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## Director's Report – June 2018

Submitted to the Library Board of Trustees, 07/17/2018

### Policy Discussions:

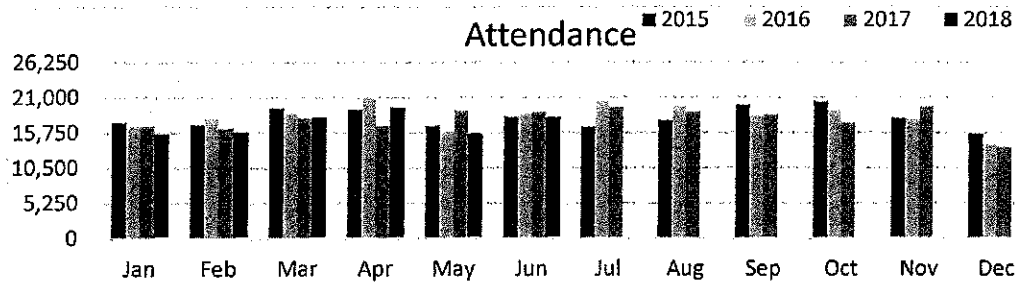
#### Meeting Room Policy, Teen Room Policy, Internet/Technology Use Policy

The Service Committee reviewed a second draft of a new meeting room policy, which will be presented to the full board at the July board meeting. Additionally, the committee was presented with a first draft Teen Room Policy and Internet/Technology Use Policy. These policies will be discussed at the September services committee meeting.

### Visitors to our Library:

- Door count June 2018 was 17,965 ( 62 visits per hour). The library was open to the community 30 days/288 hours. On summer reading kick-off day, our people counter showed double the usual daily number of people entering the library

Attendance Chart: Monthly Library Visits from 2015-2018



### Collections and Cardholders:

#### Number of new library cards this month

We registered 145 new patrons in June. 89 East Greenbush Residents, 17 Schodack Residents, and 39 patrons from surrounding communities.

### Technology



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We have seen huge increases in the number of computer and laptop usage this month; likely attributable to better speeds.

### **Circulation/Lending Statistics Year-to-Date (January-June 2018 and 2017)**

- In June 2018, circulation was 32,721. The library circulated an average of 114 items per hour open, 15 more items per hour than last month.

### **Digital Lending Statistics Year-to-Date (January-May 2018 and 2017)**

- Electronic book lending (1,533 items) increased 13% over June last year. Similarly, downloadable audio book lending (974 items) grew 20% over the previous June. Gale Database usage (715 sessions) increased 400+% over last year. Ancestry usage continued to decline; 94 sessions compared to 939 the previous June. Heritage Quest usage also declined, 10 sessions compared to 240 in June 2017. Flipster remained flat 156 digital magazines borrowed in June 2018, just 1 more than June 2017 (155).

### **Facilities:**

- There will only be one person cleaning before the library opens daily, instead of 2. We have reallocated those hours to when the library is open, to assist with meeting room set-up as well as cleaning that does not interfere with patron usage. Barbara Secor resigned, and Paul Connelly has been hired. Robert has been training Paul.

### **Programs: Summer Reading Kick off was a huge success**

#### **Adult Classes/Workshops/Programs held:**

- 33 programs were held in June 2018 with 331 attendees. The Library Expedition will kick off at our August 29 Farmers' Market. Cookbook Club continues to grow! Many thanks to Holly Huzar and Marion Pierson for their dedication.

#### **Tween/Teen Classes/Workshops/Programs held:**

- Ten teen programs were held in June 2018 with 543 teens in attendance. Teens began the "Kindness Rocks" program. Check out the painted rocks in our flower beds near the flag-pole.

#### **Children's & Family Classes/Workshops/Programs:**

- 14 Youth programs were held in June 2018 with 1,431 attendees. 8 new children registered for the 1000 Books Before Kindergarten program. 30 children "checked in" this month, and read 3,000 books!

