



Inspiring Ideas, Strengthening Community, Enriching Lives

**East Greenbush**  
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees October 20, 2020 Doc. #1

# AGENDA

## Board of Trustees

October 20, 2020

7:30pm

1.	<b>Call to Order/Review of Agenda</b>	M. Poost	1:00	Doc. #1
2.	<b>Approval of Minutes</b> <ul style="list-style-type: none"> <li>September 22, 2020</li> </ul>	L. Oudekerk	5.00	Doc. #2
3.	<b>Treasurer's Reports</b> Off Warrant <ul style="list-style-type: none"> <li>September 10 - October 15, 2020 (\$146,269.63)</li> </ul> Warrant <ul style="list-style-type: none"> <li>October 15, 2020 (\$67,591.88)</li> </ul> P&L and Balance Sheets <ul style="list-style-type: none"> <li>October 15, 2020 (79%)</li> </ul>	R. West	10.00	Doc. #3  Doc. #4  Doc. #5 & Doc. #6
4.	<b>Committee Reports</b> Admin Service	L. Oudekerk M. Harris	5.00 5.00	
5.	<b>Director's Report</b>	J. Dugas Hughes	10.00	Doc. #7
6.	<b>Liaison Reports</b> <ul style="list-style-type: none"> <li>Friends of the Library</li> <li>Town of East Greenbush</li> <li>Rensselaer County</li> <li>UHLS</li> </ul>	L. Reyner H. Kennedy T. Grant M. Poost	5.0 5.0 5.0 5.0	
7.	<b>Personnel Memo</b>	J. Dugas Hughes	5.0	
8.	<b>New Business</b>	M. Poost	5.0	

Board of Trustees October 20, 2020 Doc. #2

EAST GREENBUSH COMMUNITY LIBRARY BOARD MEETING  
by videoconference

September 22, 2020

DRAFT

In attendance: Michael Poost, President  
Bob West, Treasurer  
Lynne Oudekerk, Secretary  
Jill Dugas Hughes, Library Director  
Elizabeth Giugno  
Mari Harris  
Shay Harrison  
Hollie Kennedy, Town of East Greenbush  
Tom Grant, Rensselaer County Legislature

**CALL TO ORDER:** The meeting was called to order at 7:30 pm.

**PUBLIC COMMENT:** None

**APPROVAL OF MINUTES:**

**MOTION:** Mr. Harrison made a motion to approve the minutes of the August 4, 2020 board meeting and budget public hearing as presented. 2<sup>nd</sup> Mr. West. All in favor. None opposed. The motion carried.

**TREASURER'S REPORTS:** The library continues to control spending as it adapts to the many changes brought on by the coronavirus pandemic. At this point, while total spending is under budget spending by category has changed significantly as the year has unfolded.

**MOTION:** Ms. Oudekerk made a motion to accept the Off Warrant for the period August 12 – September 9 (dated 9/9/2020) in the amount of \$106,267.67. 2<sup>nd</sup> Mr. Harrison. All in favor. None opposed. The motion carried.

**MOTION:** Ms. Oudekerk made a motion to accept the Off Warrant dated August 13, 2020 (for the period July 18 – August 13, 2020) in the amount of \$102,286.73. 2<sup>nd</sup> Mr. West. All in favor. None opposed. The motion carried.

**MOTION:** Mr. West made a motion to accept the Off Warrant dated August 13, 2020 in the amount of \$15,533.03. 2<sup>nd</sup> Ms. Oudekerk. All in favor. None opposed. The motion carried.

**MOTION:** Ms. Oudekerk made a motion to authorize the signing of the Warrant dated September 8, 2020 in the amount of \$20,054.29. 2<sup>nd</sup> Ms. Giugno. All in favor. None opposed. The motion carried.

**MOTION:** Mr. West made a motion to accept the P & L and Balance Sheet as presented, based on 69% of the year completed. 2<sup>nd</sup> Ms. Giugno. All in favor. None opposed. The motion carried.

## **COMMITTEE REPORTS**

### **ADMINISTRATIVE COMMITTEE:**

- The committee met in September to prepare for the September 3rd virtual Candidates' Night and to review plans for the September 15<sup>th</sup> budget vote and trustee election.
- Our accounting firm expects to complete the library's 2019 audit during September and the committee will invite our accountant to present his findings to the entire board at our October board meeting.
- The service committee will take on the board's bylaws revision.

### **SERVICE COMMITTEE:**

- The service committee did not meet in July, but will begin work on the bylaws update for presentation to the board in October.

**DIRECTOR'S REPORT:** Ms. Dugas Hughes reported on the results of the September 15 budget vote and trustee election. Turnout for this election was up 33% over last year, and the budget passed with a 6:1 ratio of yes: no votes. Four community residents ran for two vacant positions on the board: Lewis Dubuque, Camille Engel, Charlie Pensabene, and Michael Thoma. Ms. Dugas Hughes congratulated the elected Trustees, Camille and Lewis, and thanked Charlie and Michael for their interest in serving on the library board. The election was widely covered by local media.

Library patrons and the Greenbush Garden Club have generously donated their time and plants to beautify library gardens near the drive-thru window and by the flagpole.

Painting of the library, which is part of the UHLS construction grant, is underway.

Staff continue to support our library community through in-person and virtual efforts. The library continues to offer the very popular curated "Book Bundles" for children and adults. Patrons are supportive of the library's "Grab and Go" browsing service and appreciate the drive-thru book check out as well. The virtual summer reading programs were very successful, and the library has issued 132 new library cards since they reopened.

**COVID-19 REOPENING:** Ms. Dugas Hughes proposes that the library move to service level 5 on September 29, 2020. Service level 5 offers these additional services to our community:

- Library services will be available four more hours per week (returns will be accepted from 11 am – 2 pm on Monday and the library will be open until 7 pm on Wednesday). Saturday hours will change to 10am-2pm. The new hours will start on October 5, 2020.
- The library capacity will be increased to 20 and re-evaluated monthly.

- Library visits will be limited to 30 minutes (except for some on-site public computer appointments, which will be 60-minutes in length).
- Six public computers will be available for on-site use with preference given to those who make an appointment.
- The library will accept payment for print/ copy/ scan and fax services. The collection of fees will begin. Overdue fines will continue to be waived.
- Limited seating (one seat per table) will be gradually introduced.
- Notary Services will be available by appointment.
- In-person library board meetings will resume.
- The library will begin to work with community partners to determine how to manage in-person programming during service level 6.

**MOTION:** Ms. Harris made a motion to approve the library's transition to service level 5 on September 29, 2020. 2<sup>nd</sup> Mr. Harrison. All in favor. None opposed. The motion carried.

