



## Director's Report- December 19, 2023

Based on Strategic Plan 2023-2028 "You Belong Here"

Adopted September 19, 2023

**Vision:** To serve at the central hub where people feel welcome, supported in learning, and connected to community and one another.

**Mission:** We inspire learning, imagination, collaboration, and compassion by providing our community with equitable access to resources in a welcoming environment.

**Goals** (details at the end of report)

1. Build Community Connections
2. Engage With Your Community
3. Satisfy Curiosity and Stimulate Imagination
4. Promote Literacies
5. Advance Local Economic Vitality

### Highlights of December Director's Report

1. **Capital Projects:** HVAC Controller System, Children's Room/Playroom updates, Adult Area of Library updates, Computer area renovations coming, replacement computers ordered.
2. **New Items of note in our Collections:** New databases (Creativebug and Mango), Nature Backpacks, Library of Things additions.
3. **Public Service Change related to Cyber Security:** No longer accepting email attachments to reference desk email.
4. **Insurance Policies:** List of upcoming renewal dates and impact on budget (Disability, Workers Compensation, Health Insurance, Umbrella/Liability/Auto).
5. **Open Positions/Staffing Update:** Status of three open librarian positions.
6. **Employee Manual/Holidays:** Update and budgetary impact of proposed holidays.
7. **Volunteer Reception:** Recap of volunteer dessert reception on 11/30.

### 1. Capital Projects:

- **HVAC Controller System:** We engaged BPI to update the HVAC Controller System and are waiting for a confirmed installation date. If it is not completed by year-end, we will need to set aside the funds earmarked in 2023, to complete the project in 2024.
- **Children's Room/Playroom:** Three new tables and 12 chairs for the children's room have arrived, as well as a new globe, wayfinding signage for books, office and display shelving units, musical instruments for programming, playmats, steppingstones, train set, and toys for the playroom. We have also received delivery for the second AWE early literacy computer for preschool aged children. (Goals 3 & 4).



- **Adult area of library:** We added 6 new comfortable chairs with swinging tablet arms (mobile) in the seating area, wayfinding signage for Library of Things and DVDs, and are awaiting the delivery of other furniture ordered (tables and chairs for public and staff). (Goal 3).
- **Computer Replacements:** We are planning a reorganization of the public computer area, which will result in the relocation of 6 public computers to the circular computer seating area for more privacy. The games computer, OPAC, and screen reader will move to the current public computer area, in addition to two public desktops that will remain. We will leave 3 computer desks empty (keep chairs) so that patrons who would like to work with two people at a computer have enough working space. This will result in the replacement of 6 public desktops, removal of 2 public desktops, removal of 4 public computer desks and the addition of a table and 4 chairs in the current public computer area. We have also ordered 3 staff laptops (2 for new positions, and 1 replacement), and 3 replacement staff desktops. The desktop computer replacements were originally included in the 2024 budget, but we have ordered them early using savings from the current year's personnel budget. (Goal 3).

## 2. New Items of note in our Collections:

- **Nature Backpacks:** The Youth and Family Services department is preparing a new collection: Nature Backpacks, intended to inspire families with children to explore the great outdoors and learn about nearby nature. Each Nature Backpack will be filled with activities, field equipment such as a compass, binoculars, magnifying glass, field guides, nature sets, tick remover tools, flashlight, nets, pocket guides, as well as a NYS Empire Park Pass. The first 4 themes will be: Bugs and Critters, Nature Explorer, Aquatic Life, and Night Sky. We anticipate rolling this collection out to the community this coming spring. (Goals 3 & 4).
- **Databases:** We are adding two new digital resources to our collections.
  1. **CreativeBug**, an easy-to-use, high-quality online art & craft education resource used by libraries around the world. Patrons have unlimited access to thousands of classes for every skill level. Additionally, each video comes with public performance rights to allow for programming options. (Goals 3, 4, & 5).
  2. **Mango**, an online language-learning website, and mobile app. Our subscription includes Mango Conversations Library Edition, Mango Movies Library Edition, Little Pim, and ASL Inside. (Goals 1, 3, & 4).

We are in the process of setting these databases up, unrolling them to staff for training purposes, and then to the community. Databases purchased by the library (not UHLS) are available for East Greenbush and Schodack residents.

- **Library of Things:** We have added multiple new items to our Library of Things collection, including a portable document scanner, Nintendo Super Entertainment System (NES), Clear Click Video Digital Converter, and additional Nintendo Switches. (Goal 3).

## 3. Public Service Change related to Cyber Security:

- In order to achieve a higher level of cybersecurity, we no longer open and print email attachments sent by patrons to the reference email account. Instead, we are now



encouraging patrons to use the library's PrinterOn app, where they can forward their attachment to a secure email. Additionally, patrons can continue to send documents from the public computers to our printer.