### **Upper Hudson Library System (UHLS):**



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- I have begun the construction grant application for next year, which will include Phase 2b of the Heat Pump Project, currently underway. The preliminary application is due August 1.

Department Head reports are attached.

Thank you!

Respectfully Submitted,

Jill Dugas Hughes  
Director



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## Reference Department Report - June 2018

*Submitted by Elizabeth Putnam*

Our *Hot off the Press* collection, created and organized by Catherine, debuted June 1<sup>st</sup> and is flying off of the shelves. The collection provides East Greenbush and Schodack cardholders with access to additional, non-requestable copies of the most popular new releases. The collection currently consists of 78 books, received between June 1 and June 20. These 78 books have circulated 199 times already! Top honors go to Bill Clinton's and James Patterson's *The President is Missing*, Kristin Hannah's *The Great Alone*, and Lisa Scottoline's *After Anna*, each of which have been checked out 5 times since hitting the shelves.

The Farmer's Market, stocked by Laurie with great vendors and weekly music, has begun. The Adult Summer Reading Challenge kicked off on June 25 with over 55 sign-ups on the first day. As of June 30<sup>th</sup>, 102 readers have registered for the challenge, which this year features the theme "Libraries Rock!"

Elizabeth and Catherine attended the Adult Services Advisory Council meeting at Upper Hudson on June 14. Laurie attended a Library Expedition planning meeting at Upper Hudson on June 29. The Library Expedition program, which kicks off in the fall, will provide patrons with a game card and incentives to visit each library in the Upper Hudson System. More to come on Library Expedition in August or September.

**23 Programs (33 sessions) – 331 Attendees**

**Average attendance per session: 10**

<b>Date</b>	<b>Program Title</b>	<b>Category</b>	<b>Attendance</b>
6/1/2018	Writing Workshop with Paul Lamar	Books & Writing	9
6/3/2018	An Afternoon with the Forgettable Four - A Cappella Singing	Music & Performances	16
6/4/2018	Monday Evening Book Discussion	Books & Writing	8
6/4/2018	ENL: English as a New Language	Education & Employment	4



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## Reference Department Report - June 2018

*Submitted by Elizabeth Putnam*

6/5/2018	Tuesday Ramblers	Music & Performances	14
6/6/2018	ENL: English as a New Language	Education & Employment	5
6/6/2018	30-minute Genealogy Appointments	History & Genealogy	6
6/7/2018	NY Connects presents Dementia Conversations	Health & Wellness, Legal & Financial,	10
6/11/2018	Drop-In Monday Tech Time	Computers & Technology, Education & Employment	0
6/11/2018	War, Sacrifice and Coming Home: a talk with John Ostwald	Books & Writing, History & Genealogy, Local Interest	6
6/11/2018	ENL: English as a New Language	Education & Employment	5
6/11/2018	AARP Smart Driver Course	Legal & Financial	26
6/12/2018	Tuesday Ramblers	Arts & Crafts, Local Interest, Music & Performances	15
6/12/2018	Drop-In Tuesday Tech Time	Computers & Technology, Education & Employment	2
6/13/2018	Legal Project Free Legal Consultations	Legal & Financial	2
6/13/2018	Poetry, Prose, and Performance: Pre-17th Century media presented by The Society for Creative Anachronism	Arts & Crafts, History & Genealogy, Music & Performances	13
6/13/2018	ENL: English as a New Language	Education & Employment	4



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## Reference Department Report - June 2018

