



Library Director's Report

May 18, 2021

Submitted by Jill Dugas Hughes

APRIL HOURS/SERVICES

- Library was open 26 days /190 hours for the public and drive-thru window
- COVID Services Overview:
 - 4/5/21- 25 people/30 minutes; computers 30 minutes
 - 4/12/21- Added hold pickups at circ; reduced quarantine to 24 hours
 - 4/19/21- New Hours (Mon- 10-4pm, T, R, F 10-6pm, Wed- 10-7pm, Sat 10-4pm)
 - 4/26/21- Eliminated all material quarantines

TOP INITIATIVES

- COVID-19 response and planning
- 2021 QuickBooks update project: to include detailed program budgets, account numbers, and grant/donor information
- JoAnn Jakiela Memorial Celebration
- 2022 Budget
- Summer Reading Programming
- Database Trials/Planning
- Health & Wellness Staff Initiative
- Staff Manual Update Project
- NYS Annual Financial Update Documents to Office of the State Comptroller
- Pen to Pandemic

CIRCULATION DEPARTMENT HIGHLIGHTS

Circulation staff continue to serve patrons at the checkout desk, the drive thru and the welcome desk. On April 12th we launched a second pick-up location, giving patrons the option to choose the checkout desk or the drive thru. There were several issues with the launch that took a week and much testing to iron out. Circulation staff are educating the public about the two options. Staff also worked on projects for the AS, YS and DS departments. Marcia and Marion attended a Community Partners/Farmers Market meeting. Marcia attended a virtual UHLS training, *Anatomy of an Item Record*. In the last week of April, we welcomed adult volunteers back to the library. They have been trained on all safety protocols and procedures.

YOUTH SERVICES DEPARTMENT HIGHLIGHTS

- April Displays: Baseball, Earth Day, Poetry Month

- Molly emailed with Goff Middle School Librarian Jamie Tobin about getting their ESL students library cards and telling them about the library virtually through Google Meet. Library card applications were sent, and Molly will be scheduling a virtual visit in June.
- Molly followed up with Goff English teacher Jen Quail about getting several of her student's library cards. Gave her applications.
- Molly reached out to Calli and Shannon at the EG YMCA to talk about doing storytimes for younger campers this summer -- waiting to hear back from Calli
- 36 Book Bundles were curated by the Youth Services Team (294 Books were borrowed): Kids (32), Teens (3)
- 1000 Books Before Kindergarten (6 new registered, 1 graduated), (448 books read)
- 574 Reference questions

ADULT SERVICES HIGHLIGHT: Pen to Pandemic Short Story Contest

- At the East Greenbush Community Library, we love our local authors! In support of our home-grown talent, the Library, in partnership with the Town of East Greenbush and the Hart Cluett Museum, hosted a short story competition in March 2021. The theme, "Pen to Pandemic," enticed over 40 writers to submit their unpublished, original works of fiction set in Rensselaer County during the COVID-19 pandemic.
- The contest was open to adults 18+ who reside in Rensselaer County and was limited to 50 submissions. Stories were judged anonymously by a joint committee which included Roberta (Bobbie) Reno, East Greenbush Town Historian, Kathy T. Sheehan, County & City Historian at the Hart Cluett Museum, and Frankie Y. Bailey, Professor at the School of Criminal Justice at the University of Albany (SUNY) and published author.

We thank everyone who participated. This was a very hard decision for the judges to make. All the eligible entrees told a tale of survival of the COVID 19 Pandemic in Rensselaer County. All the stories entered showed this area has many talented writers with lots of potential

- Two winners and two runners-up were chosen (one from each age group; 18-49 and 50+). Winners will present their stories at a private reception in their honor and will be included in the publication New Authors Journal.

1st Place Winners

- Eva Dacier (18-49 Category): "When Maddie Met Hazel"
- James Chicoine (50+ Category): "Things Have Gone Crazy in the Manor"

Runners-Up

- Kelly Gallagher (18-49 Category): "The Falls"
- Julie Lomoe (50+ Category): "The Zumba Barn"

Read These Rave Reviews by the Judges

When Maddie Met Hazel —The writer was able through journal entries to articulate her grief on losing her grandmother and dealing with all the external forces dealing with a pandemic. Writing in the style of diary entries was intriguing...it reflected the way a lot of people have coped with COVID by journaling.

Things Have Gone Crazy in the Manor —This was so humorous! It is very imaginative, and the author is a talented storyteller. It starts out serious and ends with out loud laughing.

The Falls —This is a heartwarming wonderful story beautifully written. So very real! It finds hope and beauty in difficult times.

