



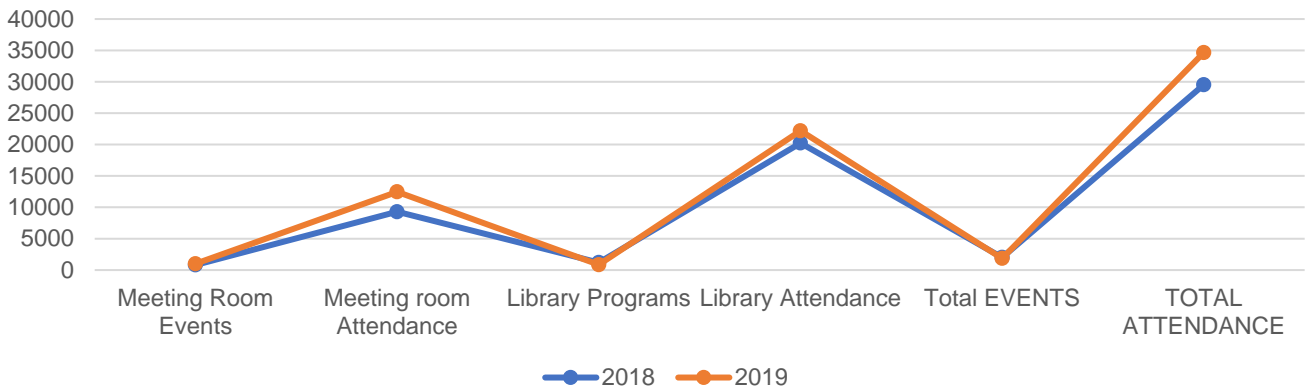
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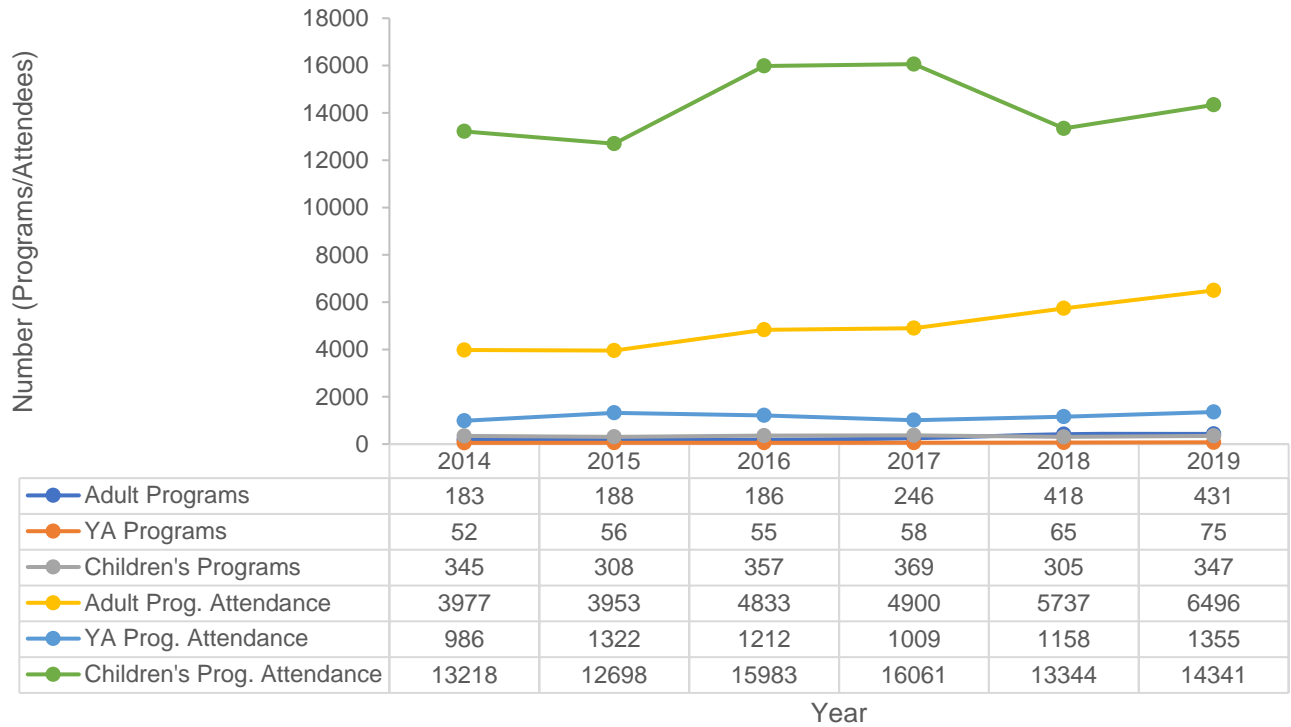
Director's Report- December 2019
Submitted January 21, 2019 by Jill Dugas Hughes

