

### Highlights:

- Attended a webinar on Wednesday January 16 for Product Insights: Resources Sharing
- Library closed all day Sunday January 20 due to winter storm Harper, that dumped 13.9 inches of snow at the Albany Airport.
- During Kathy's vacation, helped with AV processing and retrieving e-mails and voicemails for meeting room reservations.
- Attended a Department Heads meeting on Tuesday January 22.
- Library closed at 5pm on Tuesday January 29 due to snow.

### Statistics:

- Answered 9 reference questions by e-mail.
- Requested 29 ILLS
- Received 21 ILLS
- Sent out 9 ILLS
- 899 items requested within UHLS.
- 5,175 items that were placed on the Hold Shelf.
- 2,499 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 355 expired holds were not picked up by the patrons that requested them.
- 5 items were found on the library's shelves that were marked lost in transit.
- 30 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Library was open 29 days/288 hours.

## Youth Services Report - January 2019

*Submitted by Molly Chatt*

### PROGRAMS:

This month we resumed storytimes after taking a break for several weeks for the holidays. 5 storytimes were cancelled this month due to the weather, which lowered our general programming attendance numbers.

The 3<sup>rd</sup> annual Preschool Fair was a success, 13 local preschools attended and were able to talk to patrons about their programs. We will definitely be repeating the program next year.

Jenna attended WinterFest at Goff this year. She handed out information about the library and did crafts with kids at the festival.

### 1000 BOOKS BEFORE KINDERGARTEN:



8 new children registered for the 1000 Books Before Kindergarten program this January.

There were 28 check-ins this month to record another 100 books read, and 2 children graduated from the program!

### MEETINGS & CONTINUING EDUCATION:

- As part of her enrollment in the Youth Services Empowerment, Advocacy, + Leadership Academy (EALA), Molly attended two workshops in Guilderland on January 9th — “Partnerships, Collaborations, & Relationships” and “Human Resources/Interviewing & Management.”
- Molly attended the monthly Youth Services Advisory Council at UHLS on January 11th.
- Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES, and she attended a meeting on January 16th.

### TWEEN/TEEN SERVICES:

There were 194 teens in the teen room during the 19 days librarians staffed the area in January.

Our Teen Volunteer Club (TV) continues to meet, and their current project is assisting with our Nourish Your Neighbor Food Drive. We are partnering with the Cornell Cooperative Extension and CoNSERNS-U for this initiative. The TV Club has helped promote the drive and are sorting the food as it comes in.



*Columbia High student Melody Diaz painted a wintery update for our Teen Room windows!*





## Youth Services Report - January 2019

Submitted by Molly Chatt

### Children's Programs

PROGRAM	AGE	# SESSIONS	# CHILDREN	# ADULTS
Baby Bookworms	0-18 mos.	3	20	21
Toddler Storytime	19-36 mos.	6	155	130
Preschool Storytime	3-5	6	105	82
Saturday Storytime	0-5	2	36	34
Music Together	0-5	3	106	91
Zumba w/ YMCA	3-5	2	38	25
Yoga w/ YMCA	3-5	1	30	17
Homeschool Meetup	5+	1	13	6
Giving Tree w/ Anita Sanchez	5-8	1	7	5
Preschool Fair	all	1	32	65
Winterfest @ Goff (OUTREACH)	all	1	28	33
<b>Total Children's Programs</b>		<b>27</b>	<b>570</b>	<b>509</b>

### Tween/Teen Programs

PROGRAM	# SESSIONS	# TWEENS/TEENS
Anime Club	2	26
Teen Mashup	3	26
TV (Teen Volunteer) Club	1	6
Winterfest @ Goff	NA	14
<b>Total Teen Programs</b>	<b>6</b>	<b>72</b>

### Department Statistics

Reference questions -- children's & teen desks	776
Computer Assistance	46
Miscellaneous questions -- program signups, board games, directional, meeting rooms	137
Games Computer Sessions	499
Volunteers	9 volunteers worked 23.5 hours



## Technical Services Report - January 2019

*Submitted by Susan Dague*

The Cataloging Advisory Council did not meet in January.

I attended OCLC's Virtual AskQC (Ask Quality Control) webinar on the 9<sup>th</sup>. This month's topic was when to input a new record in WorldCat.

Kathy attended a NYSLAA executive council meeting on the 18<sup>th</sup> in Baldwinsville.

