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## Director’s Report

**June 20, 2023**

*Respectfully Submitted: Jill Dugas Hughes, Director*

### **Strategic Focusing, 2022-2023**

*Progress*

#### **Mission**

*The mission of the East Greenbush Community Library is to serve as a community center for lifelong learning with access to a broad range of ideas and information through traditional and emerging resources to meet the intellectual, recreational, and cultural needs of residents in a professional and friendly manner.*

#### **Core Values**

**R**ESPECT a variety of viewpoints and make them available in the interest of promoting a healthy learning environment.

**E**NCOURAGE library users to become comfortable using a variety of formats and instruct them in using new technologies.

**A**SSIST patrons in finding information they want, when they want it, in a form that is most useful.

**D**EVELOP partnerships to ensure that library services truly respond to the needs and desires of residents.

### Fiscal Accountability and Stewardship

*Ensure the Library is well supported to meet the needs of current and future generations of library users. Appropriate funding will sustain and enhance the quality of Library services, including staffing, collections, technology, programs, and the facility.*

#### **1. Migrate to QuickBooks Online**

*Status: In progress*

- We migrated to QuickBooks Online on March 8. Consultants continue to assist with reporting.

#### **2. Review/Update Financial Policies and Procedures (including depreciation limits and purchasing policy thresholds)**

*Status: In progress*

- Preliminary work on the 2024 budget has been completed and a proposal from the budget committee will be presented this month for full board consideration.
- The MOU (Memorandum of Understanding) between the Friends and Library was signed by both parties on 5/15/2023.



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- The General Accounting Practices and Fund Accounts Policies were started in 2022 but were not worked on this month.
- The Admin Committee will work on crafting a Reserves Policy. This has not started yet.

**3. Provide monthly gift/grant reports and list of expenditures to board for review/approval.**

*Status: Complete*

- All expenditures are presented to the board for approval monthly. We continue to work with the consultants to create the robust reports needed for fund accounting.
- Some recommendations for changes to the balance sheet/bank account set-up have been suggested by our auditor to help simplify the internal procedures which are now needed with our new reporting needs. We will formalize these recommendations and they will be presented to the admin committee for review. This will most likely occur at the same time as the Reserves Policy, which will not be addressed until the fall.
- The 2022 audit was approved at the April board meeting
- The AUD (Annual Update Document) was submitted to the Office of the State Comptroller on May 11.

**4. Implement online donation capability.**

*Status: Complete*

**5. Upgrade to Square Registers**

*Status: Complete*

- Launched April 24. New registers and cash procedures at reference and circulation desks have been implemented.

**6. Building Conditions Study (Added to Strategic Planning Pories for 2023)**

*Status: In Progress*

- Hyman Hayes Associates has provided several tentative budget priorities which were used to develop the 2024 draft budget. We are waiting for the final building conditions survey.
- BPI Mechanical Service was engaged on April 18 to install the Backflow preventer. A kick-off meeting was held April 26 with BPI, Michael, Dawn, and Paul. The installation is scheduled for June 19-21. The water to the building will be shut off for approximately four hours on June 19. We have arranged the install to occur on a day the library is closed to the public.
- The cooling tower was filled on May 9. An unseasonably warm few days caused some uncomfortable spaces in the meeting rooms a few days prior to the scheduled opening.

### Center for Community Connections

*Develop partnerships and build collaborations across the community to share resources, expertise, and strengthen community. Continue to provide a welcoming and responsive environment, with a user-centered staff, that supports the library's mission and meets the community's changing cultural, civic, technological, and informational needs and interests.*



## 1. Evaluate Partnerships using Project Outcome

*Status: In-Progress*

- In-depth evaluation is on hold until the fall.
- In May we partnered with Project Linus, American Red Cross, East Greenbush Central School District, East Greenbush Historical Society, East Greenbush Police Department Girls on the Run, Greenbush Garden Club.
- EG library patrons have contributed to the creation of 21 quilts for Project Linus. This accomplishment highlights how generous our community is with their time and skills. We appreciate our volunteer Syma Lapides for leading this project.
- We hosted 5 classes of kindergarteners from Red Mill Elementary to listen to stories, get a tour of the library and some got their first library cards!
- With information provided from the EGPD and a great deal of hard work from our intern Sam, the adult information services department created a guide to human services available to people in crisis in Rensselaer and Albany counties. The guide lists mental health services, substance abuse services, food pantries, shelters, domestic violence resources, and other resources. This project has been a long-standing goal, and we are proud of the results. We look forward to being able to connect people who need help with the resources they need. Many, many thanks to Sam for her work on this.