2019 Overview

Public Use of Meeting Rooms and Program Attendance



Library Sponsored Programs Over Time



● Adult Programs ● YA Programs ● Children's Programs
● Adult Prog. Attendance ● YA Prog. Attendance ● Children's Prog. Attendance



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Despite lower foot traffic, more people are using the library as a center for educational/enrichment programs and a gathering space for meetings. Youth programming continues to exceed expectations. We are outgrowing our spaces and staff are always seeking ways to continue to provide the best possible programming with the least amount of overhead.

Partnership with Outside Groups to Use Meeting Space(s) at the Library

(999 events/12,469 attendees). This is 23% more events and 34% more attendees!

- January- 92 events/1,130 attendees
- February- 63 events/794 attendees
- March- 100 events/1,368 attendees
- April- 88 events/1,242 attendees
- May- 95 events/1,028 attendees
- June- 76 events/1,003 attendees
- July- 83 events/728 attendees
- August- 79 events/906 attendees
- September- 66 events/824 attendees
- October- 79 events/812 attendees
- November- 94 events/1,240 attendees
- December- 84 events/1,394 attendees

Collections

Our collections are seeing fairly dramatic usage pattern shifts: Juvenile fiction has seen a 9% increase in circulation, while Adult Video dropped 7% in usage. Database usage dropped 10%, but Digital usage (e-books, e-audio, streaming video, and digital magazines increased 19%!

IT Highlights

- Set up 19 new staff computers
- Migrated to new staff scheduling software
- Installed new digital signage outside meeting rooms
- Installed a new phone system

2019 Policy Updates

- New Internet Use Policy went into effect with community in January.
- MyCards became available to the EG community on 7/22/2019
- Video Loans to Juveniles Policy amended 2/9/2019
- New Library Card Policy adopted 9/17/2019
- Tobacco & Smoke Free Policy adopted 11/19/2019



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Volunteers: 439 volunteers/1,768 hours

- January-29 volunteers/63 hours
- February- 40 volunteers/187 hours
- March- 30 volunteers/101 hours
- April- 26 volunteers/65 hours
- May- 20 volunteers/62 hours
- June- 50 volunteers/135 hours
- July- 80 volunteers/664 hours
- August- 51 volunteers/267 hours
- September- 27 volunteers/58 hours
- October- 27 volunteers/89 hours
- November- 33 volunteers/81 hours
- December- 26 volunteers/55 hours



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Reference Department Report – December 2019

Submitted by Elizabeth Putnam

Department News:

We closed out 2019 with farewells to two valued figures in the Adult Services Department. Laurie Dreyer resigned her post as Program Librarian to take on a Branch Librarian position in another library system. And Tonya Frickey, who served as a capable and beloved volunteer leader of the Monday Evening Book Discussion Group for two years, resigned to prepare for a move out of East Greenbush. Laurie and Tonya have our thanks and best wishes as they pursue their new opportunities!

Lynne Catelotti, an active community member and leader of a local book group, has agreed to take over our Monday Evening Book Discussion and will lead a January discussion of *Washington Black* by Esi Edugyan.

