



Director's Report - May 2019

Submitted by Jill Dugas Hughes

Presented to the Library Board of Trustees, June 18, 2019

2020 Census

Partner Specialist with the U.S. Census Bureau, Mario Garcia, met with the Director's Association on June 7 to discuss the upcoming 2020 Census process. He shared the services, support, and advice we can expect from him and his office as we approach this major process that will impact all libraries.

UHLS MyCard Update

UHLS MyCards have been received. UHLS will coordinate the delivery of blank cards to libraries along with matching lanyards to go with them. Many thanks to Joe Thornton at UHLS for setting up the parameters in Sierra. We are on track with being able to issue and receive MyCards in time for summer reading.

Phone System Update

We have received preliminary quotes for a new phone system to replace the current system. This will be a hybrid digital-VOIP system so that we can migrate to VOIP over time. VOIP is a more flexible solution (the line is connected to the actual phone device, rather than the specific phone jack). However, the hardware cost is more expensive and the impact to our fiber network to go full VOIP is not easily determined. As a result, we will be installing most of the devices as digital and will add VOIP devices to the meeting rooms and select locations which we anticipate needing greater flexibility over the next 5 years. This will be the most cost-effective solution balancing the needs of the short and long-term.

The Great Give Back

UHLS is coordinating a system-wide TGGB (The Great Give Back) event on Saturday, October 19. The mission of the program is to provide a day of opportunities for library patrons to participate in meaningful service-oriented experiences. This program began in Long-Island and is expanding to the rest of New York State this year. We are looking forward to participating. We are currently seeking input from community partners for this project.

Automation Advisory Committee (UHLS)

The Director's Association (DA) held their Annual Meeting on June 7. I was re-elected to another 2-year term as the DA representative for the Automation Advisory Committee (AAC). The AAC is a representative committee which meets monthly to discuss ongoing issues, changes in the automation environment, and questions related to the UHLS Integrated Library System and other automation related functions and services. The AAC is currently working on the implementation of the UHLS MyCard project, and a loan standardization project. Standardization among all UHLS libraries for loan rules is particularly useful for our library because we see so many users from other libraries.



Annual Meeting (UHLS) and Library Expedition Party

Michael, Bob and I attended the UHLS Annual Celebration on June 12 at the Holiday Inn Express in Latham. At the celebration, they announced the upcoming “Expeditioner Party” which is scheduled for Tuesday, September 10 (4-7pm) at the Crossings Park in Colonie. Save the date, this is sure to be a fun affair.

Personnel

We have hired Kimberly Kern to assist with summer reading this summer. She has worked in the Guilderland Central School district for 12 years, mainly as a teaching assistant in the Reading Department, both in the middle school and elementary schools. She also finished her B.S. in Psychology at Sage in 2016. She attended our summer reading meeting on June 10 and she will begin her summer schedule on kick-off day, June 27.

Two long-time, part-time employees are retiring; Kyle Smith (maintenance) and Kim Ruffo (circulation). We have posted the positions; and begun interviewing for the circulation position. We plan to have new hires begin this summer. We thank Kyle and Kim for their dedicated service and wish them well.

Health Insurance

Enrollment for 7/1/19-6/30/20 medical, dental, and vision has closed. We have 17 full-time staff who are eligible for health benefits from the library. Thirteen have enrolled in medical coverage, 12 in dental coverage, 12 in vision coverage, and 4 in the high deductible HSA plan. One staff member changed from Employee + Children coverage to just Employee coverage; which will result in a savings to the library. We are also investigating the option of buying into the Rensselaer County Health Plan.

Parking Lot Re-Striping

We have engaged The Asphalt Doctor, Inc. to re-stripe our parking lot this summer. We have not finalized dates yet, but we will work together to ensure minimal impact to patron use of the library.

Farmer’s Market

The first Farmer’s Market of the season took place on June 12. The YMCA has taken the lead role this year and so far, we have received positive feedback from the community and staff alike. We have a few new vendors this year in addition to many returning vendors and farms. Don’t forget to visit on Wednesdays!