**MOTION:** Mr. Harrison moved to approve the library's COVID-19 Reopening Safety Plan (rev. 9/22/2020) as modified. 2<sup>nd</sup> Ms. Harris. All in favor. None opposed. The motion carried.

**PERSONNEL:** Ms. Dugas Hughes updated the board on personnel changes, which included a resignation, termination, and classification change.

**MOTION:** Ms. Oudekerk moved to accept the September 22, 2020 Personnel Memo as presented. 2<sup>nd</sup> Ms. Giugno. All in favor. None opposed. The motion carried.

## **LIAISON REPORTS**

**FRIENDS OF THE LIBRARY:** No report.

## **TOWN OF EAST GREENBUSH:**

- Ms. Kennedy reported that the town's Spotlight on Youth program is back. Nominations are being accepted for community youth (ages 11 – 18 years) that have positively contributed to East Greenbush life.
- The Town Board will install an Assistant Police Chief at their October 1<sup>st</sup> meeting. This is a new position.
- Work continues on the Empire State Trail, a biking and walking trail that crosses East Greenbush. It is on target to open in November, 2020.

## **RENSELAER COUNTY:**

- While the county budget is weathering the pandemic for now, sales tax revenues are down and it is not clear how the county budget will be impacted by state and federal funding cuts.
- The Sherwood Avenue construction project has been completed.

**UHLS:** The UHLS continues to work with member libraries as they plan their re-openings during the pandemic. The East Greenbush Community Library has instituted one of the most aggressive re-opening plans in the region.

**NEW BUSINESS:** None.

**MOTION:** Mr. West made a motion to adjourn the meeting at 9:25 pm. 2<sup>nd</sup> Ms. Harris. All approved and the meeting was adjourned.

Respectfully Submitted,  
Lynne Oudekerk, Secretary

Board of Trustees October 20, 2020 Doc. #3

TO: EGCL Board of Trustees

FROM: Robert West, Treasurer

RE: Off Warrant Expenses

DATE: September 10 - October 15, 2020

---

---

<b>Date</b>	<b>Amount</b>	<b>Vendor/Notes:</b>
<b>Payroll:</b>		
09.18.20	\$ 133.43	Paychex
	\$ 41,148.65	Payroll and Employee Benefits
	\$ 3,033.15	Employer Tax Contribution
10.02.20	\$ 140.59	Paychex
	\$ 39,701.02	Payroll and Employee Benefits
	\$ 2,922.40	Employer Tax Contribution
10.16.20	\$ 156.59	Paychex (Includes Quarterly Reports)
	\$ 40,180.40	Payroll and Employee Benefits
	\$ 2,959.06	Employer Tax Contribution
09.17.20	\$ 945.36	NYS Deferred Comp
09.24.20	\$ 789.59	Guardian
09.24.20	\$ 1,531.81	Nationalgrid
09.24.20	\$ 524.00	Time Warner (Fiber Optic)
09.24.20	\$ 225.64	Time Warner
09.24.20	\$ 3,500.85	Blueshield
09.30.20	\$ 6,069.13	CDPHP
09.30.20	\$ 1,218.60	MVP
09.30.20	\$ 945.36	NYS Deferred Comp
09.30.20	\$ 144.00	Pitney Bowes
Total	<u>\$ 146,269.63</u>	

**East Greenbush Community Library**  
**Warrant 2020**  
For Trustee Review and Approval

Board of Trustees October 20, 2020 Doc. #4

**October 15, 2020**

	<b>Amount</b>
<b>Accu-NetWorks</b>	
Total Accu-NetWorks	1,233.00
<b>Aflac</b>	
Total Aflac	398.06
<b>AMAZON.COM CREDIT SERVICES</b>	
Total AMAZON.COM CREDIT SERVICES	288.24
<b>American Library Association</b>	
	151.00
Total American Library Association	151.00
<b>BAKER &amp; TAYLOR (ALL ACCTS)</b>	
Total BAKER & TAYLOR (ALL ACCTS)	1,785.16
<b>BOA CARD SERVICES (JILL)</b>	
Total BOA CARD SERVICES (JILL)	425.41
<b>BPI</b>	
Total BPI	1,206.99
<b>Brodart</b>	
Total Brodart	4,046.83
<b>BRYANS &amp; GRAMUGLIA</b>	
Total BRYANS & GRAMUGLIA	3,000.00
<b>CAMFIL USA, INC.</b>	
Total CAMFIL USA, INC.	599.96
<b>Capital Security</b>	
Total Capital Security	47.00
<b>CASELLA RECYCLING</b>	
Total CASELLA RECYCLING	84.00
<b>Crystal Rock</b>	
Total Crystal Rock	60.28
<b>DEMCO</b>	
Total DEMCO	182.96
<b>Discount School Supply</b>	
Total Discount School Supply	92.12
<b>EGCL - Petty Cash</b>	
Total EGCL - Petty Cash	45.05
<b>eLot Electronics Recycling, Inc.</b>	
Total eLot Electronics Recycling, Inc.	18.00
<b>Findaway World, LLC</b>	
Total Findaway World, LLC	822.83
<b>Gale/CENGAGE Learning</b>	
Total Gale/CENGAGE Learning	155.98
<b>Grainger, W.W.,Inc.</b>	
Total Grainger, W.W.,Inc.	86.28
<b>HOME DEPOT</b>	

	<u>Amount</u>
Total HOME DEPOT	18.98
<b>KIWANIS CLUB OF EAST GREENBUSH</b>	
Total KIWANIS CLUB OF EAST GREENBUSH	110.00
<b>LEAGUE OF WOMEN VOTERS</b>	
Total LEAGUE OF WOMEN VOTERS	425.00
<b>MATT'S MUSIC TOGETHER</b>	
Total MATT'S MUSIC TOGETHER	50.00
<b>MicroMarketing LLC</b>	
Total MicroMarketing LLC	647.38
<b>Midwest Tape</b>	
Total Midwest Tape	917.93
<b>miSci</b>	
Total miSci	240.00
<b>MOTION PICTURE LICENSING CORPORATION</b>	
Total MOTION PICTURE LICENSING CORPORATION	213.97
<b>NATIONAL BUSINESS LEASING (PA)</b>	
Total NATIONAL BUSINESS LEASING (PA)	269.12
<b>NATIONAL BUSINESS TECH. (ALBANY)</b>	
Total NATIONAL BUSINESS TECH. (ALBANY)	145.51
<b>New York State Deferred Comp.</b>	
Total New York State Deferred Comp.	945.36
<b>Nielsen Associates</b>	
Total Nielsen Associates	950.00
<b>OVERDRIVE</b>	
Total OVERDRIVE	2,567.48
<b>Penworthy Co.</b>	
Total Penworthy Co.	740.12
<b>Peterson's</b>	
Total Peterson's	30.19
<b>PRESIDIO</b>	
Total PRESIDIO	4,963.18
<b>Seasons East Lawn Care</b>	
Total Seasons East Lawn Care	1,155.00
<b>SQUADERE, JODY.</b>	
Total SQUADERE, JODY.	64.09
<b>STAPLES</b>	
Total STAPLES	159.75
<b>Times Union</b>	
Total Times Union	104.00
<b>UHLS</b>	
Total UHLS	9,808.25
<b>Utica National Insurance Group</b>	
Total Utica National Insurance Group	28,039.22
<b>Waste Management</b>	
Total Waste Management	165.78



