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Director's Report- November 2019
Submitted 12/17/2019
By Jill Dugas Hughes

Hoopla Now Live!

Our newest digital streaming service went live on December 2, during the snowstorm. Patrons have been extremely happy with the service and there does not seem to be a learning curve. Usage is already skyrocketing. Staff have noticed that several titles which are not available via Overdrive are available in Hoopla. This web and movile library media streaming platform for audio books, comics, e-books, movies, music, and TV is only available for East Greenbush cardholders. Hoopla allows library patrons to download or stream media content. It will be a challenge to keep up with the demand based on our initial numbers.

Winter Reading Challenge

The theme for this year's Adult Winter Reading Challenge is "Read the Library." We will have one regular game card available starting at 9am on January 3. Join in the fun for free and win prizes while "reading the library" with us!

Phone System Project

The Phone System Update project is 95% complete. New phones were installed, and staff training implemented. We are waiting for the new speakers, and drive through window video camera to be installed. We have also added a new text messaging service for the winter weather closing process for staff, which was rolled out with the first storm of the season. Thank you to Karrie for helping to make sure that the install was unrolled as smoothly as possible. Our consultant is working with us on several punch-list items.

Library Mascot Contest

Children were invited to submit an original design to replace Sully as the children's room mascot this fall. We received 38 submissions. A committee which consisted of staff and community members (3 staff, 2 teen volunteers, 1 member of the town board, 1 member of the Friends of the Library, and 1 family) reviewed submissions and narrowed it down to three finalists. The public will have an opportunity to vote for their favorite mascot between December 20 and January 5. The three final submissions are "Benji the Book Dinosaur," "Charlie the Elephant," and "Kiki of the Kids Room."

Meeting Room eCommerce Project Update

Configuration for the meeting room eCommerce configuration project is in progress. This project is more complex than originally estimated and we are proceeding carefully to ensure a smooth roll-out. There are a lot of moving parts, and relationships involved, as well as staffing impacts. It looks like the new ETA is in February.

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Leadership Opportunities for Staff

We have been encouraging staff from all departments to consider taking on new leadership/project roles for the following upcoming projects:

- Book-group Discussion Leaders
- Staff Manual Update Project Taskforce
- TV & Movie Trivia Coordinator
- Winter Reading Challenge Coordinator

Staff Development Day Committee

Holiday Party

We have scheduled a holiday party for staff on Saturday, January 18 at Bellini's in Latham, thank you Friends of the Library!

Library Closings

11/27- Closed at 5pm- Thanksgiving Eve
11/28- Library Closed- Thanksgiving
12/1- Closed at 4pm- SNOW
12/2- Closed SNOW
12/3- Opened at 11am- SNOW

Desk Coverage

12/9- Reference Desk 1pm-3pm
12/12- Reference Desk 10:15am-1pm
12/13- Reference Desk 1pm-2pm

Meetings

11/19- Friends of the Library (attended last ½ hour of meeting)
11/19- Library Board Meeting
11/26- Department Head Meeting
11/29- Kathy re: Meeting Rooms
12/3- Laurie: Exit Interview
12/4- Susan re: 2019 wrap-up projects
12/4- Farewell Party for Laurie
12/5- Census Planning Meeting with Jenny Ogza (local Census partnership specialist), Elizabeth, Susan, Marion
12/6- Interview/Tour with Kenneth Crowe at Times Union re: Census
12/6- Susan- 2020 Community Relations Goals
12/10- Department Head Meeting
12/10- Karrie re: Ecommerce Meeting Rooms

Trainings

11/20- Passport Agent Training @ Guilderland Public Library
11/21- Fine Free Program @ UHLS
11/22- Notary Training @ HVCC
11/26- Notary Exam @ 80 S. Swan Street, Albany
12/12- Sexual Harassment Training with Capital EAP

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Reference Department Report – November 2019
Submitted by Elizabeth Putnam

Highlights

- Our first Volunteer Service Fair took place on a Saturday afternoon, November 2. Sixty-seven attendees browsed open volunteer opportunities available with 15 of our community partner organizations, including our own Friends of the Library.
- This month's main display area featured native authors for Native American Heritage Month. Additional displays featured Veteran's Day books, new books, staff picks, cocktail party and gluten-free cookbooks, "Dummies" series books, and the Library of Things collection.
- Elizabeth and Laurie attended the New York Library Association conference in Saratoga Springs from November 13-16. Catherine completed a month long, 16-hour course, Introduction to Collection Development.