Reference Department Report - May 2019

Submitted by Elizabeth Putnam

May Projects and Activities

- Planning and preparation for Adult Summer Reading Challenge 2019
- Developing standardized program planning documentation and presenter agreement forms
- Evaluating and refreshing the Reference, Fantasy, and Nonfiction (Dewey 900s) collections
- Developing connections with and programming for adult patrons who visit the library as part of an agency program group (a growing percentage of our weekday library users)

Programs

Our top-attended program for May was the Monthly Free Movie: *On the Basis of Sex*, with 84 patrons. A special mention goes to this month's Operation Gratitude program, during which 48 patrons wrote letters of thanks and support to active military personnel and veterans.

Organizations we partnered with this month to deliver programming:

- AARP
- Greenbush Garden Club
- Greenbush Historical Society
- Questar III BOCES
- Rensselaer County Department of Aging
- Sisters in Crime
- The Society for Creative Anachronism

Collections

Thank you to the Friends of the Library for another fruitful Spring book sale! Adult services librarians added several dozen much-needed books, culled from the donations, to our collections.

Professional Development and Service

May 3 / Laurie / Where Does Readers Advisory Fit into Your 21st Century Library? / NoveList webinar / 1 hour

May 6 / Catherine / Social Media Analysis During Disasters / Medical Library Association online class / 3 hours

May 7 / Elizabeth / Preparing Libraries for the 2020 Census: Digital Security, Privacy, and Access / Webinar from the New York State Library / 1.25 hours

May 8 / Elizabeth / Adult Programpalooza full day, in-person program planning workshop / SALS & MVLS / 7 hours

May 8 / Laurie / Adult Programpalooza full day, in-person program planning workshop / SALS/MVLS / 7 hours

May 14 / Catherine / Community Engagement / WebJunction online class / 1 hour

May 23 / Elizabeth / Adult Services Advisory Committee (ASAC) meeting / UHLS / 2 hours

May 30 / Catherine / Crash Course in Fantasy / NoveList webinar / 1 hour

REFERENCE SERVICES													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Reference Questions - Standard	1433	1347	1522	1244	1256								6802
Reference Questions - Longer than 5 min.	87	84	72	63	43								349
Reference Questions - Computer	474	373	468	420	444								2179
Meeting rooms/Programs/Other	281	179	183	121	132								896
Total Reference Questions	2275	1983	2245	1848	1875								10226
PROGRAMS													
Total Adult Program Sessions	38	35	41	31	37								182
Total Adult Programs	24	19	23	19	20								105
Total Attendance at Adult Programs	428	850	844	484	450								3056
Average Attendance per Program Session	11.3	24.3	20.6	15.6	12.2								16.8
Staff-Led Programs	6	6	5	3	4								24
Attendance	149	484	50	29	79								791
Volunteer-Led Programs	6	3	5	6	6								26
Attendance	92	437	20	83	105								737
Programs with Paid Presenters	0	2	4	4	2								12
Attendance	0	44	93	85	27								249
Community Member-Led Programs	3	0	7	2	11								23
Attendance	65	0	212	45	95								417
Programs Led or Sponsored by Partner Organization	23	20	23	16	14								96
Attendance	121	312	537	242	136								1348
One-on-One Programs (not including Digital Literacy)	2	5	7	3	0								17
Attendance	5	182	265	62	0								514
One-on-One, Drop-In Tech Help	4	3	4	4	4								19
Attendance	13	7	9	15	21								65



Resource Sharing & Access Report - May 2019

Submitted by Dawn Geurds

Highlights:

- May 2019 was a cool and wet month
- Sunday May 12, we had a record low high temperature of 48 degrees!
- Sunday May 19, the high temperature was 86 degrees!
- Attended a department head's meeting on May 28.

Statistics:

- Answered 15 reference questions by e-mail.
- Requested 18 ILLS
- Received 17 ILLS
- Sent out 25 ILLS
- 915 items requested within UHLS.
- 5,069 items were placed on the Hold Shelf.
- 2,338 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 455 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.
- 31 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Library was open 29 days / 289 hours.

Youth Services Report - May 2019

Submitted by Molly Chatt

Summer is coming! We spent most of our time this month planning for the upcoming Summer Reading program. Preparing for our volunteer program, organizing events, designing flyers, asking for donations, and getting ready for school visits are just some of the things that youth services has been working on!