**Amount**

**William K. Sanford Library**

Total William K. Sanford Library

19.95

**YMCA**

Total YMCA

112.47

**TOTAL**

**67,591.88**

10/15/20

**East Greenbush Community Library**  
**Profit & Loss Budget vs. Actual 2020**  
 Amended Budget as of April 24, 2020

Board of Trustees October 20, 2020 Doc. #5

	Jan - Dec 20	Budget	% of Budget
<b>Ordinary Income/Expense</b>			
<b>Income</b>			
<b>Fines &amp; Fees</b>			
Printing/Fax/Fees	2,497.41	12,000.00	20.8%
Out of County	342.90	2,000.00	17.1%
General Fines	8,760.51	34,000.00	25.8%
Lost or Damaged	1,648.39	5,500.00	30.0%
<b>Total Fines &amp; Fees</b>	13,249.21	53,500.00	24.8%
<b>LLSA</b>	0.00	4,800.00	0.0%
<b>Other Income</b>			
Friends Grants Income	15,000.00	15,000.00	100.0%
Interest	2,201.96	7,000.00	31.5%
Reserve	0.00	23,481.00	0.0%
<b>Total Other Income</b>	17,201.96	45,481.00	37.8%
<b>Public Funds</b>			
East Greenbush	1,721,454.00	1,721,454.00	100.0%
Schodack	311,313.00	311,313.00	100.0%
<b>Total Public Funds</b>	2,032,767.00	2,032,767.00	100.0%
<b>Total Income</b>	2,063,218.17	2,136,548.00	96.6%
<b>Gross Profit</b>	2,063,218.17	2,136,548.00	96.6%
<b>Expense</b>			
Annual Bond Expense	287,000.00	287,000.00	100.0%
<b>Operating Expenses</b>			
<b>Technology/Communications</b>			
Equipment	6,530.18	9,500.00	68.7%
IT Hard/Software	16,974.33	16,000.00	106.1%
IT Maint/Service	4,567.00	9,000.00	50.7%
Telecommunications	8,367.16	8,800.00	95.1%
<b>Total Technology/Communications</b>	36,438.67	43,300.00	84.2%
<b>Programming &amp; Planning</b>	4,910.79	11,000.00	44.6%
<b>Bks &amp; Mat'ls</b>			
AV Materials	10,994.65	21,600.00	50.9%
Books	28,210.00	53,500.00	52.7%
Downloadable Materials	39,598.11	42,725.00	92.7%
Databases	2,405.25	5,250.00	45.8%
Periodicals	4,892.70	5,000.00	97.9%
Shipping and processing	1,647.65	2,000.00	82.4%
Lost and Paid	218.83	1,000.00	21.9%
<b>Total Bks &amp; Mat'ls</b>	87,967.19	131,075.00	67.1%
<b>Facilities Expenses</b>			
Contract Maintenance	21,636.37	50,000.00	43.3%
Insurance	25,196.86	26,000.00	96.9%
Phys Plant Repair/Maint/Equip	13,581.30	28,000.00	48.5%
Maintenance Supplies	5,076.37	6,000.00	84.6%
Utilities	14,951.46	35,000.00	42.7%

On this date, the year is 79% over.

10/15/20

**East Greenbush Community Library**  
**Profit & Loss Budget vs. Actual 2020**  
 Amended Budget as of April 24, 2020

	Jan - Dec 20	Budget	% of Budget
Water/Sewer/Tax	2,274.35	2,900.00	78.4%
<b>Total Facilities Expenses</b>	<b>82,716.71</b>	<b>147,900.00</b>	<b>55.9%</b>
Professional Services	36,543.09	50,000.00	73.1%
<b>Operat'ns</b>			
Election	652.93	1,200.00	54.4%
Printing/Marketing	8,319.90	16,500.00	50.4%
Postage/Travel	1,255.52	4,000.00	31.4%
Library/Office Supplies	5,904.07	12,000.00	49.2%
<b>Total Operat'ns</b>	<b>16,132.42</b>	<b>33,700.00</b>	<b>47.9%</b>
<b>Personnel</b>			
Aflac Post-tax	-123.60		
Aflac Pre-tax	-274.46		
Disability	987.00	3,000.00	32.9%
Health Insurance	94,811.04	125,700.00	75.4%
NYS Deferred Comp 457B	0.00		
<b>NYSLRS</b>			
NYSLRS Employer Contribution	135,056.00	124,377.00	108.6%
NYSLRS 414H Employee Cont.	-1,063.41		
NYSLRS 414H Loan Repayment	-822.00		
NYSLRS 414H Arrears	0.00		
<b>Total NYSLRS</b>	<b>133,170.59</b>	<b>124,377.00</b>	<b>107.1%</b>
<b>Salaries</b>			
PT Hourly	123,345.50	173,953.00	70.9%
Substitutes	5,395.51	26,316.00	20.5%
Salaries FT	705,068.39	879,616.00	80.2%
<b>Total Salaries</b>	<b>833,809.40</b>	<b>1,079,885.00</b>	<b>77.2%</b>
<b>Social Security &amp; Medicare</b>	<b>61,533.54</b>	<b>82,611.00</b>	<b>74.5%</b>
<b>Human Resources/Staff Dev./Trav</b>	<b>516.00</b>	<b>5,000.00</b>	<b>10.3%</b>
<b>Workers Compensation</b>	<b>13,263.00</b>	<b>12,000.00</b>	<b>110.5%</b>
<b>Total Personnel</b>	<b>1,137,692.51</b>	<b>1,432,573.00</b>	<b>79.4%</b>
<b>Total Operating Expenses</b>	<b>1,402,401.38</b>	<b>1,849,548.00</b>	<b>75.8%</b>
<b>Total Expense</b>	<b>1,689,401.38</b>	<b>2,136,548.00</b>	<b>79.1%</b>
<b>Net Ordinary Income</b>	<b>373,816.79</b>	<b>0.00</b>	<b>100.0%</b>
<b>Net Income</b>	<b>373,816.79</b>	<b>0.00</b>	<b>100.0%</b>

On this date, the year is 79% over.