*Submitted by Elizabeth Putnam*

6/15/2018	Writing Session with Sisters in Crime	Books & Writing,	5
6/18/2018	Monday Morning Book Discussion Group: <i>Emma: A Modern Retelling</i> by Alexander McCall Smith	Books & Writing	14
6/18/2018	Drop-In Monday Tech Time	Computers & Technology, Education & Employment	1
6/19/2018	Tuesday Ramblers	Arts & Crafts, Local Interest, Music & Performances	10
6/19/2018	ICAN: What is it & How it Can Help Me?	Legal & Financial,	2
6/20/2018	Free Monthly Movie - The Commuter	Movies & Games,	48
6/21/2018	Society for Creative Anachronism Rapier Fencing Practice	History & Genealogy, Music & Performances	8
6/21/2018	LOOK: Loving Ourselves and Our Kids	Health & Wellness	0
6/22/2018	Crafternoon/Adult Coloring	Arts & Crafts	3
6/25/2018	Drop-In Monday Tech Time	Computers & Technology, Education & Employment	0
6/25/2018	Summer Reading Registration Event	Books & Writing	55
6/26/2018	Tuesday Ramblers	Arts & Crafts, Local Interest, Music & Performances	13
6/26/2018	Drop-In Tuesday Tech Time	Computers & Technology, Education & Employment	1



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6/26/2018	Crafter Eve	Arts & Crafts,	4
6/28/2018	Food for Thought Cookbook Club	Food & Cooking	18
6/29/2018	Writing Session with Sisters in Crime	Books & Writing,	4
			Total 331





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## Resource Sharing & Access Report – June 2018

*Submitted by Dawn Geurds*

### Highlights:

- Tied the record high temperature of 97 degrees on Wednesday June 18
- Summer arrived at 6:07 am on Saturday June 21.
- Conducted interviews for a part-time evening custodial worker.

### Statistics:

- Answered 8 reference questions by e-mail.
- Requested 15 ILLS
- Received 11 ILLS
- Sent out 10 ILLS
- 1,389 items requested within UHLS.
- 4,624 items were placed on the Hold Shelf.
- 2,492 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 508 expired holds were not picked up by the patrons that requested them.
- 2 items were found on the library's shelves that were marked lost in transit.
- 10 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Library was open 30 days / 288 hours.



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## Youth Services Report – June 2018

*Submitted by Molly Chatt*

June was all about preparing for Summer Reading and training our new part-time Youth Services Librarians! We held a Youth Services staff meeting on 6/18/18 to get everyone up to speed on our summer reading programs and activities.

**STAFFING:** Rachael Langenbach-Jimenez is our new Summer Reading Assistant, and she began working at the end of June. She is a part-time temporary assistant for the summer and is the school library clerk for the Red Mill and Bell Top Elementary Schools. She has been assisting the youth services librarians with all things summer reading!

**MEETINGS AND CONTINUING EDUCATION:** Molly attended the Youth Services Advisory Council (YSAC) meeting this month on 6/8/18. The meeting focused on diversity in children's literature and Summer Reading. Molly also attended the UHLS Annual Dinner on 6/19/18. Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES, and she attended a meeting on 6/14/18.

**OUTREACH & VISITS:** Three kindergarten classes from Genet Elementary visited the library on June 6<sup>th</sup> to receive their first library cards! Jen and Molly read stories to the children and taught them about the library. 31 of the children signed up for their very first library cards -- many thanks to Marion and the circ staff for speedily processing the cards so the children could receive them during their field trip!

Jenna and Molly spoke to all the 6<sup>th</sup> graders at Goff Middle School during two assemblies on June 1<sup>st</sup>. We told them about our summer volunteer program, the reading challenge, and all the tween/teen programs offered this summer at the library.

Molly and Jen promoted the Summer Reading Program at an assembly for the K-4<sup>th</sup> grades at Red Mill Elementary School on June 12<sup>th</sup>. Molly also appeared on the morning video announcements for the other three elementary schools during the final week of school to tell students about the Summer Reading Program.

**SUMMER READING:** Hundreds of families attended our three kick-off events on Monday, June 25<sup>th</sup>. We had make-your-own sundaes (donated by Stewarts), crafts, and outdoor activities for the kids, and had over 375 children, tweens, and teens register for our Summer Reading Challenge on Kick-Off day! Thank you to all the staff members and volunteers who pitched in to make this day a success!