With Laurie’s departure, we’ve been scrambling to attend to her program and reference responsibilities. I want to thank Susan Bell for taking the lead on many of our upcoming big events like Film Fest and Murderous March.

Our display this month featured staff picks for the Best of 2019. Catherine polled staff on their favorite reads this year and filled the shelves with our top recommendations.

Other current and upcoming projects include:

- Adult Winter Reading Challenge
- Hoopla streaming service: patron support
- Interviewing and hiring new Librarian I
- Census training, community awareness, and response support
- Tax season (TaxAide preparation service and tax form distribution)
- Programming for adult day habilitation group patrons
- Mystery collection weeding and refreshing
- Creating new book recommendation flyers
- Providing ongoing reference support to the Albany Hudson Electric Trail public interpretation panel project (the trail will run through East Greenbush)

Reference Services 2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Reference-Standard	1433	1347	1522	1244	1256	1224	1486	1366	1382	1271	1232	1128	15891
Reference- Over 5 min.	87	84	72	63	43	61	72	55	50	42	52	69	750
Reference-Computer	474	373	468	420	444	515	413	375	346	385	337	316	4866
Mtg room/Program/Other	281	179	183	121	132	161	215	133	150	157	152	110	1974
Total Reference Questions	2275	1983	2245	1848	1875	1961	2186	1929	1928	1855	1773	1623	23481



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Program Recap:

We celebrated the holiday season by hosting Gift Wrapping sessions (all supplies provided!) and harp music performances in the library.



Craftaplooza!, a three-night program series, instructed participants in the creation of several giftable crafts: felt ornaments, scrabble tile pendants, and Scandinavian wreaths.

Program totals: 389 attendees at 30 sessions of 14 programs, with an average of 13 per program session.

Date	Program	Attendance
12/3/2019	Craftaplooza! Tonight's craft: Felt Ornaments	13
12/3/2019	Drop-In Tuesday Tech Time	3
12/4/2019	Craftaplooza! Tonight's craft: Scrabble Tile Pendants	9
12/4/2019	Open Recreation Space	6
12/4/2019	ENL: English as a New Language	5
12/4/2019	30-minute Genealogy Appointments	1
12/5/2019	Craftaplooza! Tonight's craft: Scandinavian wreaths	18
12/5/2019	ENL: English as a New Language	3
12/9/2019	AARP Smart Driver Course	7
12/9/2019	ENL: English as a New Language	6
12/9/2019	Monday Evening Book Discussion (Rescheduled)	9
12/10/2019	Drop-In Tuesday Tech Time	1
12/11/2019	ENL: English as a New Language	7
12/11/2019	Legal Project Free Legal Consultations	3
12/11/2019	Society for Creative Anachronism Bardic Practice	1
12/11/2019	Free Monthly Movie - The Art of Racing in the Rain	51
12/13/2019	Open Recreation Space	14
12/14/2019	Harp Music in the Library	66
12/14/2019	Gift Wrapping	10



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12/16/2019	Monday Morning Book Discussion	11
12/16/2019	ENL: English as a New Language	4
12/16/2019	Safe Space for Writing with Sisters in Crime	3
12/18/2019	Harp Music in the Library	50
12/18/2019	Gift Wrapping	3
12/18/2019	Open Recreation Space	6
12/18/2019	ENL: English as a New Language	5
12/20/2019	Open Recreation Space	10
12/23/2019	Harp Music in the Library	42
12/23/2019	Gift Wrapping	6
12/27/2019	Open Recreation Space	16



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Resource Sharing & Access Report – December 2019

Submitted by Dawn Geurds

Highlights:

- Sunday, December 1st the library closed at 4pm due to snow covered roads.
- Monday, December 2nd the library closed for the entire day due to a snow storm.
- Tuesday, December 3rd the library delayed opening until 11am because we received 22.6 inches of snow!
- Attended a Department Head meeting on Tuesday December 10.
- Winter arrived on Saturday, December 21st at 11:19 pm.
- Library was closed Monday, December 24th and Tuesday, December 25th for Christmas Eve and Christmas Day Holidays.
- Monday, December 30th, the library closed at 5pm due to icy roads from freezing rain.