Organizations we partnered with this November to deliver programming:

AARP
American Red Cross
Community Hospice
Eddy Alzheimer's Services
Greenbush Garden Club
Greenbush Historical Society
Greenbush YMCA
Kiwanis Club of East Greenbush
League of Women Voters
The Legal Project

Literacy Volunteers of Rensselaer County
Questar III
Red Cross of Northeastern New York
Rensselaer County Medical Reserve Corps
Rensselaer Plateau Alliance
Rensselaer Repair Café
Sisters in Crime
Society for Creative Anachronism
US Census Bureau

Professional Development

11/4-12/2/19	Catherine	Online Class	Introduction to Collection Development	Library Juice Academy	16 hours
11/10-11/24/19	Catherine	Online Class	Wellness in the Library Workplace	MLA	4 hours
11/13/19	Elizabeth	CE Course	The Line Between Service and Safety	NYLA	3 hours
11/13/19	Laurie	Conference	Library Crawl, Program Curators Meeting	NYLA	3 hours
11/14/19	Elizabeth	Conference	Sessions: Keynote; We SANG to End Generational Poverty; Uncovering Privilege & Addressing Microaggressions; Into the Trenches: Combating Controversy & Censorship; talk by author Madeline Miller	NYLA	6 hours
11/14/19	Laurie	Conference	Women's Leadership Panel, PLS Author! Author!	NYLA	3 hours

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11/15/19	Elizabeth	Conference	Sessions: Trauma Happened: What Next?; Visualizing Data for Decision-Making at Your Library; Andrew Jackson lecture; Work Smarter! Tech Tools to Aid Productivity	NYLA	4.75 hours
11/15/19	Laurie	Conference	Creating your Yearly best books list, Pop Culture Themed Festivals, Inaugural Banquet	NYLA	3 hours
11/16/19	Elizabeth	Conference	Sessions: ADHD, Neurodiversity, and the Benefits of… Wait look!; Programming for All Abilities	NYLA	2.5 hours
11/16/19	Laurie	Conference	Intellectual Freedom Brkft, Pop Culture Programming for Adults, ADHD, Neurodiversity, SMART Petting Zoo, Programming for all Abilities	NYLA	3 hours
11/19/19	Elizabeth	Webinar	NYLA Developing Leaders Program: Project, Team & Time Management	NYLA	1.5 hours

Reference Service

2019 Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Reference Services													
Reference Questions- Standard	1433	1347	1522	1244	1256	1224	1486	1366	1382	1271	1232		14763
Reference Questions - Longer than 5 min.	87	84	72	63	43	61	72	55	50	42	52		681
Reference Questions - Computer	474	373	468	420	444	515	413	375	346	385	337		4550
Meeting rooms/Programs/ Other	281	179	183	121	132	161	215	133	150	157	152		1864
Total Reference Questions	2275	1983	2245	1848	1875	1961	2186	1929	1928	1855	1773		21858
Programs													
Total Sessions	38	35	41	31	37	31	42	31	35	41	46		408
Total Adult Programs	24	19	23	19	20	18	18	12	21	23	25		222
Total Attendance at Adult Programs	428	850	844	484	450	342	436	316	561	658	775		6144
Average Attendance per Program Session	11.3	24.3	20.6	15.6	12.2	11.0	10.4	10.2	16.0	16.0	16.8		14.9
Library staff-led programs	6	6	5	3	4	9	19	16	9	10	16		103
Attendance	149	484	50	29	79	103	166	97	98	181	345		1781
Library volunteer-led programs	6	3	5	6	6	5	7	5	5	8	7		63
Attendance	92	437	20	83	105	83	98	61	96	87	76		1238
Library programs w/ paid presenters	0	2	4	4	2	0	2	2	3	5	6		30
Attendance	0	44	93	85	27	0	69	93	124	126	153		814