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## Youth Services Report – June 2018

*Submitted by Molly Chatt*

**1000 BOOKS BEFORE KINDERGARTEN:** 8 new children registered for the 1000 Books Before Kindergarten program this June. 30 children checked in this month to record another 100 books read and 1 child finished the program this month.

### CHILDREN'S PROGRAMS

PROGRAM	AGE	# SESSIONS	# CHILDREN	# ADULTS
Genet Kindergarteners visit the library (VISIT)	5-6 years	1	53	5
Red Mill summer reading assembly (OUTREACH)	elementary	1	340	15
Summer Reading Kickoff	All ages	3	425	200
Summer Storytime	Babies, toddlers, preschoolers	2	67	56
Playtime	Babies, toddlers, preschoolers	1	57	43
Concert w/ Miss Lisa	2-6 years	1	15	12
Farmer's Market Crafts	all	2	37	30
Stories w/ Y Campers (VISIT)	5-7 years	1	40	9
Wildlife Bingo	Ages 4+	1	51	24
LOOK w/ Pride Center (parenting program)	adults	1	0	0
<b>Total Children's Programs</b>		<b>14</b>	<b>1085</b>	<b>346</b>

Reference questions -- children's & teen desks	1293
Computer Assistance	54
Miscellaneous questions – program signups, board games, directional, meeting rooms	339
Games Computer Sessions	566
Volunteers	42 teens – 160 hours
Teens in the Teen Room	125 teens in 12 days



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## Youth Services Report – June 2018

Submitted by Molly Chatt

### TWEEN/TEEN PROGRAMS

PROGRAM	# SESSIONS	# TWEENS/TEENS
Goff Assembly (OUTREACH)	2	333 (plus 15 adults included in children's adult stats)
Maker Friday	1	11
Volunteering Training	4	90
Karaoke Teen Summer Reading Kick-off	1	29
Cupcakes Rock!	1	15
Red Cross Babysitting	1	15
Tweens/teens @ Kids' Kick-offs	(included in children's stats)	50
Total Teen Programs	10	543



Taking a break from karaoke at the Tween/Teen Summer Reading Kick-Off Party!



Ice cream at the Summer Reading Kick-Off!



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## Technical Services Report – June 2018

*Submitted by Susan Dague*

The Hot Off The Press collection was launched after working closely with Catherine in adult services.

The Cataloging Advisory Council met on the 7th. Bethlehem PL is adding a new type of book to their children's collection. VOX books are read-along books with their own built-in player.

I began working the Wednesday afternoon shift on the reference desk for the summer to help out the adult services department.

Kathy attended the NYSLAA conference in Corning during the week of the 4<sup>th</sup>.

Kathy and I attended the UHLS annual meeting and dinner on the 19<sup>th</sup>.

I was responsible for an audiobook display on the staff pick shelves for the month to highlight June as audiobook month.

I handled interlibrary loan duties while Dawn was on vacation.



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## Technical Services Report – June 2018

*Submitted by Susan Dague*

**Number of items processed: 519 (total – unknown)**

Audio (adult + YA + juvenile)	29
Juvenile Fiction	215
Juvenile Nonfiction	27
Electronic (adult + YA + juvenile)	3
Fiction (adult + YA)	105
Miscellaneous (equipment)	0
Unknown (on order records)	345
Nonfiction (adult + YA)	2
Print Subscriptions (adult + YA + juvenile)	91
Video (adult + juvenile)	47

= 864

**Number of items withdrawn: 547**

**Added for the year to date: 4,428**

**Withdrawn for the year to date: 4,328**

**Total items: 96,203**

## Digital Services Report – June 2018

*Submitted by Karrie McClellan*

### Online Presence:

- Library Market Calendar
  - Going well! Exhibits have been added to the staff view. To remove them from view, use the branch filter on the left to select only the East Greenbush Community Library branch.
  - Based on patron feedback, reservations starting July 1 will be on the public calendar (not exhibits) for all to see. Contact info for the groups will not be made public.
  - YS Staff discovered that they could not schedule events that ran after-hours. This is related to when we took away the ability to override event registration start dates.