Statistics

- Answered 8 reference questions by e-mail.
- Requested 1 ILLS
- Received 5 ILLS
- Sent out 7 ILLS
- 741 items were requested
- 4,179 items were placed on the Hold Shelf.
- 1,817 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 452 expired holds were not picked up by the patrons that requested them.
- 5 items Lost in Transit found on the shelves.
- 7 items were found on the shelves from the Unfilled But Available Item-Level Report
- Drive-thru patron assistance was needed 25 times.
- Ongoing Booksale made \$318.00 for the month of November
- Library was open 28 days / 253 hours.



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Youth Services Report – December 2019

Submitted by Molly Chatt

Department News: Weather impacted several programs this month – 2 storytimes and a Family Movie Night were cancelled because of storms, and our Homeschool Meet Up had very low attendance because of afternoon snow squalls. Our two December school break week programs were very popular. Over 100 people attended the Birds of Prey program with the Wildlife Institute of Eastern NY, and we ended the decade with our traditional Noon Year Eve party for 119 people. Many thanks to Kathy in Tech Services and Paul in Maintenance for their help with this program. Patrons began voting in our Mascot Design Contest on December 20th. Our committee narrowed down the options to a final three, and voting continues until January 5th. We are excited to see which entry wins! There were 88 teens in the Teen Room during the 11 days librarians staffed the area.

1000 Books Before Kindergarten: 1 new child registered for the 1000 Books Before Kindergarten program this December. 11 children checked in to record another 100 books read and 1 child finished the program this month.

Meetings & Continuing Education:

- Molly and Jen attended an Upper Hudson Storytime Repertoire Class, “Using Music & Movement in Storytime” at the Bethlehem Public Library on December 3rd. This is the first of a series of classes that is part of a 3-year family literacy grant through UHLS.
- Jen and Jenna participated in the Sexual Harassment Prevention workshop on December 12th.
- Jen represented the library at the December 13th Youth Services Advisory Council meeting at UHLS.



Rocking Noon Year @ your library!



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Silent Wings: Birds of Prey



Friday Mashup: Gingerbread house edition

Children's Programs

Program	Ages	#Sessions	Children	Adults
Baby Meet Up	0-18 months	1	8	6
Movers & Shakers	1-3	4	76	64
Wonderful Wednesdays	3-5	2	25	17
Fantastic 4s & 5s	4-5	1	6	4
Discovery Play	1-5	2	13	9
Saturday Storytimes	All	2	19	16
Homeschool Meet Up	5-12	1	2	1
Cookies & Crafts	5+	1	14	7
Birds of Prey	5+	1	57	46
Music Together	1-5	1	10	12
Rocking Noon Year	3+	1	71	48
Total Children's Programs		17	301	230

Tween/Teen Programs

Program	#Sessions	#Tweens/Teens
Anime Club	2	35
Teen Mash Up	2	22
Elf Interactive Movie	1	11
Total Tween/Teen Programs	5	68

Youth Services Provided

Type of Service	Quantity
Reference questions – Children's & Teen desks	687
Computer Assistance	30
Miscellaneous questions – program signups, board games, directional, meeting rooms	155
Games Computer Sessions	426
Volunteers	7 Volunteers, 15.0 Hours



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Technical Services Report – December 2019

Submitted by Susan Dague

The Cataloging Advisory Council met on the 5th. Joe T. is working on an in-house use report at the request of Albany Public Library. Several other libraries expressed interest also for tracking certain collections known to be heavily used in the library from anecdotal evidence, but with no data to support this claim.

I met with Elizabeth on the 19th in anticipation of taking over responsibility of the periodical collection in the new year.