- Number of items processed: 532 (total – unknown)

Audio (adult + YA + juvenile)	17	
Juvenile Fiction	35	
Juvenile Nonfiction	90	
Electronic (adult + YA + juvenile)	6	
Fiction (adult + YA)	191	
Miscellaneous (equipment)	3	
Unknown (on order records)	263	
Nonfiction (adult + YA)	57	
Print Subscriptions (adult + YA + juvenile)	119	
Video (adult + juvenile)	14	

= 795

- Number of items withdrawn: 794

Added for the year to date: 532

Withdrawn for the year to date: 794

Total items: 94,279



## Digital Services Report – January 2019

*Submitted by Karrie McLellan*

### Online Presence:

- Library Market Calendar:
  - Made TaxAide blocks in the calendar public (no signups) to direct patrons to call 211.
  - They rolled out a confirmation message enhancement we had planned to implement, but there were problems with permissions. We will have access when it is resolved.
- Schedule3W (staff calendar):
  - Waiting for our enhancement request that would allow all staff working in a location to be shown, regardless of their home location, to be implemented.
  - Waiting for an option to be added to “email invokes” that opens and populates an Outlook webmail.
  - Scheduled training for using the desktop version of the software.
  - Some departments have opted to continue using the old away request form, and all have agreed to keep using the current vacation calendar on the intranet to track vacations for planning purposes. If you are unsure which procedure to use, consult your supervisor.
- Google Search Result: Added the pre-announcement for the Film Festival to our entry.
- Website
  - Added TaxAide info to the front page. Working with Elizabeth to format the adult page.
  - Working with Elizabeth to reformat adult page and LibraryAware related pages to fold in NoveList.
  - Removed HeritageQuest and GVRL references from digital locations and printed materials because they have not been renewed.
  - Added NoveList and removed Heritage Quest from our (Gale) research page. GVRL will disappear automatically when the subscription expires.
  - Added a plugin that will allow us to schedule a weather closing popup to expire automatically and updated weather closing announcement procedures accordingly.
  - Discovered that our website had stopped sending email notifications for contact forms. Our web developer was able to fix it. We did have email contact information for all of the missed contact forms, so we were able to contact those patrons to follow up.
- Tech Tips blog:
  - UHLS had issues with their web server that were causing sites to go offline and throw security warnings. They updated their web server to address them.
  - Resolved an issue with the email feature of the Tech Tips blog.
- Social media: We now have a “Library Open” graphic for use on holidays we are open or questionable weather days.
- Updated our weather closing procedures based on a request for TaxAide volunteers.

### Sierra/Encore:

- Sierra was updated, and changes were more obvious in this update than in the past. The approval screen to put an item in transit is gone and some of the pull list steps are different.
- There was a major issue with notices not going out (telephone and email) that has been resolved.



## Digital Services Report – January 2019

*Submitted by Karrie McLellan*

### Library Computers/Hardware:

- UHLS took the old thin client hardware off our hands. They will be repurposing the machines for smaller libraries in the system.
- Experienced speed issues with a couple of laptops that were traced back to BitDefender attempting to update itself while the computer was frozen.
- Ordered and installed a new printer for Vicki.
- Ordered and installed four new receipt printers.
- Ordered a wireless barcode scanner.
- Ordered 19 new staff computers. Delivery will be delayed due to worldwide processor shortage. ETA February 15<sup>th</sup>.
- Ordered 30 Windows Enterprise licenses for the circulating laptops, meeting room laptops, Jill's laptop, and the new staff computers. This will make the computers much faster and minimize issues with the (unstable) full version of Windows 10.
- Ordered 26 copies of Office 2019 to be installed on the public laptops and public computers. Installation on public computers is in progress. Office 2019 handles installation and updates differently than previous editions, so updates cannot be handled automatically through Deep Freeze Cloud. Submitted an enhancement request to Faronics (Deep Freeze vendor).
- Gathering tech "wish list" items from departments to help plan future purchases.
- Tech inventory was fully updated to prepare for the upcoming influx/storage/removal of staff computers and peripherals.
- Purchased a cloning software that will facilitate deployment of the new staff computers, as well as the rebuilding of the laptops (to improve speed).
- Testing Kindle Fire modifications that may allow us to circulate them to the public. This would mean the library can purchase some titles only available in Kindle format that patrons are requesting.

### Meetings/Workshops Attended/Taught:

- 1/16: Attended Adult Services Meeting
- 1/17: 15 Free Tech Tools for Libraries (webinar)
- 1/22 and 1/23: Planning for Technology (webinar)
- 1/23: Emerging Tech Trends in the Library, part 9 (webinar)
- 1/29: Nonprofit and Library Technology Trends for 2019 (webinar)

### Programs:

- Worked with Laurie to plan and organize volunteers for upcoming Digital Learning Day. Purchased a Kindle Fire as a door prize.
- Worked with Laurie to find an alternative calendar (free) that has the features she needs for Film Fest ticketing.
- Connected our Roku to the TV in Circ to show a crackling fire video all day on Hygge Day.





## Digital Services Report – January 2019

*Submitted by Karrie McLellan*

### Statistical Notes:

- Laptop usage this month was flat, but PC usage was much higher.
- Website usage jumped dramatically this month,
- Tech Tips views are nearly double last month. This is likely because there were two posts this month. (Thanks, Selena!)
- Twice as many patrons used our MobilePrint service than last month.

### Current/Upcoming Projects:

- LibraryAware subscription drive
- Reformatting the circulating laptops to improve speed
- Digital Learning Day planning

### In progress, but holding:

- Exploring a feature in Square that would allow us to accept donations (and possibly payment for event tickets and library swag) online. (hold for credit card policy change)
- Set up a test sub-intranet that may facilitate communication with the Board. (queued behind other projects)

### Back-Burnered Projects:

- Website
  - Updating adult reader's advisory page
  - HTML 5 compliance testing
  - New business hours plugin
  - Considering slider replacements
  - Migration to new host
- Investigate consistently subpar fiber internet speed



## Circulation Report - January 2019

*Submitted by Marion Pierson*

The Circulation Advisory Council did not meet in January.

