



## Director's Report

**May 16, 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*

- The **MOU (Memorandum of Understanding) between the Friends and Library** has been sent to Julie Anne for her countersignature.



- 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.
- Preliminary work on the 2024 budget continues.

**2. 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.

**3. Implement online donation capability.**

*Status: Complete*

**4. Upgrade to Square Registers**

*Status: Complete*

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

**5. Building Conditions Study (Added to Strategic Planning Priors for 2023)**

*Status: In Progress*

- Hyman Hayes Associates has completed most of the Field Investigation, except for the roof which should occur this week. They have rated conditions and damage based on a hierarchy (immediate, moderate (2-4 years), and long term (5-10 years) for replacement. Most of this work is complete except for roof and flashing details. They also want to complete more exploratory work on windows. Major items found: roof replacement, exterior EFIS, front entry sequence/lighting and canopy including sidewalk and lobby tile repair, windows- TBD. A full status report is attached to the admin committee meeting minutes.
- 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. Items have been ordered and we are waiting for an installation date.
- 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.



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

## 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 April we partnered with AARP, Electric Rail Trail, Greenbush Garden Club, Upper Hudson Library System, AARP, East Greenbush Historical Society, East Greenbush Central School District, Project Linus, and Questar III BOCES.
- Molly started out the month by attending the Green Meadow Project Fair on April 4. She did bookmark crafts with the kids and told people about the upcoming April school break week programs for children. Molly also was on the Kiwanis Town Easter Egg Hunt committee and helped coordinate the library's involvement for the 2nd year of this town-wide egg hunt.
- Saturday, April 29th was a busy Saturday, with Elizabeth representing the library at the Greenbush YMCA's annual Healthy Kids Day and providing a craft activity and information about library programs to the attendees.
- Jessica was originally scheduled to attend the YMCA event with Elizabeth, but gamely jumped in her car and made an unexpected trip to the Washington Ave. Armory for a Public Employees Federation Wellness Fair and Book Giveaway after Molly got a tip from an East Greenbush school librarian that they were encouraging educators to take bags full of books. Jessica picked up over 100 brand new, popular books from Disney publishing that will be used as prizes during summer reading.
- The 2023 UHLS (Upper Hudson Library System) Expedition kicked-off this month, and we hosted two Expedition bingo programs for launch events during April School Break Week. Patrons who attended seemed excited about trying to visit as many of the 36 libraries as possible!
- Our library hosted the Tri-State teen librarian meetup G.O.A.T on April 18th, and nearly 70 librarians from all over the region attended the all-day professional development opportunity.
- Jenna, Elizabeth, and Jessica attended the annual Youth Services Section NYLA (New York Library Association) conference on April 28th, and attended workshops on storytime tips, creating welcoming teen spaces, and STEM (Science, Technology, Engineering, and Mathematics) programming.



- For the third year in a row, we placed 2<sup>nd</sup> for Best Library in the Capital District in the Times Union Best of awards, a testament to the strength and connection our library and staff keep within the community.
- The Friends of the Library held their annual spring book sale in April, in addition to their ongoing mini book sales. This month, 54 Friends volunteered 207.5 hours at the Booksale and sorting.

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

*Status: In progress*

- Surveys, interviews, and focus groups are complete. We are currently in a 6-week work group phase. At the first work group meeting we reviewed input gathered from the community and began work on a library vision. This week we will narrow down service priorities to present to the Community Advisory Council on May 22.

## 3. Little Free Library on Rail Trail

*Status: In progress*

- Installation complete. The Friends are not interested in helping with monitoring/maintenance.
- Marion and Kathy have each agreed to visit one of the little free libraries weekly to ensure they are kept neat and filled. Unfortunately, the one located closer to Genet has been vandalized (and fixed) several times. We might need to dismantle/move this little library if vandalism continues. The town and police department are working with us to watch the situation. Thank you to Cami who has been coordinating repairs.

## 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*

- 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 for the following positions: Administrative Assistant, Head of Youth & Family Services, and Adult Information Services Librarian (PT). Interviews are still underway for Circulation Clerk and Reference and Technology Librarian positions.
- The back-office and drive-thru window renovation project is set for installation, the last week of May/first week of June. As a result, the drive-thru will be shut down to the public June 2 and will reopen June 8. in progress.
- New health insurance contribution rates were approved at the April board meeting. Dawn and I have been reviewing options for renewals which are scheduled for July 1.

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

*Status: In progress*

- Interviews have been completed for the following positions: Administrative Assistant, Head of Youth & Family Services, and Adult Information Services Librarian (PT). Interviews are still underway for Circulation Clerk and Reference and Technology Librarian positions.
- Welcome Nate Heyer who began work as a substitute librarian in the Adult Information Services department.

**3. 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 IT Incident Response Plan and Information Security Policy were completed/approved in April.
- Staff Development Day was held on April 24. Topics included: Strategic Planning (facilitated by consultants), IT security training (facilitated by Karrie- new policies were also distributed), Summer reading (facilitated by department heads), Department meetings, and Book Challenges training (facilitated by Jill- policies were distributed). Special thanks to Jody and Selena who facilitated trivia, Susan who coordinated logistics (a thankless job), and Molly who facilitated a fun Plinko game with prizes during lunch.