## 2. Prep for next Strategic Plan- Community Survey & RFP (Request for Proposals)

*Status: In progress*

- Surveys, interviews, and focus groups are complete, the Community Advisory Council met twice, the work group facilitated a staff meeting, and the work group completed 5 meetings. To-date, we have solidified the Vision, Goals, Objectives, brainstormed activities, and are working on finalizing the mission statement. The consultants plan to have a draft for the work group to review at the end of the month, feedback will be provided and finally, a full report to the board will be presented at September committee meetings, September 11 (6:00-8:00 pm). We plan to adopt the full plan at our September board meeting (September 19).

## 3. Little Free Library on Rail Trail

*Status: In progress*

- Installation complete.
- Cami, Marion, and Kathy have been monitoring the Little Free Libraries (LFL). Unfortunately, due to numerous incidences of vandalism, we have removed the LFL closest to Genet.

## 4. Work with Town to implement story-walk at Town Park

*Status: Not completed.*

- No progress was made this month.

## 5. 24/7 Used Book Donations

*Status: Not Completed*



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- Work with Friends to provide 24/7 possibility at library for library used book donations was halted. An opportunity to purchase a book return bin from another library was presented, and the Friends agreed to purchase. After further investigation, they decided that they were no longer interested (2022).
- The Friends are coordinating the sale of the book return bin. The bin is still housed outside the library at this time.

## Operational Excellence and Culture of Learning/Growth

*Continually evaluate internal processes, and invest in technology and human capital to eliminate, improve, or create new processes for driving organizational success. Embrace a culture of proactive and rapid problem solving, creativity, and innovation in the workplace to maximize staff productivity, morale, accountability, and trust.*

### 1. **Compensations Study updated organizational chart/job descriptions.**

*Status: In progress*

- Interviews have been completed and appointments made for the following positions: Administrative Assistant, Head of Youth & Family Services, Adult Information Services Librarian (PT), Circulation Clerk (PT). We posted and interviewed for a Reference and Technology Librarian position but did not make an appointment. We have decided to remove the MLS requirement for this position and post a Technology Assistant position instead to widen the applicant pool. Our primary focus is on someone with technology skillsets as opposed to librarian skillsets.
- The back-office and drive-thru window renovation project was completed on June 7. Our next step will be to replace the flooring in the drive-thru window area as well as some other areas identified by the building conditions survey.
- We have engaged a new health insurance brokerage firm: Marshall & Sterling and open enrollment for July 1 insurance plans is now complete. We have 18 full-time positions, 15 of those are currently filled, and of that number 10 have enrolled in health insurance coverage. The library contributes the following amounts towards each eligible employee's health insurance package: \$875 individual, \$975 employee +spouse, \$1,200 family. To-date, enrollees include the following:
  - Medical- 7 individual, 2 employee +spouse, 1 family
  - Dental- 5 individual, 2 employee +spouse, 2 family
  - Vision: 5 individual, 1 employee +spouse, 2 family
  - Health Savings Accounts: 4 individual

### **Organizational chart changes which allow more flexibility, reduced duplication, growth opportunities, & increased trust**

*Status: In progress*

- During the month of May we have said goodbye to long-time library staff, posted jobs, interviewed, and hired several new colleagues.