The Zumba Barn —The writer touched managing emotional self-care which brings its own set of challenges made difficult during the pandemic. We have all heard about reasonable people doing a 360 and reacting with hate and irrational behavior.

- We will be having a public reading for the 4 winners/runners with some guests on June 5th on the patio. Board members will be invited to attend.
- We are planning to have an ebook and print version available for the community.

DIGITAL SERVICES INITIATIVES

- Separate Sierra location for drive thru (launched 4/12/21)
- Created website/calendar for Staff Wellness program
- Purchased rugged scanner for drive thru
- Purchased barcode scanners for service desks
- Portable power solution for Farmers Market Tech
- Altered settings and reports on Sensource to improve accuracy with Youth Services room counts
- Planning for Pen to Pandemic reception-sound
- Server file deduplication
- Purchased staff laptops
- Database trials
 - Started a trial to NewsBank databases, including the Times Union, America's News, Heritage Hub (genealogy), and Black Life in America.
 - Started a trial to LearningExpress (EBSCO).
 - Started a trial to Mango Languages.

- Created in-building and resident remote access to ProQuest’s Coronavirus information database. Added to our research page.
- Grasshopper: started the process of eliminating Grasshopper and migrating our four main phone lines to a new provider. Our analog fax and security lines will stay with Spectrum.
- Acquired (5) additional mobile hotspots
- Migrated webforms from Caldera to WPForms

FACILITIES

- Paint continued in the main library. Slow progress.
- Inspections completed: Boiler, Fire Extinguisher, Cooling Tower
- Paul cleaned the inside of the Cooling Tower

COMMUNITY PARTNERSHIPS MEETINGS/OUTREACH/NETWORKING-APRIL

- Rensselaer County Cornell Cooperative Extension
- Greenbush Garden Club
- YMCA- Farmers Market
- NY Connects
- UHLS, Director’s Association, Board Meeting, Read it Forward Teen Planning Meeting, Youth Services Advisory Council
- Root Concerns Cornell Cooperative Extension
- River Haggie Outdoors/Hudson River Fish Advisory Project

LIBRARY PROGRAMMING- APRIL (36 Programs, 1,776 Attendees)

The majority of programs are virtual. Book clubs have begun transitioning to being held outdoors.

AUDIENCE	PROGRAM	DATE	ATTENDEES
Adult	Monday Night Book Chat	4/5/2021	12
Adult	Virtual Morning Yoga with Lisa	4/6/2021	15
Adult	Understanding Alzheimer's & Dementia	4/8/2021	5
Adult	Monday Night Book Chat	4/12/2021	13
Adult	Virtual Morning Yoga with Lisa	4/13/2021	11
Adult	Virtual Trivia Night	4/14/2021	31
Adult	Monday Morning Book Discussion- The Water Dancer	4/19/2021	7

Adult	Monday Evening Book Discussion- Such a fun age	4/19/2021	7
Adult	Monday Night Book Chat	4/19/2021	9
Adult	Virtual Morning Yoga with Lisa	4/20/2021	12
Adult	Virtual Beer & Brewing in Rensselaer County	4/22/2021	8
Adult	Day Before the Awards Film Festival Virtual Event	4/24/2021	14
Adult	Monday Night Book Chat	4/26/2021	10
Adult	Monday Night Book Chat	4/26/2021	8
Adult	Virtual Morning Yoga with Lisa	4/27/2021	11
Adult	Hands-On Virtual Cooking Class	4/29/2021	6
Adult & Youth	Youtube Program Views (Previous Month programs)	4/1/2021	783
Youth	Book Bundles Kids	April	32
Youth	Book Bundles Teens	April	3
Adult	Readers Advisory Form Service	April	1
Adult	Books with Wheels	April	20
Youth	Video- Paper Crafts- Crafting with Miss Ariana	4/2/2021	20
Youth	Dinosaur Discovery miSci	4/6/2021	37
Youth	Spring Bingo	4/7/2021	26
Youth	Art with Tang Museum	4/8/2021	5
Youth	Art with Tang Museum	4/9/2021	5
Youth	Storytime- Ducks	4/13/2021	51
Youth	Storytime- Caterpillars	4/20/2021	65
Youth	Storytime- Babies	4/27/2021	52
Youth	3D Spring Scene	4/5/2021	131
Youth	Flip Books	4/12/2021	100
Youth	Turtle Craft	4/19/2021	100
Youth	Butterfly Craft	4/26/2021	120
Youth	Teen Virtual Games	4/9/2021	5
Youth	Teen Anime Club	4/23/2021	4
Youth	Teen Take Out- Tiny Art		25
Youth	1000 Books New Registrations		6

APRIL STAFF DEVELOPMENT (10 Staff, 4 Departments, 37 Hours)