On January 14<sup>th</sup> Holly Huzar hosted *Craftereve*, and on January 31<sup>st</sup> Holly and Marion hosted a large group for the *Food for Thought Cookbook Club*. Also, on January 31<sup>st</sup>, registration opened for *The Day Before the Awards Film Festival*. Circulation staff were kept very busy signing attendees up using a “new to us” registration platform, Eventbrite. There were a few glitches, but for the most part things went, and continue to go, smoothly.

### Statistics

**Patrons:** 83 new patrons registered at the East Greenbush Community Library in January 2019. This is a large increase in new patron registrations from January 2018, when 66 new patrons registered.

East Greenbush Residents	38
Schodack Residents	17
Other	28

**Checkouts:** According to the UHLS monthly report there was a 5% decrease in circulation

January 2019	29,533
January 2018	31,193

**Volunteers:** 14 volunteers worked 29 hours.

Outreach volunteers	10
Adult	4

**Notary Services:** Roseann and Marion notarized 16 documents for community members.



## Outside Groups – January 2019

*Submitted by Kathy Rossello*

<b>Title</b>	<b>Event Date</b>	<b>Expected Attendance</b>
TOPS	1/2/2019	3
Capital View Toastmasters	1/2/2019	10
Flying Knights Model Aircraft Club	1/2/2019	20
American Needlepoint Guild	1/3/2019	15
Living Resources	1/4/2019	6
CDLUG (Capital District Linux Users Group)	1/5/2019	40
East Greenbush Amateur Radio Association	1/5/2019	25
Girl Scout	1/7/2019	20
Medicare Basics and MVP Medicare Advantage Plan	1/8/2019	10
Tuesday Ramblers	1/8/2019	25
Barbara Perreca	1/9/2019	2
Embroiderers' Guild Crewel and Surface Embroidery Study Group	1/9/2019	12
East Greenbush Pop Warner Board Meeting	1/9/2019	15
AARP Tax-Aide Testing	1/9/2019	15
Living Resources	1/10/2019	6
Building Self-Esteem & Improving Quality of Life	1/10/2019	25
AARP Tax-Aide Testing	1/11/2019	15
Capital Region Romance Writers	1/12/2019	40
Automobilists of the Upper Hudson Valley (AUHV)	1/13/2019	40
EERC Room to be painted	1/13/2019	1
Seminar on the Probate Process with Stephen G. Levy, Esq.	1/14/2019	10
Girl Scout Meeting	1/14/2019	12
AMC Mohawk Hudson Chapter Executive Committee	1/14/2019	12
Feedback/input session for a water quality valuation research project	1/15/2019	15
Social Anxiety Support Group Meeting	1/15/2019	15
AARP TaxAide Training	1/15/2019	30
Capital View Toastmasters Open House	1/16/2019	25
Plaza View Homeowners Association	1/16/2019	12
Girl Scout Troop 1111	1/16/2019	10
Early Ford V8 Club of America Upstate NY Regional Group 147	1/16/2019	40
AARP Tax-Aide Testing	1/16/2019	15
Card Makers	1/17/2019	15
Troy Irish Genealogy Society	1/17/2019	20
East Greenbush Natural Resources Work Group	1/17/2019	8



## Outside Groups – January 2019

*Submitted by Kathy Rossello*

<b>Title</b>	<b>Event Date</b>	<b>Expected Attendance</b>
Fort Orange Garden Club	1/17/2019	35
AARP Tax-Aide Testing	1/18/2019	15
Living Resources	1/18/2019	6
Capital Hudson Iris Society	1/20/2019	20
Cross Stitch Plus	1/21/2019	15
Fearless Fretters	1/21/2019	20
Columbia Youth Lacrosse Club	1/21/2019	50
Good Buy Book Club	1/21/2019	10
AARP Tax-Aide Training & Testing	1/21/2019	15
Tuesday Ramblers	1/22/2019	22
SU 136 Girl Scout Leader Meeting	1/22/2019	20
Embroiders' Guild of America - NY Capital District Chapter	1/23/2019	10
Plaza View Board Meeting	1/23/2019	12
Girl Scout Troop 1145	1/23/2019	15
Living Resources	1/24/2019	6
Friends of Fort Crailo Annual Meeting and Lecture	1/27/2019	40
Mohawk Hudson Chapter AMC	1/28/2019	15
Girl Scout Meeting	1/28/2019	12
Living Resources-Movie	1/29/2019	20
Tuesday Ramblers	1/29/2019	22
<b>Cancelled</b>		
Leaders All Around Us	1/5/2019	
Columbia Lacrosse Club	1/8/2019	
AARP Tax-Aide Testing	1/14/2019	
AARP Tax-Aide Testing	1/18/2019	
Writer's Bloc	1/29/2019	
<b>Exhibits</b>		
Sondra Foyt Collection of Photographs		