Number of items processed: 349 (total – unknown)

Audio (adult + YA + juvenile)	19
Juvenile Fiction	38
Juvenile Nonfiction	89
Electronic (adult + YA + juvenile)	1
Fiction (adult + YA)	80
Miscellaneous	0
Unknown (on order records)	31
Nonfiction (adult + YA)	3
Print Subscriptions (adult + YA + juvenile)	88
Video (adult + juvenile)	31
Total	380

Number of items withdrawn: 883

Added for the year to date: 8,191

Withdrawn for the year to date: 7,850

Total items: 93,775



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Digital Services Report – December 2019

Submitted by Karrie McLellan

Online Presence:

- Hoopla: Successful launch with more patrons using it every day.
- Library Market Calendar:
 - Halted progress on the meeting room e-commerce project due to a question about technical criteria for residency.
 - Discovered an issue with the Library Market calendar display on mobile devices when looking at dates two or more months in the future. Opened a ticket with Library Market.
 - Discovered an issue with report exports that attempt to filter to reservations only. The report is correct on the screen, but exports both reservations and events. Opened a ticket with Library Market.
- Databases
 - Worked with Elizabeth to transfer the gathering of monthly database statistics from Adult Services to Digital Services reports.
 - Explored the possibility of providing access to the Tech Talk database and newsletter to our patrons. CDLC already provides this resource to library staff.
 - Revising the Digital Magazines handout in anticipation of adding OverDrive magazines, which I was told already went live in late December without warning.
- Websites:
 - Updated tax page and republished links.
 - Planning for integration of Census information on the front page, including securing the rights to use Census logos.
 - Found a way to reorder Library News items as needed.
 - Outsourcing the Divi builder update issue to local web developers.
 - Working on making sure visits to both eglibrary.org and eastgreenbushlibrary.org get counted by Google Analytics.
 - InfiniteWP configuration is complete.
- Updated our holiday schedule in all of the online locations and Sierra.

UHLS:

- Decision Center report numbers were off following October's update. It was resolved by III.
- Requested a report we used to have in Horizon that will flag when a user's patron type does not match its Pcode4. This will help us make sure only EG/Schodack residents are using our resident-only services and that we are calculating our users accurately.



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Library Computers/Hardware:

- Phone system
 - Meeting room phones were installed, speakerphone arrived and was installed, and automatic closing announcements were configured. Future phases will include speakers to amplify announcements in areas without phones, a video doorbell at the book drop, and hosting the phone service in the cloud which will provide system backup and include channels for video conferencing.
 - Tweaked emergency closing message changing procedure for clarity for patrons.
 - Planning for message changes during tax season.
- Census computers – created a plan and backup plans for providing anonymous, secure access for patrons who want to fill out the questionnaire on library computers.
- Ordered two laptops for staff use.
- One of the hard drives in the backup server died. A replacement has been swapped in without downtime. Legacy services on that server were migrated to the domain server as a precaution and another backup hard drive was ordered.
- Working on getting Susan access to her work computer from home, but the free program we used for this no longer works. Researching alternatives.
- Fixed an issue that caused EnvisionWare computers to display default template text on the sign-in page, rather than our custom text.
- Explored possible giveaway items for tech programs.
- Published the new IT manual, which includes updated phone system instructions.
- Wireless microphone receivers were generating interference and the microphones could not be used. Audio-Video Corporation came to troubleshoot the issue on 12/30 and stated Verizon's testing of their 5G networks has been playing havoc with wireless receivers all over the region. They showed me how to fix it if it happens again and checked our assisted listening receiver to make sure it was not affected.
- Digital signs had issues on 12/29, but this was out of our control as it was an issue with the service, we use to display the events.

Meetings/Workshops:

12/11: Become a Tech Hero and Power Communicator (webinar)

Statistical Notes:

Flipster stats were not yet available by the second week in January.

Current/Upcoming Projects:

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



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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



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Circulation Report – December 2019

Submitted by Marion Pierson

Highlights

New library clerk Merrin Sardi's first day got snowed out on December 2nd, but she worked her first shift on December 4th. Welcome Merrin!

Circulation staff members Holly Huzar and Marcia Rossetti each taught classes to enthusiastic crafters during the library's three-day Craftapalooza.