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

Lynne attended the staff luncheon and expressed the library board’s appreciation for the staff.

- One of the last projects Karrie oversaw prior to her last day was the deployment of four new Chromebooks to replace 7 outdated Windows laptops for public use. Chromebooks are hands-off management for admin, and our outdated Windows laptops were painfully slow.

### 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 April, the library sponsored 20 programs for adults with 328 participants; 22 programs for children with 1,304 attendees, 2 programs for all ages with 98 participants, and 1 program for teens with 30 teen participants.
- Programs on Qigong Meditation and Fabric Stamping reached capacity registration. Wednesday Night Book Chat continues to receive strong participation.

<b>APRIL 2023 YS PROGRAMMING</b>	<b>Date</b>	<b>Age</b>	<b># Participants</b>
Games Galore	4/1/2023	kids	26
Map Take & Make Craft	4/3/2023	kids	65
Storytime	4/4/2023	kids	47
Preschool Storytime	4/4/2023	kids	16
Green Meadow Literacy Fair	4/4/2023	kids	87
Storytime	4/5/2023	kids	44
Storytime	4/6/2023	kids	46
K-2 Crew	4/6/2023	kids	8
Storytime	4/7/2023	kids	50
Expedition Bingo Kick-Off	4/10/2023	all	31



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

Pom Pom Caterpillar Take & Make	4/10/2023	kids	71
Painting Fun	4/11/2023	kids	38
Hip Dips	4/12/2023	kids	5
Expedition Bingo Kick-Off	4/13/2023	kids	8
WMHT - Mouse Count	4/14/2023	kids	38
Craft Stick Butterfly Take & Make	4/17/2023	kids	80
Blossom Wind Sock Take & Make	4/24/2023	kids	52
Storytime	4/25/2023	kids	69
Preschool Storytime	4/25/2023	kids	24
Storytime	4/26/2023	kids	52
Storytime	4/27/2023	kids	40
Storytime	4/28/2023	kids	40
Healthy Kids Day	4/29/2023	all	67
Teen Takeout - Treasure Chest	April	teens	30
Peanuts Scavenger Hunt	April	kids	398
<b>APRIL TOTALS (YOUTH)</b>		<b>25 Programs</b>	<b>1,432 Attendees</b>

<b>APRIL 2023 ADULT PROGRAMMING</b>	<b>Date</b>	<b>Age</b>	<b># Participants</b>
ENL: English as a New Language	4/4/2023	Adult	2
ENL: English as a New Language	4/18/2023	Adult	2
ENL: English as a New Language	4/6/2023	Adult	2
ENL: English as a New Language	4/25/2023	Adult	3
ENL: English as a New Language	4/27/2023	Adult	2
GGC: Divinitea Tea Sampler	4/4/2023	Adult	3
Fun On Two Wheels--A Short History of Bicycles	4/16/2023	Adult	7
PM Book Discussion	4/19/2023	Adult	20



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

Monday Morning Book Discussion	4/17/2023	Adult	30
Tech Tuesday: Libby 101	4/11/2023	Adult	26
Rocky Road to Atlanta: Meet Author Pauline Bartel	4/2/2023	Adult	13
Hiking With Dogs with Alan Via "Doghiker" Author	4/6/2023	Adult	24
Holocaust Remembrance Day: What, Why, How?	4/13/2023	Adult	14
Old Time Dance Band	4/15/2023	Adult	9
Adult Craft-Printing Basics	4/25/2023	Adult	42
Intro to Qigong Meditation	4/30/2023	Adult	6
Wednesday Night Book Chat	04/05/2023	Adult	18
Wednesday Night Book Chat	04/12/2023	Adult	0
Wednesday Night Book Chat	04/19/2023	Adult	3
Wednesday Night Book Chat	04/26/2023	Adult	31
<b>APRIL Totals (ADULT)</b>		<b>20 Programs</b>	<b>328 Attendees</b>

**2. Extend/change hours when needed.**

*Status: In Progress*

- 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: 23 meetings; 293 attendees (Meeting Room use- not including the HURR room.).
- The Hurr Education Center was used 30 times by 58 people.



- Teen usage of the library stayed steady, with 85 teens in the Teen Area during the 14 days it was staffed in March.
- 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*

- April **adult displays**: Poetry Month, National Library Week, Autism Acceptance Month
  - April **children's room displays**: Arab American Heritage Month, Earthy Day
  - Heather completed a three-week collection development course through the American Library Association which focused on building inclusive collections. Fantastic job Heather!
  - In April patrons borrowed 23,2612 physical items from the library, which is 1,709 less than last year. Databases were used 9,121 times (1,571 less than last April), and digital resources were borrowed 14,288 times, which is 1,317 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.
  - Simultaneously, 10,538 people (about the seating capacity of Cameron basketball stadium at Duke University) visited the library in April, which is 1,451 more than last year. One factor is likely that the meeting rooms were not open to the public last year.
- 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.
- 7. Electric dividing door A/B**  
*Status: Complete*
- 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



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | [eglibrary.org](http://eglibrary.org)

- 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