Outreach

Molly spoke briefly to the East Greenbush Kiwanis group on May 28th to let them know about possible volunteer opportunities at the library.

1000 Books Before Kindergarten

6 new children registered for the 1000 Books Before Kindergarten program this May. There were 23 check-ins this month to record another 100 books read, and two children finished the program!

Meetings & Continuing Education

- Jen attended the monthly YSAC meeting at Upper Hudson on May 10th.
- Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES, and she attended a meeting on May 22nd.



Freya finished reading 1000 books!

Children's Programs

PROGRAM	AGE	# SESSIONS	# CHILDREN	# ADULTS
Baby Bookworms	0-18 mos.	4	27	27
Toddler Storytime	19-36 mos.	8	195	165
Preschool Storytime	3-5	8	172	115
Saturday Storytime	0-5	3	21	23
Art Discovery w/ Arts Center	2-5	1	20	11
Mother's Day Crafts	3+	1	4	3
LOOK w/ Pride Center (Parenting Program)	adults	1	0	1
Kiwanis meeting (OUTREACH)	adults	1	0	7
Total Children's Programs		27	439	352



Showing off gifts made at our Mother's Day Craft program!



Proud mom and kids with their Mother's Day crafts.

Tween/Teen Services

There were 239 teens in the teen room during the 20 days librarians staffed the area in May.



Teens dressed up as their favorite manga characters at Anime Club.



Friday mashup Shrinky Dink edition!

Department Statistics

Reference questions -- children's & teen desks	679
Computer Assistance	35
Miscellaneous questions – program signups, board games, directional, meeting rooms	104
Games Computer Sessions	501
Volunteers	2 volunteers worked 5 hours



Technical Services Report - May 2019

Submitted by Susan Dague

The Cataloging Advisory Council met on the 2nd. We discussed a situation occurring more frequently with music bibliographic records downloaded from OCLC's CatExpress that lack a statement of responsibility, that is, a composer or performer. It has to do with an RDA standard interpretation where the composer or performer is coded as an added author rather than as the primary author. Problems then arise in Encore where the added author field is not a clickable link to find other items by the same author as opposed to the primary author field which is a clickable link. In addition, no author appears on the pull lists for requests making it difficult for staff to find the appropriate item. A couple of people said that they change the added author to a primary author when they come across such records, but there are most likely many records that have not been converted. We will work on a report to identify music bibliographic records with an added author field and lacking a primary author field and make the necessary edits.

Kathy attended a NYSLAA executive committee meeting in Baldwinsville on the 3rd.

I attended OCLC's Virtual AskQC (Ask Quality Control) webinar on the 8th. This month's topic was small errors with big consequences. Small errors in the cataloging process can have a significant impact on:

- Indexing and retrievability – if catalog users cannot find the resource, they cannot use the resource
- Identification of the resource – may have an impact on user recognition of a needed resource
- Impact on copy cataloging workflows – particularly if you need to identify and fix these kinds of errors
- Impact on local system processing – varies by system

Statistics:

Number of items processed: 558 (total – unknown)

Audio (adult + YA + juvenile)	33
Juvenile Fiction	136
Juvenile Nonfiction	51
Electronic (adult + YA + juvenile)	0
Fiction (adult + YA)	156
Miscellaneous (equipment)	0
Unknown (on order records)	244
Nonfiction (adult + YA)	75
Print Subscriptions (adult + YA + juvenile)	96
Video (adult + juvenile)	11

Number of items withdrawn: 644

Added for the year to date: 3,624 - Withdrawn for the year to date: 3,114 - Total items: 94,435

Digital Services Report – May 2019

Submitted by Karrie McLellan

Online Presence

- Library Market Calendar
 - Hid the exhibits from the public because they were pushing our library events off the page. This is because exhibits are all day events, so they are technically the first events of each day of the month.
 - Requested that the header be changed in the print-friendly version of event detail pages to save paper when printing. Until it was changed, the logo and hours took up over half a page.
 - Started the process of integrating e-commerce into meeting room requests.
- Website
 - Continued configuring InfiniteWP to manage our WordPress websites.
 - UHLS has configured and applied the SSL certificates to our blogs so they are now using https. This will stop browsers from warning users about insecure content.
 - Configured Caldera Forms plugin to allow non-admin users to create forms and export entry data.
- Webucator: Created new bookmarks with additional instructions to alleviate recent patron confusion.
- Twitter: Set up an ads account so we can schedule tweets. Had a great deal of difficulty viewing scheduled tweets and learned that browser ad-blocker add-ons need to be disabled to see the content.
- Dlvr.it: The free service we use to auto-post events and other content to our social media channels has a 3-post daily limit that we keep hitting, which prevents the rest of the posts for that day from getting posted. Exploring the possibility of a paid account that will not only lift the limits, it will allow us to create content in one place and broadcast to our social media channels.