#### 4. Insurance Policies:

- **1/1/2024-1/1/2025- Disability:** We have not received the bill yet but should be receiving it this month. We have budgeted \$3,000 for 2024 and initial estimated calculations show that we should be within budget when the bill arrives.
- **1/1/2024-1/1/2025- Workers Compensation:** Policy renewal bill is received in January, payroll/performer audit in May typically results in an additional payment. The 2024 Workers Compensation Policy (1/1/2024-1/1/2025) renewal was received on December 11. The estimated cost is \$15,018, which is 16% under the 2024 budgeted amount; \$18,000. We will likely have another bill in May, which should put us right around the budgeted amount.
- **7/1/2024-7/1/2025- Health Insurance Package (Medical, Dental, Vision).** Policy renewals are typically received in May. The library contributes a flat contribution rate for employees. Typically, that flat contribution rate remains the same for three years, but it is always reviewed yearly. We increased the contribution rate in July 2023 to cover the following insurance cycles:
  - July 1, 2023-July 1, 2024
  - July 1, 2024-July 1, 2025
  - July 1, 2025-July 1, 2026
- **9/1/2024-9/1/2025- Commercial Package, Auto, Umbrella:** Typically, the policy renewal bill is received in August. The 2024 budgeted amount is \$36,900. Our cyber security insurance rider application for enhanced coverage now that we have new cyber security protections in place, has been drafted and we are waiting on a final review from our IT Consultants. Our target is to submit the final application for an enhanced policy quote prior to the board meeting. Our plan is to add this to our current policy (mid-cycle). As soon as the quote is received, I will share the impact with the board.

#### 5. Open Positions/Personnel Update:

- We have completed the interviews for two of the three full-time open librarian positions and are actively interviewing for the third open librarian position. All three positions will most likely begin in the new year.
  1. **Librarian I- Outreach:** Position is still open. Actively interviewing.
  2. **Librarian I- Digital Literacy Instruction:** After a nearly year-long period of challenging recruitment interviewing which necessitated multiple job title/description changes, we are finally nearing the point of conclusion. Interviews have been completed and we hope to have a solidified appointment soon.
  3. **Librarian I- Youth Services:** Hope to have a solidified appointment soon. Interviews have been completed.



## 6. Employee Manual/Holidays:

- The Services Committee began reviewing the draft Employee Manual at their December committee meeting. This document was drafted with significant input from a staff committee which was tasked with reviewing the current staff manual. The draft document is 97 pages and will likely take several months to review.
- There were a few areas which were identified as priority areas by staff, which included a revision to the paid holidays and unpaid days closed for holidays. A draft proposal was submitted to the Administrative Committee for discussion in December and is on the agenda for the board to consider at this month's meeting.
- The financial impact for covering this proposal is approximately \$500 (\$250 per each floating holiday for substitute coverage).
- If adopted, the paid holiday proposal will result in three additional paid holidays for full-time staff (addition of Martin Luther King, Jr. Day (MLK Day), addition of two floating holidays, and deletion of Easter as a paid holiday). It will result in one additional day closed for the library: MLK Day. The library will remain closed on Easter Sunday, Memorial Day Weekend, Labor Day Weekend, Independence Day, New Year's Day, Juneteenth, Sundays in July/August, New Year's Day, Thanksgiving, Christmas Eve, Christmas Day, 2 staff development days, and will close at 5pm on Thanksgiving Eve and New Year's Eve.
- 82% of UHLS Libraries (23) are closed for MLK Day and 18% (5) are open. Of the 5 libraries that are open, 3 are in Albany County (Albany, Altamont, Bethlehem), and 2 are in Rensselaer County (Grafton & Schaghticoke).

## 7. Volunteer Reception:

- Each year the library staff work together to host a volunteer reception for our volunteers. Many thanks to everyone who attended the dessert reception on November 30. We had a wonderful turnout and recognized two special volunteers (among the many!): Syma Lipides (Project Linus) and Outgoing Library Board President, Lynne Oudekerk as Volunteers of the Year. We are considering moving this event to the spring, when it stays lighter, longer, based on feedback that driving at night is preventing some of our senior volunteers from attending.

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## 2023-2028 Strategic Plan Goals

1. **Build Community Connections:** Community members will feel welcomed by the library and library staff and will feel more connected with one another by having access to programs and resources that are responsive to their needs, reflective of the diversity of community voices, and give them the opportunity to work together with the library to create meaningful experiences.
2. **Engage With Your Community:** New and longtime community members will see the East Greenbush Community Library as a central hub for resources to engage them with local government, volunteer



opportunities, and programs, services, and activities in partnership with community agencies and organizations.

3. **Satisfy Curiosity and Stimulate Imagination:** Community members will know that when they interact with East Greenbush Community Library, they will have access to resources and experiences that enrich their lives and engage them with new ideas in spaces that allow for both quiet and active uses.
4. **Promote Literacies:** Community members will see the value in literacies of all types, from early literacy to digital literacy. Community members of all ages will find services at the library that help them to develop or practice a variety of literacy skills, develop their ability to understand and express ideas and opinions, and to succeed in pursuits of interest.
5. **Advance Local Economic Vitality:** Local Businesses, entrepreneurs, and community leaders will view the library as part of their support system for growth and success in our community.

*Respectfully Submitted: Jill Dugas Hughes, Director*