**East Greenbush Community Library**  
**Balance Sheet**  
**As of December 31, 2020**

Board of Trustees October 20, 2020 Doc. #6  
**October 15, 2020**

ASSETS

Current Assets

Checking/Savings

Gift & Grant Cash

Pioneer GIFT & GRANT XXXX0186	58,123.99
Petty Cash G&G	200.00

Total Gift & Grant Cash	58,323.99
-------------------------	-----------

Cash

Pioneer OPERATING XXXX0178	61,439.08
Pioneer PUBLIC FINANCE XXXX0194	750,016.00
Pioneer FUND BALANCE XXX251	32,476.73
Petty Cash	200.00

Total Cash	844,131.81
------------	------------

Reserve

Pioneer HURR ACCOUNT XXX244	98,394.55
Pioneer CAPITAL RESERVEXXXX0228	256,140.10
Pioneer OPER. CONT. RESXXXX0210	95,666.34

Total Reserve	450,200.99
---------------	------------

Total Checking/Savings	1,352,656.79
------------------------	--------------

Other Current Assets

Register Cash	250.00
---------------	--------

Total Other Current Assets	250.00
----------------------------	--------

Total Current Assets	1,352,906.79
----------------------	--------------

Fixed Assets

Fixed Assets

Building	3,953,382.09
Equipment	172,214.73
Furniture	557,074.52
Land Improvements	647,875.60
Software and Licenses	26,183.06

Total Fixed Assets	5,356,730.00
--------------------	--------------

Fixed Assets - A/D

A/D - Building	(1,650,135.49)
A/D - Equipment	(130,437.02)
A/D - Furniture	(536,803.14)
A/D - Land Improvements	(582,717.93)
A/D - Software and Licenses	(22,501.35)

Total Fixed Assets - A/D	(2,922,594.93)
--------------------------	----------------

Land	248,028.78
------	------------

Total Fixed Assets	2,682,163.85
--------------------	--------------

<b>TOTAL ASSETS</b>	<b>4,035,070.64</b>
---------------------	---------------------

LIABILITIES & EQUITY

Equity

Retained Earnings

3,357,446.35

Net Income

677,624.29

Total Equity

4,035,070.64

**TOTAL LIABILITIES & EQUITY**

**4,035,070.64**



## Director's Report

*Submitted by Jill Dugas Hughes, October 20, 2020*

### Public Services Highlights

#### Library Hours Update (hours extended on October 5, 2020)

Monday: Returns only (11am-2pm)

Wednesday: Returns, Building, Drive-Thru Window (11am-7pm)

Tue/Thu/Fri: Returns, Building, Drive-Thru Window (11am-6pm)

Saturday: Returns, Building, Drive-Thru Window (10am-2pm)

*Facility closed on Sundays and Mondays; Virtual Library still open!*

#### Public Computers and Copier (service began on September 29, 2020)

- We began providing public computers to the public on September 29.
- Computers are available for 30-minute walk-in sessions and one-hour sessions by appointment.
- All computer users come to the reference desk to request a keyboard and mouse. Keyboards and mice are disinfected between uses.
- Limit of one session per person per day will be strictly followed only during periods of high demand. If demand is continually low, repeat users may be accommodated at staff discretion.
- Time limits (half-hour for walk-ins, one-hour for appointments) may be extended 5-10 minutes by reference staff to allow user to finish and save work.

#### Youth Services Blog (launched, September 18, 2020)

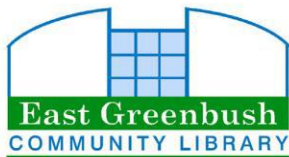
The Youth Services Team launched a new blog: **Check it Out with Charlie**, the East Greenbush Library's source for all things kid-centric. The blog includes upcoming children's programs, sneak peeks at craft kits, new-book spotlights and more!



#### Storytime Activity Packs

New this October we are excited to introduce a Storytime Activity Pack which includes simple early literacy activities to supplement each weekly storytime's theme. Storytime Activity Pack in the Children's Room can be picked up at the library or drive-thru window.





*Inspiring Ideas, Strengthening Community, Enriching Lives*

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



### Grab & Go Crafts for Grownups

Creative kits; contains a bottle, a decorative key, ribbon trimming, jute cord, vintage paper, our own homemade apothecary labels and a Halloween surprise. The bottles are approximately 8" high and we include enough materials for you to make another 2 or 3 decorative bottles for a unique grouping of your own design. You will need to supply your own Mod Podge or glue and a foam brush. Kits are at our drive-thru window. Please register before you pick up your kit. BONUS!!! Send us a picture of your finished craft ([reference@eglibrary.org](mailto:reference@eglibrary.org)) to be in the raffle for a \$10 gift card to

Michaels. We love to see your creativity!

### Crafts for Kids

Crafting with Ariana- Halloween Edition:

<https://youtu.be/rdRrtialGCA>

<https://eglibrary.org/children/crafts/>



### Upcoming Events



**Monday Night Book Chat:** What have you been reading lately? Join our Monday night Facebook book chat. These days, it's more important than ever for us to stay connected, so we will be here every Monday night 7-9 PM! Look for our Monday Night Book Chat post on Facebook: <https://www.facebook.com/eglibrary/>



**Virtual Monster Storytime**, October 27 at 10:00 am. Toddlers and preschoolers are invited to join Miss Jen and Miss Molly, from the comfort of their own homes, for a Virtual Zoom Storytime with songs, stories, rhymes and of course, Mouse House! This week features stories about a spooky October favorite - monsters! New this October we are excited to introduce a Storytime Activity Pack which includes simple crafts and early literacy activities to supplement each weekly storytime's theme. Pick up your October Storytime Activity Pack in the children's room beginning Tuesday, September 29.



*Inspiring Ideas, Strengthening Community, Enriching Lives*

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



**Virtual Family Halloween Bingo**, October 28 at 6:30 pm. The whole family is invited to join us for a Virtual Halloween themed BINGO game. Stop by the library before the event to pick up your game card, gather some items around your house to mark off your BINGO squares (pennies, paper pieces, candy corn!), then tune in on Wednesday evening to win some free books! Registration is required for this event. The evening prior, participants will receive an email with a link to our Zoom Meeting and you may join in at 6:30pm on Wednesday by computer, tablet or cellphone.