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- Resignations:
  - Karrie's last day as Head of Digital Services (Librarian II) was on May 12. Our plan moving forward is to increase the job responsibilities of Selena Piro (currently Library Assistant but moving job title to IT Support Specialist) and to hire a full-time Technology Assistant which will be a member of the Adult Information Services department. Additionally, we have been interviewing outside IT consulting firms to assist with our growing IT needs. To-date Selena and I have met several times with three outside consulting firms and are almost ready to sign a contract. Our target is to have a contract ready for board approval at the July meeting. Special thanks to Selena for her outstanding work during this transition.
  - Molly's last day as Head of Youth Services (Librarian II) was on May 15. Thank you to the entire Youth & Family Services team for your work this month!
  - Barbara Hartman will retire from her PT Librarian I position in the Adult Information Services department on August 26. We plan to fill this position.
- New Hires:
  - We welcomed Nate Heyer as a Part-time Librarian I for the Adult Information Services department on May 22. This was a new position that was funded on January 1, but not filled until needed. It was originally planned to be a PT Library Assistant, but we reduced the hours and filled as PT Librarian I to stay within budget.
  - Due to increasing library usage and in preparation for the summer rush, we hired a part-time library clerk to fill a position that was budgeted but has remained unfilled since March 2022. Karen Gottcent was appointed to this position in the Circulation department on May 24.
  - Whitney Gitman, most recently our Youth & Family Services intern began working as a substitute librarian on May 26.
  - Also in May, Sam Christensen-Tripi started her internship in the Adult Information Services department. She has been creating displays, assisting with programs, suggesting new titles for the ED/JOBS collection, and learning how to provide outstanding reference service.
  - Alexis Mokler began in the Adult Information Services department as a substitute librarian on June 5.
  - Amy McCarthy will begin as Head of Youth & Family Services (Librarian II) on June 20.
  - Amy Hodor will begin as Administrative Assistant on July 7. This newly created position was funded on January 1.
- May Professional Development (staff attendance at conferences, training courses, webinars, etc.)



- Beyond the Bookshelf Webinar (Jody) 5/2/23
- E-content Advisory Council Meeting, UHLS (Catherine) 5/11/23
- From Diversity to Inclusion: Auditing Your Inclusion Webinar (Catherine) 5/15/23
- Library Reads: Readers' Advisory 101 Webinar (Heather) 5/17/23
- Top Tech Trends to Attract and Fulfill User Expectations Webinar (Jody) 5/24/23
- Engaging Young Readers Who Have A Print Disability Webinar (Jen) 5/24/23

## 2. Review/update policy/procedures

*Status: In progress*

- Finish updating staff manual with input from staff manual committee- a 2023 priority. We subscribed to an HR (Human Resources) dynamic staff manual template. 64% of the data needed has been entered into the template. In addition to the template (including required NYS and Federal employment regulations), we have library specific information that needs to be included. New Staff IT guidelines were approved at the April board meeting and were distributed to staff. This will be a major project for the new administrative assistant to take over the finish line, once in place.
- The Reference Desk Manual was updated for the first time since July 2022, in keeping with our departmental goal of updating the manual once per year.

## Lifelong Curiosity, Imagination, and Learning

*Provide access to materials, programs, technology, and services that empower the community to succeed in educational, professional, and personal interests. Patrons will be supported in their creative pursuits.*

### 1. Prioritize staff and financial resources toward mission critical programming (ex: Summer/Winter Reading programs, 1000 Books Before Kindergarten, Book Bundles, Readers Advisory, etc.). Host 20 programs monthly per department.

*Status: In-progress*

- In May, the library sponsored 22 programs for adults with 299 participants; 28 programs for children with 1,333 attendees, and 5 programs for teens with 48 teen participants.
- There were 59 active participants in the 1000 Books Before Kindergarten program this month, including 4 new graduates and 13 new participants. They read a total of 4,872 books!
- In the 500 Books Before Middle School program, 27 participants read 888 books. This includes 6 new participants during the month of May!
- The 100 Books Before Graduation program had 3 active participants this month who read a total of 20 books.
- EG library patrons have contributed to the creation of 21 quilts for Project Linus. This accomplishment highlights how generous our community is with their time and skills. We appreciate our vounteer Syma Lapides for leading this project.