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Community member-led programs	3	0	7	2	11	0	1	0	1	0	1		26
Attendance	65	0	212	45	95	0	9	0	15	0	50		491
Programs led or sponsored by partner organizations	23	20	23	16	14	17	13	8	17	18	16		185
Attendance	121	312	537	242	136	156	94	65	228	264	151		2306
One-on-One programs (not incl. digital literacy; see below)	2	5	7	3	0	1	1	1	2	2	2		26
Attendance	5	182	265	62	0	3	2	4	37	5	5		570
Digital Literacy Programs													
Technology classes	0	1	0	0	0	0	1	0	0	0	0		2
Attendance	0	16	0	0	0	0	44	0	0	0	0		60
Drop-In Tech Help	4	3	4	4	4	4	5	4	3	5	4		44
Attendance	13	7	9	15	21	13	27	14	8	20	10		157
One-on-one tech appointments (Book-a-Librarian)	0	0	0	0	0	0	0	0	0	0	0		0
Attendance	0	0	0	0	0	0	0	0	0	0	0		0
Total Digital Literacy Programs	4	4	4	4	4	4	6	4	3	5	4		46
Total Digital Literacy Attendance	13	23	9	15	21	13	71	14	8	20	10		217
Hurr Room Use													
Literacy Volunteers	7	6	8	7	7	9	15	8	3	4	8		82
Attendance	14	12	16	14	14	18	30	16	6	8	16		164
General	25	21	25	22	27	23	30	31	24	30	27		285
Attendance	41	42	41	56	42	42	39	40	48	63	45		499
ENL classes	7	5	8	7	7	5	8	4	7	8	6		72
Attendance	31	26	41	40	34	27	53	23	47	58	37		417
Total number of uses	39	32	41	36	41	37	53	43	34	42	41		439
Total number of attendees	86	80	98	110	90	87	122	79	101	129	98		1080
Services/Outreach/Volunteers													
Books with Wheels visits	1	1	1	1	1	1	1	1	1	1	1		11
Individuals	0	0	0	0	0	0	0	0	0	0	0		0
Institutions / Group Residences	1	1	1	1	1	1	1	1	1	1	1		11
Materials used for BwW (books, audios, videos)	20	20	20	20	20	20	20	20	20	20	20		220
Volunteers													

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Indiv. volunteers	6	20	5	6	5	6	5	5	5	7	8		70
Indiv. volunteers-hours worked	10.5	137	11.5	13.5	15	11.5	13.5	10	9.5	15.5	15		247.5
Org. volunteers/ partnerships	9	8	11	7	7	9	6	4	11	10	19		92

November 2019 Programs

(25 programs, 46 sessions, 775 attendees, 16.8 average attendance per session)

Event Date	Program Title	Program Type	Attendance
11/1/2019	Open Recreation Space	Arts & Crafts	11
11/2/2019	Volunteer Service Fair	Local Interest	67
11/4/2019	Safe Space for Writing with Sisters in Crime	Books & Writing	3
11/4/2019	ENL: English as a New Language	Education & Employment	8
11/4/2019	Monday Evening Book Discussion	Books & Writing	9
11/5/2019	Zumba at the Library!	Health & Wellness	20
11/5/2019	Drop-In Tuesday Tech Time	Computers & Technology	3
11/6/2019	Open Recreation Space	Arts & Crafts	4
11/6/2019	ENL: English as a New Language	Education & Employment	6
11/6/2019	30-minute Genealogy Appointments	History & Genealogy	2
11/8/2019	Open Recreation Space	Arts & Crafts	13
11/10/2019	Oil Paintings by Bob Blackmon Reception	Local Interest	50
11/10/2019	Lost Radio Rounders present Politics and Patriots	Music & Performances	42
11/11/2019	Operation Gratitude	Local Interest	122
11/11/2019	AARP Smart Driver Course	Legal & Financial	13
11/12/2019	Zumba at the Library!	Health & Wellness	21
11/12/2019	Greenbush Garden Club - Stunning Succulents	History & Genealogy	15
11/12/2019	Drop-In Tuesday Tech Time	Computers & Technology	2
11/13/2019	Open Recreation Space	Arts & Crafts	4
11/13/2019	Legal Project Free Legal Consultations	Legal & Financial	3
11/13/2019	Society for Creative Anachronism Bardic Practice	Music & Performances	4
11/13/2019	ENL: English as a New Language	Education & Employment	6
11/14/2019	Visit with Eddy Alzheimer's Services	Health & Wellness	2
11/15/2019	Open Recreation Space	Arts & Crafts	8
11/17/2019	Greenbush Historical Society presents Troy's Heroic General: John Ellis Wool	History & Genealogy	40
11/18/2019	Monday Morning Book Discussion	Books & Writing	14
11/18/2019	Crafter Eve - Stained Glass Flowers	Arts & Crafts	29
11/18/2019	Safe Space for Writing with Sisters in Crime	Books & Writing	1
11/18/2019	The 2020 Census - the importance to Rensselaer County of a complete count	Education & Employment	9
11/18/2019	ENL: English as a New Language	Education & Employment	8