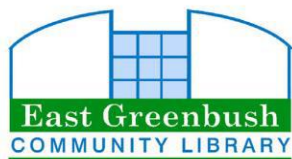


**Virtual Spooky Trivia (Grades 6-12)**, October 30 at 3:30 pm. Tweens and teens are invited to join us for some spooky Halloween trivia! A Zoom link will be emailed to all registered participants the day of the event. Registration Required



By the Numbers- Statistical Highlights





Inspiring Ideas, Strengthening Community, Enriching Lives

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

	YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Visitors	42,471	14,572	14,015	6,218	0	0	60	1,586	2,627	3,393
Hours Open	1,325	293	278	140	0	12 <i>returns only</i>	183	145	132	142
# Visits per Hour Open	32	50	50	44	0	0	0.33	11	20	24
Library Card Registrations	386	85	76	40	24	73	29	9	19	31
Reference	2,3041	3,675	2,967	1,949	600	628	3,519	3,215	3,146	3,342
In Person	17,739	3,675	2,967	1,949	0	0	1,147	2,665	2,838	2,820
Virtual	2,651	21	15	125	300	314	1,186	275	154	261
Transactions (including Holds, Renewals, Checkouts, Returns)	255,698	53,935	54,717	26,633	73	931	16,254	28,634	36,897	37,624
Collection Use (borrowing)	216,343	35,257	36,601	22,234	10,096	10,656	15,789	26,135	30,132	29,433
Digital Lending	55,426	4,282	4,253	5,295	6,268	6,895	6,802	7,480	7,161	6,991
Database Usage	33,125	2,049	3,283	3,428	3,770	3,216	4,885	4,333	5,088	3,073
Physical Materials	127,792	35,257	29,065	13,512	58	545	4,102	14,322	17,883	19,379



*Inspiring Ideas, Strengthening Community, Enriching Lives*

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

Public Computer Sessions (inside library)	5,076	2,192	2,017	834	0	0	0	0	7	26
Laptops Borrowed	115	39	30	18	0	0	0	0	7	21
Hotspots Borrowed	15	0	0	0	0	0	0	0	0	15
WiFi Sessions	9,768	2,666	2,320	1,426	270	248	510	682	806	840



Inspiring Ideas, Strengthening Community, Enriching Lives

**East Greenbush**  
COMMUNITY LIBRARY

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

<b>In Person Use of Meeting Facilities</b> (including patio, but not including Farmers' Market; library and non-library sponsored)	<b>360 Events</b>	178 Events	128 Events	50 Events	0 Events	0 Events	0 Events	1 Event	1 Event	2 Events
	<b>7,283 People</b>	3,431 People	2,775 People	1,046 People	0 People	0 People	0 People	4 People	7 People	20 People
<b>Physical Library Sponsored Programs</b>	<b>174 Events</b>	75 Events	63 Events	32 Events	0 Events	0 Events	0 Events	1 Event	1 Event	2 Events
	<b>4,613 People</b>	1,971 People	1,946 People	665 People	0 People	0 People	0 People	4 People	7 People	20 People
<b>Virtual Library Sponsored Programs</b>	<b>0 Virtual Events</b>	0 Virtual Events	0 Virtual Events	3 Virtual Events	21 Virtual Events	26 Virtual Events	30 Virtual Events	31 Virtual Events	16 Virtual Events	9 Virtual Events
	<b>0 People</b>	0 People	0 People	191 People	1,212 People	1,033 People	758 People	463 People	251 People	193 People



*Inspiring Ideas, Strengthening Community, Enriching Lives*

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

<b>Ancestry Usage Statistics</b>				
By Library Location				
	Searches	Sessions	Image Retrievals	Text Retrievals
ALTM	188	18	64	168
APL	1,200	105	751	800
BERN	0	0	0	0
BETH	2,580	146	1,385	1,599
BRLN	23	4	4	7
BRUN	50	6	35	26
CAST	21	1	0	11
COHS	17	3	8	12
COLN	1,708	39	1,318	791
<b>EGRN (1.6%)</b>	<b>2,267</b>	<b>98</b>	<b>795</b>	<b>1,056</b>
GRAF	0	0	0	0
GUIL	684	44	252	567
HOOF	0	0	0	0
MEND	0	0	0	0
NASS	71	1	0	9
NGRN	37	4	10	1
POES	1	1	0	0
PTRB	0	0	0	0
RCSC	147	15	41	129
RENS	1,342	108	122	672
RVLL	41	6	6	30
SCHG	0	0	0	0
SNLK	221	15	78	190
STEP	0	0	0	0
TROY	543	37	101	320
UHLS	133,684	5,797	45,986	57,163
VAFL	110	10	4	24
VOOR	308	19	116	153
WSTR	340	18	43	196
WTVT	152	2	60	108
<b>Total:</b>	<b>145,735</b>	<b>6,497</b>	<b>51,179</b>	<b>64,032</b>



Inspiring Ideas, Strengthening Community, Enriching Lives

**East Greenbush**  
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

Digital Book/Audiobook Usage by Library Location (Overdrive)	
Library	Checkouts
ALTM	4,845
APL	85,699
BERN	4,806
BETH	70,183
BRLN	982
BRUN	14,763
CAST	6,177
COHS	10,430
COLN	94,148
<b>EGRN (8%)</b>	<b>43,901</b>
GRAF	1,982
GUIL	71,165
HOOF	4,205
MEND	3,506
NASS	6,570
NGRN	15,445
POES	4,017
PTRB	1,252
RCSC	15,083
RENS	4,964
RVLL	1,728
SCHG	1,943
SNLK	12,408
STEP	3,066
TROY	33,547
UHLS	4,669
VAFL	3,108
VOOR	17,643
WSTR	2,322
WTVT	3,498
<b>Total:</b>	<b>548,055</b>

Digital Magazines Usage by Library Location (Flipster)	
Location	Views/Downloads
ALTM	187
APL	4,938
BERN	177
BETH	4,141
BRLN	27
BRUN	696
CAST	370
COHS	150
COLN	4,950
<b>EGRN (5.6%)</b>	<b>1,564</b>
GRAF	54
GUIL	3,971
HOOF	199
MEND	100
NASS	129
NGRN	881
POES	128
PTRB	60
RCSC	372
RENS	88
RVLL	25
SCHG	100
SNLK	497
STEP	73
TROY	1,119
UHLS	1,304
VAFL	195
VOOR	974
WSTR	94
WTVT	131
<b>Total:</b>	<b>27,694</b>



Inspiring Ideas, Strengthening Community, Enriching Lives

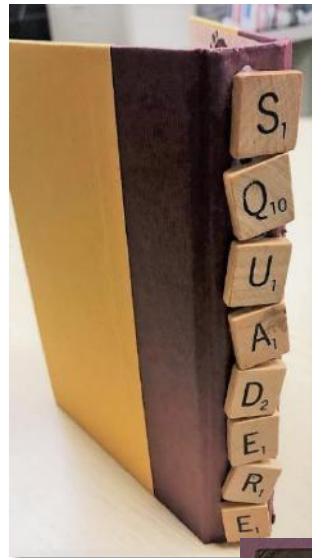
518-477-7476 | www.eastgreenbushlibrary.org

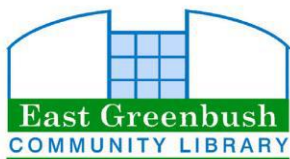
### Reference Department Report – September 2020

Submitted by Elizabeth Putnam

#### Highlights

Jody kicked off a new program this month, **Grab & Go Craft Kits for Grownups**. Like the Youth Services department’s Take & Make Craft Kits, these kits consist of supplies and instructions that can be used to make a beautiful craft. September’s craft was titled *This Old Book*, and participants were guided in making a memory book out of a discarded hardback book cover, decorative paper, and trinkets and memorabilia. Twenty-two crafters registered (reaching full program capacity) and picked up their craft kit at the drive-thru window. Several crafters shared their finished craft with us. See Jody’s sample craft and some patron submissions below.





Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

## Reference Service

The usual August lull has passed and we're seeing a busier fall reference season. Our total adult reference transactions increased 89% from August (307 queries) to September (579 queries). We're ready for an even busier October as more services, like public computer terminals, are reintroduced.

See full reference stats in the chart on the following page.

## September 2020 Programs

(8 programs, 110 attendees, 13.8 average attendance per session)

Adult Grab & Go Craft was a smash hit with full registration; Monday Night Book Chat and Virtual Trivia continue to attract a healthy crowd; our morning and evening book discussions, both held in person on the library patio, gathered 20 readers (and 2 dogs) for socially-distanced, masked conversation.

See full program stats in the chart on the following page.

Date	Program	Category	Attendance
9/11/2020	Adult Craft Grab & Go: This Old Book	On-Demand Program	22
9/14/2020	Monday Night Book Chat on Facebook	Live Virtual Program	12
9/16/2020	Virtual Trivia on Zoom	Live Virtual Program	24
9/21/2020	Monday Night Book Chat on Facebook	Live Virtual Program	13
9/21/2020	Monday Morning Book Discussion (live on patio)	Live In-Person Program	7
9/21/2020	Monday Evening Book Discussion (live on patio)	Live In-Person Program	13
9/28/2020	Monday Night Book Chat on Facebook	Live Virtual Program	11
9/29/2020	Virtual Financial Literacy: Investment Basics	Live Virtual Program	8

## Professional Development

Date	Librarian	Type	Title/Event	Org/Sponsor	Time
9/11/2020	Catherine	Webinar	Overdrive: Getting started & Lending models	Overdrive	.5 hr
9/16/2020	Catherine	Webinar	Crash Course in Literary Fiction	Novelist	1 hr
9/18/2020	Catherine	Webinar	Overdrive: Marketplace Insights (Reports) & Curating Collections for Your Library	Overdrive	1 hr
9/24/2020	Jody	Webinar	Finding Metrics that Matter, Social Media Analytics for Libraries	TechTalk	1 hr
9/28/2020	Catherine	Webinar	EBSCO: content and platforms	EBSCO	1 hr



Inspiring Ideas, Strengthening Community, Enriching Lives

**East Greenbush**  
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

## AS 2020 (Summer/Fall)

Jun Jul Aug Sep Oct Nov Dec TOTALS

### Reference

#### Basic Reference

In-person		234	194	288				<b>716</b>
Phone		210	89	188				<b>487</b>

#### Involved Reference/Over 5 min

In-person		37	20	37				<b>94</b>
Phone				9				<b>9</b>

#### Computer/Print/O'drive/Tech

In-person		13	3	25				<b>41</b>
Phone				9				<b>9</b>

#### Non-Reference (directional, copier, etc.)

In-person		2	1	21				<b>24</b>
Phone				2				<b>2</b>

#### Monthly Totals

In-person		286	218	371				875
Phone		210	89	208				507
<b>Grand total</b>		<b>496</b>	<b>307</b>	<b>579</b>				<b>1382</b>

### Programs

#### Live, in-person

No of Programs	0	1	1	2				<b>4</b>
No of Attendees		4	7	20				<b>31</b>

#### Live, online

No of Programs	10	16	7	5				<b>38</b>
No of Attendees	92	140	78	68				<b>378</b>

#### On-demand or recorded

No of Programs	2	0	0	1				<b>3</b>
No of Attendees, or,	0			22				<b>22</b>
No of Views	22			N/A				<b>22</b>

#### Special (SRC, WRC)

No of Programs	0	0	1	0				<b>1</b>
No of Attendees			224					<b>224</b>

#### Monthly Totals

Total no of programs	12	17	9	8				<b>46</b>
Total attendees	92	144	309	110				<b>665</b>
Avg attendees per program	7.7	8.5	34.3	13.8				<b>16.1</b>

### Adult eNewsletter (started May, 2020)

No of Issues Sent	1	1	1	1				<b>4</b>
No of Subscribers	25	37	46	55				
Open Rate Percentage	88.9	77.8	68.6	80.7				<b>79</b>





Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

## Social Media

### Facebook

No of Posts	11	12	10	8					<b>41</b>
No of Engagements	950	614	459	376					<b>2399</b>
No of Comments	168	204	177	124					<b>673</b>

### Instagram

No of Posts	12	17	4	10					<b>43</b>
No of Likes/Comments	54	75	16	46					<b>191</b>

## Services

### Reader's Advisory Form Service (started June, 2020)

No Completed	10	12	5	4					<b>31</b>
--------------	----	----	---	---	--	--	--	--	-----------

### Books with Wheels (resumed July, 2020)

No Individuals		0	0	0					<b>0</b>
No Items for Individuals		0	0	0					<b>0</b>
No Group Residences		1	1	0					<b>2</b>
No Items for Groups		25	30	0					<b>55</b>

## Collections

Physical items ordered (book, DVD, etc)				180					<b>180</b>
Digital items ordered (Overdrive)				94					<b>94</b>
<b>Monthly Totals</b>				<b>274</b>					<b>274</b>

## Professional Development & Library Service

No of sessions/meetings		4		5					<b>27</b>
No of staff hours		4		4.5					<b>28</b>



*Inspiring Ideas, Strengthening Community, Enriching Lives*

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

## Resource Sharing & Access Report – September 2020

*Submitted by Dawn Geurds*

### Highlights

- The painter started painting the main part of the library.
- The disinfectant spray “gun” came in. Paul is enjoying using his new tool. It does a nice job disinfecting.
- Processed many new items this month.
- Caught up on some reports that haven’t been run in a while.
- Autumn began at 9:30 am on Tuesday September 22.
- Attended the monthly Board Meeting via Zoom.
- September was a warm and dry month, which was quite enjoyable.