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- Gearing up for Summer Reading we started planning our challenges and ordered lots of fun prizes for kids and teens. We also reached out to several local businesses for donations. We have wrapped up storytime to prepare for our Summer Reading program. Girls on the Run donated adorable handmade bookmarks free to the youth services patrons.

<b>MAY 2023 YS PROGRAMMING</b>	<b>Date</b>	<b>Age</b>	<b># Participants</b>
Robin and Nest Take & Make	5/1/2023	kids	70
Storytime	5/2/2023	kids	52
Preschool Storytime	5/2/2023	kids	26
Storytime	5/3/2023	kids	34
Storytime	5/4/2023	kids	33
Storytime	5/5/2023	kids	54
Friday Thing	5/5/2023	teens	10
Heart Flower Take & Make	5/8/2023	kids	70
Storytime	5/9/2023	kids	57
Preschool Storytime	5/9/2023	kids	28
Storytime	5/10/2023	kids	25
Anime Club	5/10/2023	teens	10
Kindergarten Visit	5/11/2023	kids	36
Storytime	5/12/2023	kids	44
Kindergarten Visit	5/12/2023	kids	60
Friday Thing	5/12/2023	teens	12
Storytime	5/16/2023	kids	37
Paper Plate Frog Take & Make	5/16/2023	kids	80
Preschool Storytime	5/16/2023	kids	19
Storytime	5/17/2023	kids	27
Storytime	5/18/2023	kids	28



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Storytime	5/19/2023	kids	39
Friday Thing	5/19/2023	teens	8
Storytime	5/23/2023	kids	36
Preschool Storytime	5/23/2023	kids	28
Storytime	5/24/2023	kids	37
Anime Club	5/24/2023	teens	8
Storytime	5/25/2023	kids	28
Storytime	5/26/2023	kids	43
Storytime	5/30/2023	kids	35
Preschool Storytime	5/30/2023	kids	18
Storytime	5/31/2023	kids	34
Star Wars Scavenger Hunt	May	kids	255
<b>APRIL TOTALS (YOUTH)</b>		<b>33 Programs</b>	<b>1,381 Attendees</b>

<b>APRIL 2023 ADULT PROGRAMMING</b>	<b>Date</b>	<b>Age</b>	<b># Participants</b>
ENL: English as a New Language	5/2/2023	Adult	4
ENL: English as a New Language	5/4/2023	Adult	2
ENL: English as a New Language	5/9/2023	Adult	7
ENL: English as a New Language	5/11/2023	Adult	4
ENL: English as a New Language	5/16/2023	Adult	7
ENL: English as a New Language	5/18/2023	Adult	2
ENL: English as a New Language	5/23/2023	Adult	6
ENL: English as a New Language	5/25/2023	Adult	3
GGC: Meadow Gardens	5/2/2023	Adult	22
Historical Society: History of Talisman "Protection From Evil"	5/21/2023	Adult	20





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Fueling Creativity: Writing Workshop with Coleen Murtagh Paratore	5/7/2023	Adult	22
Organize Your Way to Sanity with Clutter Boss Jes Marcy	5/10/2023	Adult	47
An Injustice at Greenbush Cantonment, the Execution of Pvt Samuel Helms	5/14/2023	Adult	18
Monday Morning Book Discussion	5/15/2023	Adult	14
PM Book Discussion-Outside	5/15/2023	Adult	5
3rd Thursday Movie-Crazy Rich Asians	5/18/2023	Adult	21
Wednesday Night Book Chat	5/3/2023	Adult	23
Wednesday Night Book Chat	5/10/2023	Adult	23
Wednesday Night Book Chat	5/17/2023	Adult	19
Wednesday Night Book Chat	5/24/2023	Adult	18
Wednesday Night Book Chat	5/31/2023	Adult	18
Virtual Trivia	5/23/2023	Adult	15
<b>APRIL Totals (ADULT)</b>		<b>22 Programs</b>	<b>299 Attendees</b>

## 2. Extend/change hours when needed.

*Status: In Progress*

- In July and August, we will be closed on Sundays.
- Periodically, we investigated demand for extending/changing available hours of service. The next change will take place in September and unless the strategic planning process shows something dramatically different, we plan to extend morning hours Monday-Thursday, and evening hours on Monday. We have identified staffing needs for these hours and will hire/train to be open 9-8 Monday-Thursday, 10-6 on Friday, 10-5 Saturday, 1-5 Sunday beginning the day after Labor Day.