11/19/2019	Zumba at the Library!	Health & Wellness	15
11/19/2019	Drop-In Tuesday Tech Time	Computers & Technology	5
11/20/2019	Open Recreation Space	Arts & Crafts	12
11/20/2019	ENL: English as a New Language	Education & Employment	6
11/20/2019	Free Monthly Movie - The Farewell	Movies & Games	55
11/21/2019	Food for Thought Cookbook Club - Favorite Fall Recipe Exchange	Food & Cooking	12
11/22/2019	Open Recreation Space	Arts & Crafts	20
11/25/2019	League of Women Voters Environmental Speakers Series	Science & Nature	24
11/25/2019	ENL: English as a New Language	Education & Employment	3
11/26/2019	Zumba at the Library!	Health & Wellness	15
11/26/2019	Drop-In Tuesday Tech Time	Computers & Technology	0
11/27/2019	Open Recreation Space	Arts & Crafts	0
11/29/2019	Harp Music in the Library	Music & Performances	40
11/29/2019	Gift Wrapping	Arts & Crafts	5
11/29/2019	Open Recreation Space	Arts & Crafts	22
11/30/2019	Gift Wrapping	Arts & Crafts	2
			775

Resource Sharing & Access Report – November 2019
Submitted by Dawn Geurds

Highlights

- Standard Time resumed on 11/3/19 at 2am.
- Absolute Fire Protection tested the sprinkler system on Tuesday November 12.
- We had the lowest high temperature of 26 degrees on record for Wednesday November 13.
- Attended a Department Heads Meeting on Tuesday November 26.

Statistics

- Answered 14 reference questions by e-mail.
- Requested 14 ILLS
- Received 14 ILLS
- Sent out 17 ILLS
- 853 items requested within UHLS.
- 4,227 items were placed on the Hold Shelf.
- 2,286 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 470 expired holds were not picked up by the patrons that requested them.
- 6 items were found on the library's shelves that were marked lost in transit.
- 19 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 20 times.
- On Going Booksale made $185.00 for the month of November
- Library was open 29 days / 272 hours

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Youth Services Report – November 2019
Submitted by Molly Chatt

Program Highlights: 2 storytimes were cancelled due to EG school delays this month, and 2 other storytime sessions had extremely low attendance because of poor weather conditions. CMOST presented a program on animal habitats for an enthusiastic group at our monthly Homeschool Meet Up. The children had the opportunity to meet a turtle, a corn snake, and a bearded dragon. It was our most well-attended Homeschool Meet Up of the year, and we plan on bringing more educational programming from CMOST, Dyken Pond, and miSci to this group.

To reach working families, we continued to expand our weekend program offerings for children this month, holding 5 Saturday morning storytimes, and 4 Saturday afternoon programs for school-aged children.   Our afternoon programs included a Comic Book Club with Jen, Thanksgiving crafts with Ariana, STEM activities with Sarah, and an author visit by Jodie Fitz, who read her book *Fidget Makes a Pizza*.

The LOOK (Loving Ourselves & Our Kids) program with the Pride Center has come to an end, with both parties agreeing that it had run its course. We hope to collaborate again with the Pride Center for future programming.

Tween & Teens: This month we had an after-hours Teen event on Friday, November 8th. 21 teens enjoyed pizza, crafts, and a digital scavenger hunt. It was well-received, and we plan on trying to hold one each quarter. Teen Room use has been steady after school, and this month there were 169 teens in the teen room during the 16 days librarians staffed the area. We also purchased 4 new Yogibo bean bag chairs for the teen room.

1000 Books Before Kindergarten: 3 new children registered for the 1000 Books Before Kindergarten program this November. 24 children checked in to record another 100 books read and 2 children finished the program this month.

Meetings & Continuing Education: Jen attended NYLA on Thursday, November 14th and attended the following sessions: *Uncovering Privilege & Addressing Microaggressions, Women's Leadership Panel & Conquering Imposter Syndrome, and Behavior Management in Early Literacy Programs.* Jenna attended NYLA on Friday, November 15th, and attended the following sessions: *Queering Comics for All Ages, Enticing Escape Experiences for Your Library, LGBTQ+ Culture: Decoding the Alphabet Soup, and Planning Pop Culture Themed Festivals.*

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Molly attended the Youth Services Advisory Committee (YSAC) on November 6th. The meeting was held at the RCS Community Library so attendees could explore their new Early Literacy play space.

Thanksgiving Crafts   *Good job Warren!*   *Homeschool Meet Up w/ CMOST*

Children's Programs

Program	Ages	#Sessions	Children	Adults
Baby Meet Up	0-18 mos.	2	12	8
Movers & Shakers	1-3	6	144	118
Wonderful Wednesdays	3-5	3	57	40
Fantastic 4s & 5s	4-5	2	13	8
Discovery Play	1-5	3	31	24
Saturday Storytime	All	5	72	63
Homeschool Meet Up	5-12	1	29	12
Fidget Grows a Pizza Garden w/author Jodie Fitz	4-8	1	14	14
Comic Book Club – Catwad & Dogman	7+	1	17	5
Strawbees & Snap Circuits	5+	1	10	8
Thankful for Crafts	5+	1	12	8
Leftover Crafts	All	1	29	25
Total Children's Programs		**27**	**440**	**333**

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Goofing around at the After Hours Hang Out

The Teen Volunteer (TV) Club cut and sorted donations of coupons worth over $3500 for Troopons, an organization that provides coupon savings for our military families.