### Statistics

- Answered 15 reference questions by e-mail.
- Requested 0 ILLS
- Received 0 ILLS
- Sent out 3 ILLS
- 924 items requested within UHLS.
- 5,069 items were placed on the Hold Shelf.
- 0 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons. (Wait on UHLS to come up with a report for these stats)
- 460 expired holds were not picked up by the patrons that requested them.
- 8 items were found on the library’s shelf that was marked lost in transit.
- 21 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 1,826 times.
- Friends on-going Booksale made \$194.05 for the month.
- Library was open 22 days / 142 hours



Inspiring Ideas, Strengthening Community, Enriching Lives

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

## Youth Services Report – September 2020

*Submitted by Molly Chatt*

### Highlights of the Month:

This month we launched a new blog, *Check it Out with Charlie*, the East Greenbush Library's source for all things kid-centric. The blog will feature upcoming children's programs, sneak peeks at craft kits, new-book spotlights and more! This blog will be a great way to inform more patrons about what we have to offer, especially as more and more of our advertising is done digitally, and we recognize that not everyone is on Facebook or Twitter. Jenna designed and set up the blog, and we are hoping that over the coming months the number of readers of it will grow. Check it out at [eglibrarykids.wordpress.com](http://eglibrarykids.wordpress.com).



We continued to focus on providing access to books this month with our popular Book Bundle service. Youth Services librarians selected books and put them on hold at the drive-thru for 43 Book Bundle requests this September. For our young patrons, we have been including "Charlie's Cheer" notes with the bundles, handwritten notes from our new elephant mascot, Charlie, which often include jokes and other fun messages. We encourage children to write back to Charlie, and several children have done so!

Our Take and Make Craft kits are still a hit with families, we handed out 378 craft kits this month. Crafts this month included fall fox critters, Charlie the elephant cards, pirate crafts, and prism rainbow catchers. Our part-time Youth Services librarian Ariana plans and produces most of our crafts for us.



*My 5 month old granddaughter with your wonderful craft project!! Thanks for all the crafts you provide for children.*

Linda



*Inspiring Ideas, Strengthening Community, Enriching Lives*

**East Greenbush**  
COMMUNITY LIBRARY

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

### Tweens/Teen Services:

In September we wrapped up all the reporting to UHLS and Beanstack associated with our Summer Reading Program. This summer we once again participated in the Read it Forward program, a joint effort between UHLS and MVLS to encourage teen reading and communication about books. During the RIF program, teens read featured titles and pass the books to their peers who continue the cycle of reading and sharing. A record number of teens participated in our end of summer survey this year, with overwhelmingly positive feedback. One teen commented, "I think that RIF is a really fun activity and a good way to get kids and teens to read books that maybe they wouldn't typically read; I had a lot of fun reading 'Nimona' and was actually pretty surprised since I don't read a lot of graphic novels." Of the 13 returned surveys directly to UHLS, 9 of them were from East Greenbush teens.

### 1000 Books Before Kindergarten:

One new child registered for the program, and three children checked in to report they had completed another 100 books this September. Since we are seeing substantially less of the toddler/preschool age group in person at the library now, we are working on transitioning the program to an online tracking format through Beanstack. We hope to be able to launch the online option and revitalize the 1000 Books Before Kindergarten this fall!

### Meetings & Continuing Education:

9/1 -- Diana attended the webinar "Tools for Building Digital Skills"

9/1 -- Jen attended the webinar "Graphic Novels: Reading with Pictures"

9/1 -- Jen attended the UHLS Large Library Concerns Group meeting

9/2 -- Jenna attended ComicCon@Home webinar "Crafts and Cats for All Ages"

9/4 -- Diana attended the webinar "Better Sharing Through Metadata"

9/8 -- Diana attended the webinar "Helping Students Succeed During Covid"

9/10 -- Jen attended the UHLS Homeschool meeting "When 'Learning' Becomes 'School': Supporting Parents Educating Young Children at Home"

9/11 -- Molly and Jen attended the Microsoft Shift Teams Training presented by Karrie

9/12 -- Jenna attended the SLJ webinar "Fall Graphic Novels for All Ages"

9/14 -- Molly attended a meeting of the Family and Consumer Sciences Program Development Committee of the Cornell Cooperative Extension of Rensselaer County

9/15 -- Diana attended the NYLA webinar "Combatting Racism in Libraries"

9/15 -- Jen attended the monthly Youth Services Advisory Committee (YSAC) through UHLS

9/21 -- Jen attended a Staff Manual Committee meeting



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

- 9/23 -- Molly attended the monthly board meeting of the Cornell Cooperative Extension of Rensselaer County
- 9/25 -- Jen attended the UHLS Homeschool meeting “Homeschool Librarian Panel Presentation”
- 9/28 -- Jenna attended an SLJ webinar “BeTween: Books for Young Teens”
- 9/29 -- Jen attended a meeting as the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES

### Children’s Programs

<b>Live Children’s Programs</b>				
9/17 - 1 session	Music Together	Live Program	6 children, 6 adults	
<b>Total Live Children’s Programs: 1</b>			<b>Total Participants: 6 children, 6 adults</b>	
<b>On-Demand Programs</b>				
<b>Date Posted</b>	<b>Title</b>		<b>YouTube Views</b>	<b>Facebook Engagements</b>
9/4	Letter C Storytime	Youtube video	43	13
9/21	Elephant Storytime	Youtube video	22	13
<b>Total On-Demand Programs: 2</b>			<b>65</b>	<b>26</b>

### Youth Services Provided

Type of Service	Quantity
Reference questions – Children’s & Teen desks	361



*Inspiring Ideas, Strengthening Community, Enriching Lives*

518-477-7476 | www.eastgreenbushlibrary.org

## Technical Services Report – September 2020

*Submitted by Susan Dague*

Report here

Number of items processed: 401 (total – unknown)

Audio (adult + YA + juvenile)	35
Juvenile Fiction	133
Juvenile Nonfiction	14
Electronic (adult + YA + juvenile)	3
Fiction (adult + YA)	61
Miscellaneous	0
Unknown (on order records)	269
Nonfiction (adult + YA)	46
Print Subscriptions (adult + YA + juvenile)	104
Video (adult + juvenile)	5
<b>Total</b>	<b>670</b>

Number of items withdrawn: 542

Added for the year to date: 3,639

Withdrawn for the year to date: 4,158

Total items: 93,214



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

## Digital Services Report – September 2020

*Submitted by Karrie McLellan*

### Online Presence:

- Library Market Calendar: Configured for computer appointments. The calendar can be configured to hide the appointments by default, but it would involve changing the link to our main calendar.
- Databases: Free use of Tumblebooks and Rosetta Stone ended.
- Websites:
  - Intranet: converted our paper form for staff COVID screening to a digital form and posted it on the intranet. Intranet links can be problematic for mobile devices, so staff were also given the direct link to the form for mobile use. Saved a printable version to the copier for visiting contractors.
  - Added wireless printing PR to front page. Added and removed election-related content. Made service level 5 changes.
  - Web Instinct attempted to reconfigure our website email system to simplify it and increase reliability, however Microsoft's anti-spoofing protection began to cause all forms submitted through our website to go directly to junk mail. Because Web Instinct was unable to solve that issue, we had them reinstate our old system.
- Social Media:
  - Successfully streamed our first Zoom meeting to YouTube live for candidate night.
  - Refined analytics plan among department heads.
  - Hootsuite kept disconnecting from Facebook. After several tries over successive days, it reconnected successfully.
  - Selena created a Linktree account for our Instagram platform. This allows us to provide post links where Instagram does not support them natively.