UHLS

- Sierra: Another update was applied. This contained many bug fixes that staff have been looking forward to. Aside from a brief hiccup with Encore, the update went smoothly.
- Experienced some slowness with Sierra, this month, but couldn't track it to a particular location or machine. It seems different libraries had similar experiences on different days.
- A patron insisted that he was getting notification calls at 1am. I searched the teleforms log and discovered this was not true. What I did learn is that all UHLS notification calls are made between 9am and 9pm.
- Was not able to access the Volunteen database to clear out last year's info in preparation for this year's Summer Reading Club. After some troubleshooting, UHLS was able to restore access, and the database is ready to train and input new volunteers.

Library Computers/Hardware

- Installed and configured Veeam to replace the unsupported Backup Exec for server backup. This program will also facilitate backups to the cloud when we purchase storage space. It caused tape ejection time to increase to about 10 minutes. This interrupts the workflow for opening staff. Accu-Networks added a script that ejects the tape after the backup.
- Double-sided public printing issue has been resolved. For some reason, our museum pass brochure still prints improperly, but all other documents appear to print correctly.

- Replaced the bill acceptor on the public copier after it failed. It now takes \$5 bills.
- The rest of the staff computers arrived and have been configured. Resetting and evaluating older machines to see which can be kept for OPAC computers.
- Printer in Youth Services is not always printing predictably. Worked on it twice, then used a different installation method (IP). That seems to have solved it.
- Several of the new computers experience a delay when connecting to the network, which means the network folders (personal, departmental, common) do not populate in File Explorer. I put remapping scripts on everyone's desktop so they can run it to map the drives after the network connects. Investigating possible solutions.
- On the evening of 5/20, public computers started refusing to connect to the EnvisionWare server. I was able to get some clues, but ultimately needed to call in backup to restore the connection. The culprit was Windows Update, which rebooted the computer at 5pm and changed the network type. That made the EnvisionWare server computer refuse all connections.
- The printer at the reference desk changed its static IP, which caused computers to be unable to print to it. Restored the static IP and made a reservation for it so no other devices can bump it off that IP. According to Meraki documentation, IP conflicts should not cause issues. Working with Accu-Networks on a plan that would keep hardware that needs static IPs from being bumped off that IP.
- Purchased a frame for our green screen that will remove the wrinkles that ruin the final images.
- Explored possibilities for passport cameras and new library cards.
- Added the capability for discounts on merchandise to our Square software.
- Microsoft Teams is a new app included with our Office 365 subscription. Shared this with staff in case it may be useful to them in departmental or committee communications/project management, but we are not formally training and using it as an organization.
- Adding our microprojectors to the Library of Things, as staff members are not checking them out.
- Consulted with Hudson Valley Communications about the possibilities for the upcoming phone system upgrade.
- Explored vendors and equipment for passport photos and custom library cards.

Meetings/Workshops Attended

- UHLS Tech Advisory meeting was cancelled because only a few people could attend. It was going to be the Friday before Memorial Day.

Current/Upcoming Projects

- Phone system upgrade
- 2020 Technology Plan
- IWP configuration
- "Unboxing" videos
- LibraryAware subscription drive
- SMS broadcast software



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)
- Laptop loan policy update
- Calendar changes RE: Hurr room change with new meeting room policy.

Back-Burnered Projects

- Website
 - HTML 5 compliance testing
 - Considering slider replacements
 - Migration to new host
 - Bringing adult content to main page
- Investigate consistently subpar fiber internet speed



Circulation Report – May 2019

Submitted by Marion Pierson

The Circulation Advisory Council did not meet in May. On May 13th Holly Huzar hosted Craftereve, and on May 16th Holly and Marion hosted the Food For Thought Cookbook Club.