Friday afternoon in the Teen Room!

Tween/Teen Programs

Program	#Sessions	#Tweens/Teens
Friday Mash Up	2	21
After Hours Hangout	1	21
Anime Club	1	13
TV (Teen Volunteer) Club	1	5
Total Tween/Teen Programs	**5**	**60**

Youth Services Provided

Type of Service	Quantity
Reference questions – Children's & Teen desks	880
Computer Assistance	39
Miscellaneous questions – program signups, board games, directional, meeting rooms	143
Games Computer Sessions	555
Volunteers	12 Volunteers

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	27.5 Hours

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Technical Services Report – November 2019
Submitted by Susan Dague

The Cataloging Advisory Council met on the 7th. We discussed the possibility of expanding the number of material type codes. Until recently, we were restricted in Sierra to 30 different material types, but we now can have up to 200. These show up in the format column in Sierra along with its corresponding graphic and in Encore in the format column. Some catalogers have expressed a desire to add more formats mostly driven by expanding Library of Things collections. Some suggestions include Board games, Laptops, and Bakeware. I sent an email to the librarians asking for further suggestions.

I attended the Library Journal sponsored webinar, *Radically Rethinking Technical Services*, on the 12th. The focus of the presentation was how to reshape your thinking on the library users' experience and how to be responsive to your patrons' current needs.

I attended OCLC's Virtual AskQC (Ask Quality Control) webinar on the 13th. This month's topic was comparisons of searching in Connexion and WorldShare Record Manager.

I attended the hoopla training webinar on the 14th.

Kathy attended a NYSLAA executive council meeting in Baldwinsville on the 22nd.

Number of items processed: 435 (total – unknown)	
Audio (adult + YA + juvenile)	35
Juvenile Fiction	177
Juvenile Nonfiction	14
Electronic (adult + YA + juvenile)	24
Fiction (adult + YA)	65
Miscellaneous	2
Unknown (on order records)	270
Nonfiction (adult + YA)	24
Print Subscriptions (adult + YA + juvenile)	81
Video (adult + juvenile)	13
Total	**705**

Number of items withdrawn: 1,114
Added for the year to date: 7,604
Withdrawn (YTD): 6,967
Total items: 94,465

Digital Services Report – November 2019

Submitted by Karrie McLellan

Online Presence:

- Hoopla:
    - Completed configuration and training. On track for launch December 2nd.
    - I was hoping to include Hoopla MARC records in the catalog, but UHLS didn't want records to things non-residents didn't have access to in the catalog.
    - Promotional materials (including lots of "Swag") arrived. Posters and flyers are available in the library, and promotion was done online through the website, Tech Tips blog, and social media.
- Library Market Calendar:
    - Discovered cancelled reservations continue to show on calendar as cancelled, but cancelled events do not show on the public calendar. Started a support ticket and advised staff to change event titles to reflect cancellation, but not change the actual event state.
    - Added "volunteer-led" to the list of internal categories.
    - Completed paperwork to aid in the configuration of our calendar to accept payment for meeting rooms.
    - They added iCal feeds which allows us to add custom calendars to Outlook.
    - They are working on a custom report for Susan that would save several steps in her formatting a standard report.
    - Identified formatting issues with reports are caused by cutting and pasting text from Word to events in the calendar. Word uses different markup for apostrophes and other diacritic characters that make them show incorrectly in reports exported from the calendar.
- Social Media:
    - Dlvr.it randomly republished a post from December 2016 about Flipster. Support stated that server issues where our blog is hosted (UHLS). Two days later, the UHLS server went down completely, supporting this theory.
- Intranet:
    - Susan created a "shared notes" library for staff to share info they get from trainings.
    - Met with Jill to discuss restructuring SharePoint (intranet) and integrating Teams for collaboration and OneDrive for sharing and backing up files. We are submitting it to a 3rd party tech firm to get a quote to create that new structure for us.
- Websites:
    - Changed the themes of Staff Picks and Tech Tips and updated outdated information. Using Staff Picks to test theme accessibility, speed, and an optimization.
    - Added a Hoopla page and post to the main website. Selena wrote a Tech Tips post. Both the post and page contain countdowns to launch.
    - InfiniteWP configuration hit a snag and I opened a support ticket to address it. When it is resolved, InfiniteWP will be fully configured.