Statistics

Patrons: 37 new patrons registered at the library in December

East Greenbush Residents	24
Schodack Residents	5
Other	8

Checkouts:

December 2019	24,574
December 2018	26,032

Volunteers: 13 volunteers worked 31.25 hours

Outreach	7
Adult	6

Notary Services: 8



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Outside Groups – December 2019

Submitted by Kathy Rossello

54 Reservation: 41 Held - 12 Cancellations - 1 Payment Pending

1,720 Total Expected Attendance - 1,295 Expected Attendance for 41 Programs Held

41 Programs Held - Expected Attendance 1,295	Date	Expected Attendance	People in Attendance
Tax-Aide Training	12/02/2019	55	
CORE trustee training	12/02/2019	30	
East Greenbush Ski Club	12/02/2019	25	
Girl Scout Brownie Troop 1041	12/02/2019	15	
AARP TaxAide Training	12/03/2019	40	
Tuesday Ramblers	12/03/2019	25	
Play Rehearsal	12/03/2019	30	35
East Greenbush Ski Club	12/04/2019	20	
American Needlepoint Guild	12/05/2019	15	
Sana Masih	12/05/2019	5	
New York State Department of Environmental Conservation	12/05/2019	40	
AARP TaxAide Training	12/06/2019	40	
CDLUG (Capital District Linux Users Group)	12/07/2019	40	
Girl Scout Service Unit 132 - Holiday Event	12/08/2019	70	
AARP TaxAide Training	12/09/2019	40	
Travel Buddies	12/09/2019	30	
Audiologic Solutions	12/10/2019	25	
Tuesday Ramblers	12/10/2019	25	
East Greenbush Ski Club	12/10/2019	20	
Southgate West Condominiums Annual Meeting	12/10/2019	40	
AARP TaxAide Training	12/11/2019	40	
East Greenbush Library Staff Training	12/12/2019	20	
Tax-Aide Training	12/12/2019	55	
Library Staff Training	12/12/2019	20	
Understanding Your Social Security Benefit Options class	12/12/2019	50	
Audition for Legally Blonde	12/14/2019	15	
Romance Writers of America chapter meeting	12/14/2019	50	
Dance Rehearsal Legally Blonde	12/15/2019	10	
Auditions For Legally Blonde	12/15/2019	30	
Cross Stitch Plus	12/16/2019	15	



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Tax-Aide Training	12/16/2019	55	
Fearless Fretters	12/16/2019	18	10
Girl Scout Brownie Troop 1041	12/16/2019	15	
Tax-Aide Training	12/18/2019	55	
CORE trustee training	12/18/2019	12	
Tax-Aide Training	12/19/2019	55	
Auditions For Legally Blonde	12/19/2019	30	
Tax-Aide Training	12/20/2019	55	
Social Anxiety Support Group of Albany	12/21/2019	25	
Schodack Folk Sessions (learning session) Open to public	12/23/2019	20	
Tax-Aide Testing	12/30/2019	20	
Total Expected Attendance for Programs Held		1,295	

12 Reservations Cancelled - Expected Attendance 385	Date	Expected Attendance
Bible Studies	12/03/2019	20
Flying Knights Model Aircraft Club	12/04/2019	20
Bible Studies	12/10/2019	20
East Greenbush Ski Club	12/16/2019	50
EGPW Board Meeting	12/16/2019	20
Tax-Aide Training	12/17/2019	55
Tuesday Ramblers	12/17/2019	25
Capital Area Flute Club	12/17/2019	30
Early Ford V8 Club	12/18/2019	30
EGPW Board Meeting	12/19/2019	20
Tax-Aide Training	12/23/2019	55
Community Chanakah Program	12/23/2019	40
Total Expected Attendance for Cancelled Programs		385

1 Reservation Payment Pending - Expected Attendance 40	Date	Expected Attendance	People in Attendance
Chanukah Celebration	12/26/2019	40	
Total Expected Attendance for Pending Programs		40	