## 3. Restore In-Person Services “Trusted Community Hub” while balancing safety for staff and patrons (one-on-one and group technology assistance appointments/classes, indoor story times, meeting room reservation services for community groups)

*Status: In progress*

- Community Meetings: 14 meetings; 229 attendees (Meeting Room use- not including the HURR room.) Outside groups include Travel Buddies, East Greenbush Pop Warner, American Needlepoint Guild, Capital District Linux Users Group, Study Group- East



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Greenbush Central School District, Writers' Group, Book Club, Averill Park Autism Social Group.

- The Hurr Education Center was used 32 times by 62 people.
- 164 teens used the Teen Area after school in the 22 days that it was staffed in May.

**4. Continue to restore print materials budgets and work to meet increased digital demand within tight materials budgets (Advantage plan- OverDrive, hoopla, databases, Hot off the Press, etc.)**

*Status: In progress*

- May adult displays: International Day of Light, AAPI, National Grilling Month
- May children's room displays: Asian American, Native Hawaiian and Pacific Islander Heritage Month. Purrfect books about cats, and Picture book favorites.
- With information provided from the EGPD and a a great deal of hard work from our intern Sam, the department created a guide to human services available to people in crisis in Rensselaer and Albany counties. The guide lists mental health services, substance abuse services, food pantries, shelters, domestic violence resources, and other resources. This project has been a long-standing goal, and we are proud of the results. We look forward to being able to connect people who need help with the resources they need. Many, many thanks to Sam for her work on this.
- 8,750 people visited the library in May, which is 1,308 more than last year. One factor is likely that the meeting rooms were not open to the public last year and programming attendance continues to grow.
- In May patrons borrowed 21,931 physical items from the library, which is 1,065 less than last year. Databases were used 9,283 times (785 less than last May), and digital resources were borrowed 14,593 times, which is also 785 less than last year. Some of this trend can be attributed to lowering the renewals to two (formerly three) when we moved to fine free. We will continue to check lending statistics to see if we can notice any applicable trends. Statistics were lower this month, but not as much as last month.

**5. Add video/digital meeting capabilities to A/B & Hurr Rooms**

*Status: Complete (February 2023)*

**6. Expand art gallery to M/P Room**

*Status: Complete*

- The gallery art system has been installed, and the Exhibits policy was amended on February 13, 2023, to reflect changes. Susan and Kathy have been coordinating new exhibitors for the new gallery space.
- In May Nancy Steckel exhibited her paintings on the lobby gallery walls, and the Half Moon Button Club displayed their buttons in the exhibit cases. Also in the exhibit cases, the library highlighted the UHLS Library Expedition.

**7. Electric dividing door A/B**

*Status: Complete*



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- Replaced manual dividing door with electric divider door in Meeting Rooms A/B (NYS (New York State) Construction Grant Funds) in 2022.

**Trends that may affect the strategic plans in future years....**

- Continued demand for physical and digital collections
- Social services direct service needs have increased, and funding/social services capacity decreased, creating new/heightened burdens on library staff
- Demand for more one-on-one service
- Demographic changes- ethnic, racial, social, and economic
- Continuing digital divide and net neutrality
- Growing need for public gathering spaces
- Growth in off-site delivery of service and presence
- Increased civic engagement and community participation and need for neutral place
- Increased major capital improvements required as building ages
- Increased physical facility and cyber security concerns
- Library of Things
- Hot off the Press
- Schodack contract
- Surrounding community funding for their libraries, leading to greater usage and demand on EGRN taxpayers
- Potential rise in book bans and censorship
- Need to reduce carbon footprint
- Industry-wide shortage of library career candidates