- o   Was unable to update to the new Divi editor. Nathan made updates to the server that were recommended by Divi support staff, but that didn't help. Continuing to troubleshoot with Divi staff. On the bright side, the updates Nathan made to the server seem to have fixed the freezing issue we were having with the current editor.
  - o   Working on a way to make sure traffic sent to both eglibrary.org and eastgreenbushlibrary.org get counted by Google Analytics.
- Gale page: Support uploaded our logo, but Webucator and NY Digital Heritage still do not have logos.
- Participated in a trial of Beanstack – prospective software for summer/winter reading programs.
- Established a new winter closing procedure that includes the new phone system, social media, calendar, website, and staff text notifications.

UHLS:
- Staff Picks and Tech Tips blogs went down from midnight to 9am on Monday 11/11**.**
- Changed our Transit receipts at the request of UHLS to simplify work for the new couriers.
- UHLS App: we continue to get complaints about the broken search feature. Our online resources page in the app was severely outdated. Opened a support ticket with UHLS and they updated it promptly.
- Worked with UHLS to allow both Hoopla and the event calendar to access Sierra to validate cardholders.
- Decision Center released an update with new reports available.

Library Computers/Hardware:
- New phone system was launched! This is just phase one. Future phases will include automatic closing announcements, speakers to amplify announcements in areas without phones, a speakerphone for the meeting rooms, a video doorbell at the book drop, and hosting the phone service in the cloud which includes channels for video conferencing.
- Ordered a wireless (Bluetooth) barcode scanner and wi-fi dongle to allow it to float between computers and be used at outreach events. Currently attached to Vicki's computer for use with Better World Books.
- Ordered 10 wireless hotspots to be circulated to patrons when policy and procedure are finalized.
- Holding on order of Square equipment to make sure we get the best setup for our situation.
- Purchased a Lifesize Share device. It will allow presenters to easily connect wireless devices to projectors and other displays.
- On 11/12, the staff copier displayed a message to shut down and unplug the machine until service could be contacted.
- In preparation for the Film Festival, Laurie purchased two tablet stands and a case so our staff tablets could be used to scan tickets for entrance. If you need to use a stand, they are on top of the staff goody box, and they are not in the catalog.
- Renewed Deep Freeze Standard support for our public laptops.

Meetings/Workshops:
- Researched Grow with Google program and turned the materials over to Laurie for possible programming.
- 11/11: Hoopla launch call

- 11/15-16: New York Library Association Annual Conference

Statistical Notes:
- Laptop circulation is rebounding.
- Twitter statistics are increasing.

Current/Upcoming Projects:
- LibraryAware subscription drive
- Sharepoint/Teams/OneDrive restructuring
- Calendar E-commerce/Meeting Room Policy Update

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. Also exploring Flipcause software, which would serve this purpose and more.

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
- "Unboxing" videos

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Circulation Report – November 2019

Submitted by Marion Pierson

Highlights

On November 2nd Marcia represented the library at the inaugural Volunteer Service Fair. On November 5th I attended a Capital Area Library Assistants Lunch and Learn, *Autism Awareness for Library Staff,* and on the 6th I attended the Circulation Advisory Council meeting at Upper Hudson, and the *Friends of the Schenectady County Public Library-Behind the Scenes Tour* which included a discussion and an informative Q and A session about their library book sale operations. On November 18th Holly hosted 29 (!) attendees at *Crafter Eve* and on November 21st I hosted 12 attendees at the *Food for Thought Cookbook Club.* In November I interviewed three candidates for the Library Clerk position vacated by Dolores Hallenbeck and was thrilled to offer the job to Merrin Sardi, a community member, former teen volunteer and long-time library patron, who happily accepted and will begin in December.

Statistics

Patrons: 59 new patrons registered at the library in November.

East Greenbush Residents	33
Schodack Residents	6
Other	18

Checkouts:

November 2019	28,532
November 2018	29.249

Volunteers: 13 volunteers worked 38.5 hours.