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Staffadmins (me, Selena, Jill) can schedule events after hours. See one of us for assistance.

- Working with Library Market on a way to get TaxAide appointments on the calendar without making scrolling tedious. The only detail left to finalize would be making sure our calendar landing page only includes non-Taxaide events and reservation.
- John Love made requested changes to the Volunteen software we use in the summer.
- Beanstack page entry in our Google Analytics account to be removed by Beanstack. Has not happened yet.
- Exploring "When to Work" software for staff scheduling in a possible Fall launch.
- IT Manual has been updated and uploaded to the intranet, as well as printed for the binders. Device manual was updated and uploaded to the intranet. Admin manual was also updated. Web manual updates are in progress.
- Downloaded final reports and images (for reuse) from Library Insight at the end of the month.

#### **Sierra/Encore:**

- Joe Thornton notified libraries that we should all have an automatic expiration date set (one year) for requests to keep from cluttering up the system. I have changed the setting for our account. There is a III ticket in to make the same change for requests placed in Encore.
- Some folks were having difficulty with the font size in Sierra. I made it bigger, and several staff members were unhappy with the change. I plan to create a second Sierra login with larger print for those folks, and then I will bring the font size back down for our standard login.

#### **Library Computers/Hardware:**

- New public computers have been deployed! There was one major issue where some patrons were logging in and seeing other people's email. I thought I had tested for all scenarios, but it turns out if a patron did a specific sequence of things "wrong", the computer was not rebooted, and changes weren't flushed. I resolved the issue by removing the "sign out" and "switch account" options from the patron profile. This way, they are forced to end their session via PC Reservation, which reboots the computer and flushes changes. Some patrons still go out of their way to use ctrl-alt-del to try and sign out, but staff have been advised to reboot any computer left at a non-Envisionware sign-in page.
- The cloning software I had intended to use for the public computers is not compatible with Deep Freeze. Searching for a replacement.
- Discovered Windows Updates are not being deployed as expected on the public computers. Opened a ticket with Faronics (Deep Freeze vendors) for troubleshooting.



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- The domain server was moved to our old thin client server without warning over a weekend. This caused some issues with file access and printing that we were able to resolve. Post-migration cleanup is underway.
- We discovered our version of QuickBooks is too old to be supported by our new server operating system. QuickBooks 2018 has been purchased, installed, and configured.
- Deployed new staff computers to Reference and YS desks. One of the Reference computers has a network delay on boot issue that I was unable to fix. I will pass it on to Jeff when he returns from vacation.
- Getting a battery to replace the one failing in Molly's laptop has turned into quite an ordeal. Two batteries needed to be returned, but the third worked like a charm.
- Ran into a licensing issue with our antivirus that required it to be uninstalled on several machines.
- Staff copier needed service, and it turns out that we have been doing cardstock printing incorrectly. Cardstock must be selected both in the software print dialog and on the multipurpose tray settings on the copier itself to work correctly.
- Met with our new National Business Technologies sales rep (copiers). Both of our leases have now expired, and he is working to see if he can get us a better price on a newer machine.

#### **Meetings/Workshops Attended/Taught:**

#### **Statistical Notes:**

- Big spike in both computer and laptop use this month!
- Jump in Tech Tips views is likely because of calendar and public computer announcements.
- On summer reading kickoff day, our people counter showed double the usual daily number of people entering the building!

#### **Current/Upcoming Projects:**

- Add LPT: One to laptops
- LibraryAware subscription drive
- When to Work software

#### **Back-Burnered Projects:**

- Add PC Reservation to laptops – this will be delayed for a policy update.
- EnvisionWare/MobilePrint upgrade
- Website





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- HTML 5 compliance testing
- New business hours plugin (new calendar may help with this)
- Considering slider replacements
- Migration to new host
- Investigate consistently subpar fiber internet speed



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## Circulation Report – June 2018

*Submitted by Marion Pierson*

June 6<sup>th</sup> was kindergarten field trip day at the library! Circulation staff prepared 31 library cards for children attending who were getting their first library card and helped them checkout their first library book.