Circulation Department (1 staff, 0.75 hours)

Admin/Digital Services/PR Marketing Department (2 staff, 6 hours)

Adult Services Department (4 staff, 11.5 hours)

Youth Services Department (3 staff, 17.75 hours)

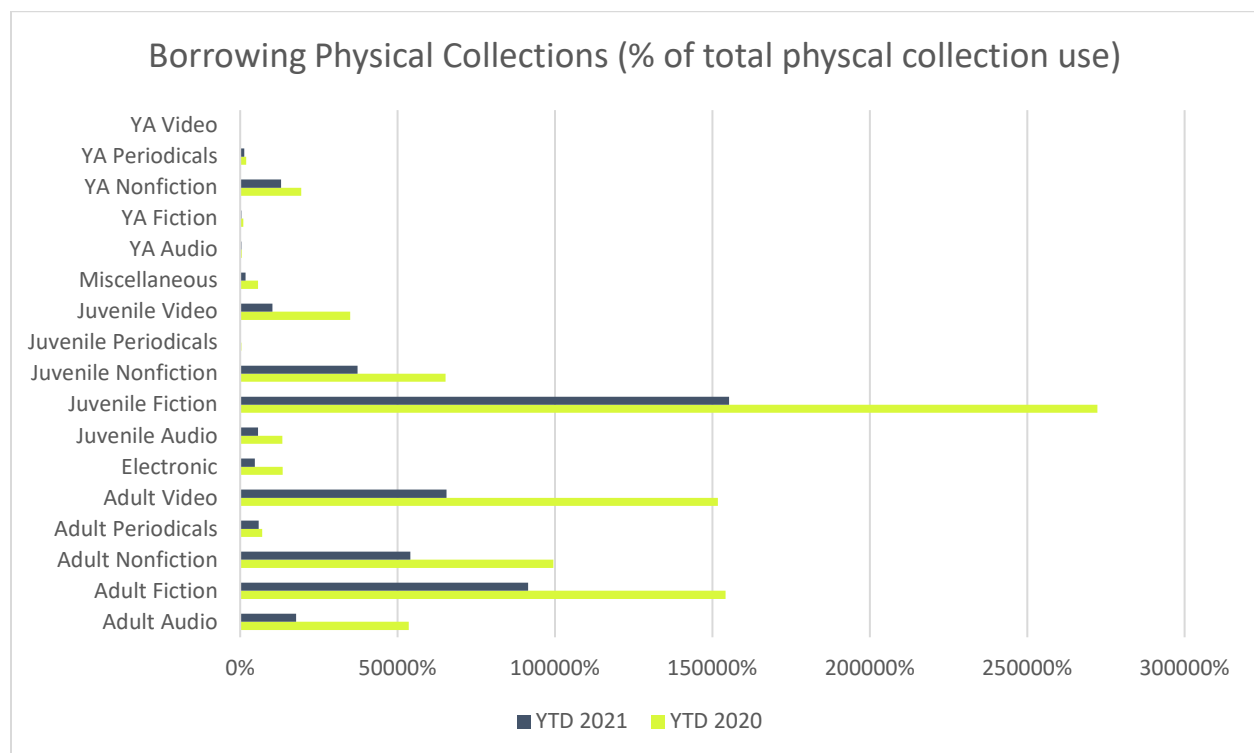
- ALA Membership Committee Meeting, American Library Association (Jody Squadare, Adult Services Librarian)
- Anatomy of a Record, UHLS Webinar (Jen Lubbers, YS Librarian & Marcia Rossetti, Circulation Clerk)
- Beanstack: Library Administrator Essentials, Webinar (Molly Chatt, Head of Youth Services)
- Beanstack: New Features + 2021 Roadmap, Webinar (Jenna Zaborowski, Youth Services Librarian)
- Beanstack Town Hall: Marketing & Promoting your Beanstack Challenges,
- Beanstack Town Hall: Preparing for a Hybrid Summer, Webinar (Jenna Zaborowski, Youth Services Librarian, Jen Lubbers, Youth Services Librarian)
- CDLC Annual Meeting, Capital District Library Council (Lauren Kozilski, Adult Services Librarian)
- Community Court Access Training, UHLS, Webinar (Elizabeth Putnam, Head of Adult Services & Catherine Snow, Adult Services Librarian)
- Crash Course in Gentle Reads, Novelist, Webinar (Catherine Snow, Adult Services Librarian)
- Crash Course in Crime, Mysteries, & Thrillers, Novelist, Webinar (Catherine Snow, Adult Services Librarian)
- Directors Association, UHLS (Jill Dugas Hughes, Director)
- Discover Windows 10's Paint and Paint 3D Graphic Tools, Webinar (Karrie McLellan, Head of Digital Services)
- Dive into YA: It's not just for Teens, MacMillan, Webinar (Jenna Zaborowski, Youth Services Librarian)
- Editors' Picks: Our Actions, Our Earth, Edelweiss, Webinar (Jody Squadare, Adult Services Librarian)
- Emergency Broadband Program, Webinar (Karrie McLellan, Head of Digital Services)
- Family & Consumer Science Program Development Committee, Rensselaer County Cornell Cooperative Extension (Molly Chatt, Head of Youth Services)
- Get Your YA On, Ocean County Library System Webinar (Jenna Zaborowski, Youth Services Librarian)
- Rensselaer County Cornell Cooperative Extension Board Meeting (Molly Chat, Head of Youth Services)
- RIF Teen Planning- Read-It-Forward, Upper Hudson Library System Meeting (Jenna Zaborowski, Youth Services Librarian)
- Tech Tools for Serious Self Care, Webinar (Karrie McLellan, Head of Digital Services)
- Upper Hudson Library System, Board Meeting (Jill Dugas Hughes, Director)
- Virtual & In-Person Programming for Infants: Who, How, What, When, Why, NYS Ready to Read, Webinar (Jen Lubbers, Youth Services Librarian)
- Where to Find Potential Donors to Support Your Cause, Chad Barger CFRE, Webinar (Jill Dugas Hughes, Director)
- Wikipedia + Libraries / week 4 virtual class, Network of the National Library of Medicine (Catherine Snow, Adult Services Librarian)
- Youth Services Advisory Council, Upper Hudson Library System (Molly Chatt, Head of Youth Services & Jen Lubbers, Youth Services Librarian)