Outreach	7
Adult	6

Notary Services: 10

East Greenbush
COMMUNITY LIBRARY

Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Outside Groups – November 2019
Submitted by Kathy Rossello

57 Programs Reserved: 53 Held - 4 Cancellations

1,222 Total Expected Attendance: 1,142 Expected Attendance for events held - 80 expected for cancellations

53 Programs Held - Expected Attendance 1,142

Title	Date	Expected Attendance
Christmas Card creations	11/03/2019	20
Friends of Fort Crailo	11/03/2019	20
Adoption Orientation Session	11/03/2019	20
Literacy Volunteers Tutor Training Workshop	11/04/2019	20
East Greenbush POP Warner Board Meeting	11/04/2019	20
Girl Scout Brownie Troop 1041	11/04/2019	15
Tuesday Ramblers	11/05/2019	25
Travel Buddies	11/06/2019	30
Legion Volleyball Club	11/06/2019	35
Flying Knights Model Aircraft Club	11/06/2019	20
Tri-City Red Hat Ladies	11/07/2019	18
Tutor Training Workshop Session	11/07/2019	20
American Needlepoint Guild	11/07/2019	15
Rehearsal For A Christmas Story	11/07/2019	25
East Greenbush Ski Club	11/07/2019	40
Girl Scout Troop 1219 Meeting	11/07/2019	15
East Greenbush Amateur Radio Association	11/09/2019	25
Lectorium	11/11/2019	30
Daughters of the Declaration: Book Group	11/11/2019	15
Executive Committee of the Mohawk Hudson Chapter of the Appalachian Mountain Club (AMC)	11/11/2019	12
Tuesday Ramblers	11/12/2019	25
Rensselaer County Retired Teachers Association Executive Board Meeting	11/13/2019	10
Girl Scout troop 1111	11/13/2019	12
Plaza View Home Owners Association General Meeting	11/13/2019	40
Illiteratl Book Club	11/14/2019	15
Tutor Training Workshop	11/14/2019	20
NYCRG Geocaching International Film Festival	11/14/2019	40

Audiologic Solutions	11/14/2019	25
Commons of East Greenbush Board of Directors' Meeting	11/14/2019	18
Prayer Group	11/16/2019	15
CDLUG (Capital District Linux Users Group)	11/16/2019	40
Capital Hudson iris society	11/17/2019	20
Cross Stitch Plus	11/18/2019	15
Tutor Training Workshop	11/18/2019	20
Fearless Fretters	11/18/2019	18
Good Buy Book Club	11/18/2019	10
Tuesday Ramblers	11/19/2019	25
East Greenbush Ski Club	11/20/2019	25
NYS Archives LGRMIF Grant Application Information Session	11/21/2019	25
Literacy Volunteers Tutor Training Workshop	11/21/2019	12
Rehearsal For A Christmas Story	11/21/2019	25
Odyssey fo the Mind meeting	11/21/2019	8
Capital Area Flute Club	11/23/2019	30
Meet Horror Author Reed Alexander	11/23/2019	25
Rehearse for A Christmas Story	11/24/2019	25
Alzheimer's Care Team Training	11/25/2019	4
Literacy Volunteers Tutor Training Workshop	11/25/2019	12
East Greenbush Ski Club	11/25/2019	40
AARP Tax Aide Program	11/26/2019	40
Tuesday Ramblers	11/26/2019	25
The Writer's Bloc	11/26/2019	8
Embroiders' Guild of America - NY Capital District Chapter	11/27/2019	10
Second Thanksgiving	11/30/2019	20
Total Expected Attendance		**1,142**

4 Reservations Cancelled - Expected Attendance 80

Rensselaer Land Trust Planned Giving Panel	11/04/2019	25
Girl Scouts MaryLou Hedge	11/12/2019	10
Cycle the Erie Canal	11/20/2019	25
CITIZEN'S CLIMATE LOBBY MONTHLY MEETING	11/26/2019	20
Total Expected Attendance		**80**

East Greenbush COMMUNITY LIBRARY	% of Total Card Holders	**Nov-19**	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
VISITS, VOLUNTEERS, AND BORROWERS							
Borrowers: Valid library card holders	100%	**8,247**	8,269	0%	**90,934**	91,649	-1%
Active Schodack Cardholders	9%	**763**	780	-2%	**8,828**	N/A	
Active EG Cardholders	25%	**2,029**	1,969	3%	**22,740**	N/A	
Registered Schodack Cardholders	26%	**2,142**	2,185	-2%	**23,822**	24,336	-2%
Registered EG Cardholders	74%	**6,065**	6,084	0%	**66,743**	67,098	-1%
Visits		**14,092**	20,696	-32%	**166,809**	201,164	-17%
Hours Open		**272**	277	-2%	**3,123**	3,084	1%
Volunteer Hours		**81**	67	21%	**1,713**	1,729	-1%
Number of Volunteers		**33**	26	27%	**413**	411	0%

	% of Total Holdings	**Nov-19**	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
OUR COLLECTION AND HOW IT'S USED							
Checkouts	35%	**33,426**	33,877	-1%	**365,557**	404,000	-10%
Physical Holdings	100%	**94,822**	95,708	-1%	Not Applicable		
Physical Items Added	1%	**705**	918	-23%	**8,170**	8,918	-8%
Physical Items Withdrawn	1%	**1,115**	1,019	9%	**6,971**	8,601	-19%