Over three consecutive Tuesdays in June, Marcia attended the *Library Skills Academy* at NYLA headquarters in Guilderland. This intensive course focused on reference, public and technical services in libraries.

Marion and Marcia attended the UHLS annual dinner on June 19<sup>th</sup>.

Summer Reading kicked off on June 26<sup>th</sup>. 2,342 items were checked out on that day! By comparison, the previous Monday, June 18<sup>th</sup>, saw 893 items checked out.

June 28<sup>th</sup> was Retro Night at the *Food for Thought Cookbook Club*. Circulation staff member Holly hosted 18 attendees.

### Statistics

Patrons: 145 new patrons were registered at the East Greenbush Community Library in June 2018.

East Greenbush Residents	89
Schodack Residents	17
Other	39

Checkouts: According to the UHLS monthly report there was a 6% decrease in circulation.

June 2018	32,721
June 2017	34,970

Volunteers: 13 volunteers worked 50.75 hours.

Outreach volunteers 6



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Adult

7

Notary Services: Marion and Roseann notarized 7 documents for community members.

Reference Questions: Circulation staff answered 220 reference questions.

*Food for Thought Cookbook Club!*



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## Outside Groups Report – June 2018

*Submitted by Kathy Rossello*

<b>Date</b>	<b>Attendance</b>	<b>Organization</b>
5/2,7,9,14,15,16,21,23,30	75	ENL: English as a New Language (formerly ESL/ESOL)
6/14/2018 & 6/19/2018	35	Girl Scouts
	15	Literacy Volunteers Of Rensselaer Co.
6/9/2018	26	Friends of the East Greenbush Library
6/9/2018	40	CDLUG (Capital District Linux Users Group)
6/2/2018	25	Capital Hudson Iris Society
6/28/2018	25	Adoption STAR
6/26/2018 & 6/28/2018	25	"Star Bright" A Gold Award Project Girl Scout
6/21/2018	2	Mary Beth Bruno
6/18/2018	25	PED Sisterhood Chapter AB
6/26/2018	25	Travel Buddies
6/17/2018	75	American Harp Society Northeast Mountain Chapter
6/3/2018	20	American Foundation For Suicide Prevention
6/7/2018	12	American Needlepoint Guild
6/6/2018	25	Capitalview Toastmasters
6/20/2018	25	Capitalview Toastmasters
6/11/2018	8	Greenbush Cemetery Association
6/30/2018	15	Capital Community Voices
6/13/2018	50	Capital Area Bee Keepers
6/3/2018	15	East Bank Arts Alliance
6/6/2018	30	West Central Rensselaer County Lutheran Parish
6/18/2018	12	Good Buy Book Club
6/4/2018,6/6/2018,6/7/2018	20	TRICIA
6/14/2018	12	Illiterate Book Club
6/6/2018	25	SEFCU Mortgage Services
6/18/2018	15	Embroiderer's Guild of America F. Carnell
6/5/2018	30	The Fresh Air Fund
6/9/2018	30	Capital Region Romance Writers
6/20/2018	10	Embroiderer's Guild of America F. Carnell
6/7/2018	20	Social Anxiety Support Group of Albany
6/26/2018	10	Writer's Bloc



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*Submitted by Kathy Rossello*

6/13/2018	14	Embroider's Guild Mary Willmet
6/21/2018	25	EG Natural Resources Inventory Work Group
6/18/2018	20	Fearless Fretters
6/5/2018 & 6/7/2018	8	Priyanka Kumar Dance
6/7/2018	10	Red Hat Society
6/8/2018	4	Amanda Kerbein/Tutoring

### Cancellations

6/20/2018	Mohawk Hudson AMC Chapter
6/21/2018 & 6/28/2018	Card Makers

### Exhibits

EBAA