Circulation staffer Roseann Quinn oversaw the Operation Gratitude card making event on May 31st. Supplies were provided and people were encouraged to make a card to express gratitude to veterans and active military members.

After a three month medical absence long time circ staffer Kim Ruffo resigned. Her position was posted as well as one for a summer substitute clerk. Interviews began in late May and continued into June.

Statistics

Patrons: 92 new patrons registered at the library in May.

East Greenbush Residents	61
Schodack Residents	12
Other	19

Checkouts: According to the UHLS monthly report there was a 3% decrease in circulation.

May 2019	27,844
May 2018	28,711

Volunteers: 13 volunteers worked 45.25 hours.

Outreach volunteers	10
Adult	3

Notary Services: Roseann and Marion notarized 8 documents for community members.



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Outside Groups – May 2019

Submitted by Kathy Rossello

54 Total Programs Reserved: 40 Programs Held - 11 Cancellations - 1 Declined - 2 No Show		
AARP Tax Aide meeting	5/6/2019	50
Carol Kiser P.E.O. Sisterhood Chapter AB	5/6/2019	20
Tuesday Ramblers	5/7/2019	25
Quilting Group	5/7/2019	3
UNY Cosplay Society	5/7/2019	10
Rensselaer County Retired Teacher Association	5/8/2019	12
Dance Practice	5/8/2019	12
Jennifer Nizer	5/8/2019	3
IlliteratI Book Club	5/9/2019	15
Dance Practice	5/9/2019	12
Greenbush Historical Society	5/9/2019	20
Capital Region Romance Writers	5/11/2019	40
Dance Practice	5/11/2019	12
Mohawk Hudson Chapter AMC	5/13/2019	12
Tuesday Ramblers	5/14/2019	25
Dance Practice	5/14/2019	12
Spring Fest Dance Rehearsals	5/15/2019	10
Card makers	5/16/2019	16
Stop NY Fracked Gas Pipeline	5/16/2019	15
East Greenbush Amateur Radio Association	5/18/2019	25
Dance Practice	5/18/2019	12
Troy Irish Genealogy - Lecture (open to all)	5/19/2019	30
Good Buy Book Club	5/20/2019	10
Fearless Fretter open old-time music jam	5/20/2019	15
Tuesday Ramblers	5/21/2019	25
Embroiders' Guild of America - NY Capital District Chapter	5/22/2019	10
Girl Scouts Troop 1111	5/22/2019	12
Travel Buddies	5/22/2019	30
Climate Change & NYS League of Women Voters Rensselaer County	5/23/2019	50
CDLUG (Capital District Linux Users Group)	5/25/2019	40
Dance Practice	5/25/2019	12
Dance Practice	5/25/2019	12



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The Rensselaer County Libertarian Party	5/25/2019	20
Tuesday Ramblers	5/28/2019	25
May Girl scout Leader meeting	5/28/2019	25
Dance Practice	5/28/2019	12
The Writer's Bloc	5/28/2019	6
Dance Practice	5/29/2019	12
Dance Practice	5/30/2019	12
SYFI Rehearsal	5/30/2019	20
Total Expected Attendance (Approved)		739
11-Cancellations		
American Needlepoint Guild	5/2/2019	15
Adoption Orientation Session	5/4/2019	20
Beth Moore - Craft Group	5/6/2019	10
Buyer & Seller Real Estate Seminar	5/6/2019	20
Ilene Unterman-Zimmer	5/6/2019	8
Embroiderer's Guild Crewel Study Group	5/8/2019	15
New York Stop Fracked Gas Pipeline	5/8/2019	15
Spring Fest Rehearsals	5/13/2019	10
Chairman, Suburban Council Softball Coaches Association	5/19/2019	12
Cross Stitch Plus	5/20/2019	15
Stop NY Fracked Gas Pipeline	5/22/2019	15
Total Expected Attendance (Cancellations)		155
1-Declined		
Tri-City Red Hat Ladies	5/2/2019	20
Total Expected Attendance (Declined)		20
2-No Show		
Dance Practice	5/21/2019	12
Dance Practice	5/21/2019	12
Total Expected Attendance (No Shows)		24