SAFETY PROTOCOLS

Face Masks: Many staff and members of the community have successfully received their COVID vaccinations. However, it is important that we continue to practice social distancing and wear face masks. Our current policies require face masks indoors, and whenever social distancing is not possible outdoors. Facemask use will be required outside whenever social distancing is not feasible. Most outdoor programs will have a mask requirement.

<https://health.clevelandclinic.org/already-vaccinated-heres-why-you-shouldnt-stop-wearing-your-face-mask-yet/>

STATISTICS (APRIL)



January	Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic Information	Hours Open	Reference Questions
2021	18,223	5,301	4,695	1,771	25	778	1,549	136	1,884

% Change	-37%	24%	-68%	-10%	-99%	-71%	-24%	-54%	-49%
2020	28,926	4,281	14,607	1,971	2,192	2,666	2,043	293	3,673

February	Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic	Hours Open	Reference Questions
2021	18,832	5,182	4,709	1,277	17	731	3,436	134	2,140
% Change	-35%	22%	-66%	-34%	-99%	-68%	41%	-52%	-28%
2020	29,065	4,249	14,030	1,946	2,017	2,320	2,439	278	2,959

March	Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic	Hours Open	Reference Questions
2021	21,926	5,471	5,882	1,971	23	806	1,323	186	2,823
% Change	62%	3%	-8%	130%	-97%	-43%	6%	33%	55%
2020	13,512	5,294	6,383	856	834	1,426	1,243	140	1,824

April	Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic	Hours Open	Reference Questions
2021	20,054	4,699	5,504	1,770	143	143	712	190	2,291
% Change	34476%	-25%	#DIV/0!	46%	#DIV/0!	-47%	-81%	#DIV/0!	664%
2020	58	6,268	0	1,212	0	270	3,770	0	300

Volunteers	2016	2017	2018	2019	2020	2021 (Jan-April)
Number of Volunteers	420	388	438	439	409	96
Number of Hours	2,078.25	1,830.50	1,782	1,816	760.75	266.5

% Change (hours)		-12%	-3%	2%	-58%	-65%
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Central Source of Information Indicators	2016	2017	2018	2019	2020	2021 (Jan-April)
Library Visitors	218,633	213,386	214,032	177,409	65,378	20,159
Website Visits	156,193	90,794	94,771	94,941	92,575	38,952
Wifi Usage	33,882	24,515	26,650	28,095	12,096	3,149
Number of Reference Questions	39,891	36,832	35,742	35,115	29,313	9,145
Computer Use	25,000	22,870	25,159	25,574	5,608	208

# bundles, # people reached, Target audience	Jan-21	21-Feb	21-Mar	21-Apr
# Book Bundles (YOUTH)	89	69	47	35
# Personalized reading service- Readers				
Advisory Bundles (adult)	15	11	5	1
Activity/Craft Kits Adults	24	45	25	0
Activity/Craft Kits Youth	584	736	735	717
TOTALS	608	861	812	753