	% of Total Checkouts	**Nov-19**	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
Checkouts By Audience							
Adults	56%	**18,678**	19,274	-3%	**213,535**	226,785	-6%
Teens	2%	**821**	821	0%	**11,812**	9,966	19%
Children	41%	**13,843**	13,782	0%	**151,723**	167,249	-9%
Checkouts By Format							
A/V (Physical & Digital)	31%	**10,200**	11,813	-14%	**117,078**	136,742	-14%
Books (Physical & Digital)	63%	**20,914**	20,509	2%	**239,451**	245,052	-2%
Print	58%	**19,527**	19,064	2%	**224,663**	229,424	-2%
Digital	10%	**3,391**	3,085	10%	**36,714**	32,684	12%
Physical	85%	**28,532**	29,249	-2%	**327,069**	356,985	-8%
Database	4%	**1,503**	1,543	-3%	**13,295**	14,331	-7%

Collections Most Checked Out		Nov-19			Nov-18		
	1	Juvenile Fiction (8,511)			Juvenile Fiction (8,652)		
	2	Adult Fiction (5,012)			Adult Video (5,492)		
	3	Adult Video (3,981)			Adult Fiction (4,711)		

	% of Total Physical Items Checked Out	**Nov-19**	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
Physical Items Checked Out and Renewed at EGRN by Bstat (Pcode4)							
East Greenbush	40%	**11,467**	11,979	-4%	**135,054**	146,472	-8%
Schodack	20%	**5,611**	4,973	13%	**59,036**	59,224	0%
Castleton	1%	**251**	332	-24%	**3,216**	2,844	13%
Nassau	3%	**889**	1,075	-17%	**9,421**	11,902	-21%
N. Greenbush	12%	**3,457**	3,083	12%	**38,320**	42,462	-10%
Sand Lake	6%	**1,791**	1,699	5%	**21,161**	22,760	-7%
Rensselaer	4%	**1,282**	1,480	-13%	**13,655**	15,978	-15%
Troy	4%	**1,074**	1,090	-1%	**13,197**	14,302	-8%
Other Rensselaer County	2%	**600**	975	-38%	**8,583**	11,158	-23%
Out of System	0%	**117**	166	-30%	**1,713**	1,919	-11%
Albany County	7%	**1,981**	2,381	-17%	**23,551**	27,711	-15%
Online	0%	**12**	16	-25%	**162**	253	-36%
TOTAL	100%	**28,532**	29,249	**-2%**	**327,069**	356,985	**-8%**

	% of Total Meeting Room Use by Public and Library	**Nov-19**	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
EVENTS Library Sponsored							
Total Events	45%	**78**	62	26%	**795**	734	8%
Total Attendance	56%	**1,608**	1,218	32%	**21,241**	19,165	11%
MEETING ROOMS							
People who utilized the Library's Meeting Rooms	44%	**1,240**	902	37%	**11,075**	9,230	20%
Number of Events Held	55%	**94**	86	9%	**915**	783	17%
Number of Literacy Volunteer Tutoring Sessions	5%	**8**	8	0%	**82**	99	-17%
Number of English as a New Language Classes	3%	**6**	7	-14%	**72**	68	6%
REFERENCE							
Number of Questions		**2,672**	2,949	-9%	**32,795**	35,742	-8%
Notary Services Provided		**10**	9	11%	**138**	145	-5%
ILL Received		**14**	15	-7%	**217**	193	12%
ILL Provided		**17**	16	6%	**173**	176	-2%

		Nov-19	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
Borrowed from other UHLS Libraries		**4,564**	4,692	-3%	**52,486**	56,013	-6%
Loaned to other UHLS Libraries		**3,224**	3,743	-14%	**38,850**	42,978	-10%

	% of Total Computer Use	**Nov-19**	Nov-18	**% Change**	**YTD 2019**	YTD 2018	% Change
COMPUTER USE & WIFI							
Number of Sessions	45%	**2,013**	2,095	-4%	**23,940**	23,517	2%
Average Unique Users Monthly Wireless	55%	**2,460**	2,160	14%	**25,987**	24,542	6%
SOCIAL MEDIA/WEB ENGAGEMENT							
Facebook followers		**2,292**					
Facebook User Reach		**13,356**					
Tweets		**61**					
Twitter User Reach		**8,679**					
Web Page Sessions		**6,711**	7,142	-6%	**87,916**	88,157	0%