### UHLS:

- UHLS Mobile app issues have reportedly been resolved.
- Added a location in Sierra specifically for hotspots in order to collect monthly statistics on their circulation. October will be the first full month of statistics.

### Library Computers/Hardware/Software:

- Worked with Elizabeth to reconfigure computers and finalize their use procedures for limited deployment to the public.
- Deployed Shifts as our new staff scheduling software. Created manuals and trained users and schedulers.
- Now that they are in circulation, some procedures for the hotspots and laptops needed minor changes for practicality.
- Hotspot loaned to a program presenter was late coming back, so I tested the data shutoff procedure for the first time, and it was simple and straightforward.
- New public copier was installed, along with PaperCut software to replace the coin vending machine. This software caused issues with the staff copier because it was expecting payment to release the print job even though PaperCut is not installed on that machine (resolved). When a fax jack is added to the



new copier location, fax service (domestic outgoing only) will be available through the copier. New price is \$1 per page.

- Discontinued Fax24 public fax service, as the new copier will provide fax access.
- Meeting room laptops were reconfigured with a staff login for use by staff members at the welcome desk. Reservation Station software was added to allow greeters to see computer availability in real time.
- Collaborated on recycling of discarded electronics hardware.
- Installed new Meraki switches in the server room. This will allow even more granular monitoring and control of our network through the Meraki cloud dashboard.
- Discovered our phones no longer send emails when a voicemail is left resolved the issue by linking the phone system to our organizational email through Office 365. Remote checking of voicemail appears to be disabled as a result of not having auto-attendant (phone menu and open/close schedule) in place.
- Continued work on the parking lot wireless project.
- Continued work on meeting room web conferencing hardware/software project.
- Moved print services to the EGDC server. It was the last service handled by the old server (aside from the software our copier vendor uses to track counts). That server is about to go out of support without the possibility for upgrade, so it is time to retire it.

#### Meetings/Workshops:

- 9/11: Presented and recorded trainings for Shifts users and schedulers
- 9/24: Webinar panelist – Finding Metrics that Matter
- 9/29-10/1: Provided in-person training on Papercut software for the new copier to small groups of staff.

#### Statistical Notes:

- People counter numbers for July and August were changed - it had calculated counts while we were closed.
- Hotspot checkouts started collecting stats in mid-September. October will be the first full month of recorded circulation.
- Public computer use launched 9/29. Recorded statistic is over two days.

#### What's Next

- Parking lot wi-fi
- Migrate QuickBooks to the cloud
- Additional Square hardware to accept credit cards
- Tech-Talk training for staff
- Print release training for circulation staff





Inspiring Ideas, Strengthening Community, Enriching Lives

**East Greenbush**  
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

## Circulation Report – September 2020

*Submitted by Marion Pierson*

### Highlights

Circulation staff continue to work in five service points throughout the library; welcome desk, two circulation stations, hold shelf management and the drive-thru window. The last has been increasingly popular with patrons. Numbers have increased steadily since we reopened in June. In September 1,733 patrons were served (does that sound very McDonald’s?) and 93 questions answered. At the welcome desk, 169 patron questions, most dealing with library services and procedures, were answered.

In addition to serving patrons in the library, Leeann continued to work with Susan to compile an accurate mailing database of East Greenbush and Schodack residents, Selena and Marcia continued to work on the Adult Virtual Trivia night, and Roseann continued to add to the Resources and Recommendations document, which is a collection of services, opportunities and programming that could be of interest to our patrons.

### Statistics

**Patrons:** 31 new patrons registered at the library in September

East Greenbush Residents	15
Schodack Residents	6
Other	10

**Checkouts:**

September 2020	19,379
September 2019	26,411

**Volunteers:** 07 volunteers worked 35 hours

Outreach

Adult

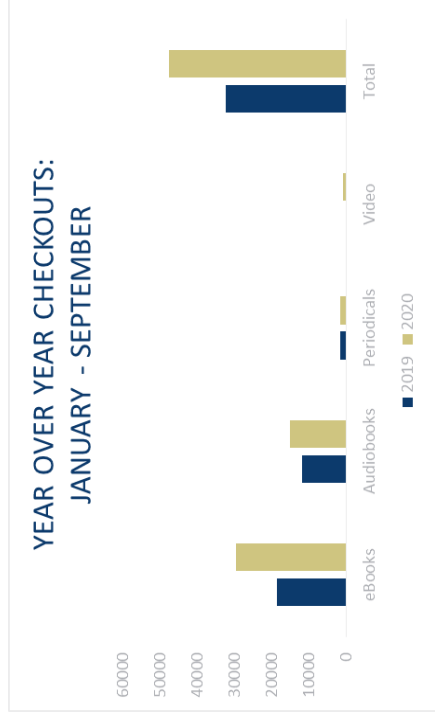
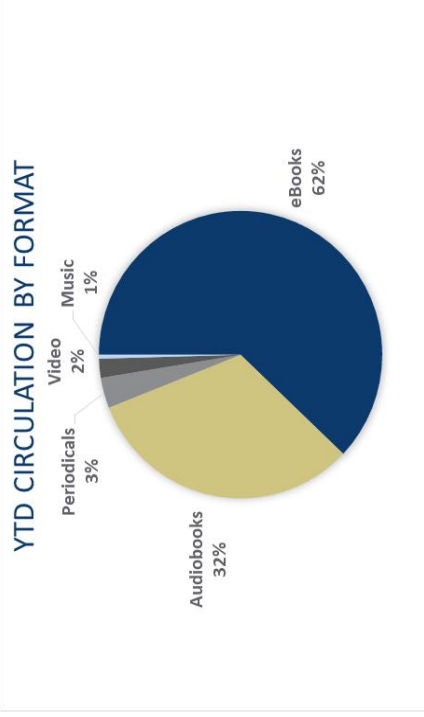
Garden: **7 Volunteers/35 hours**

**Notary Services:** N/A

# Circulation: OverDrive, Flipster, Hoopla

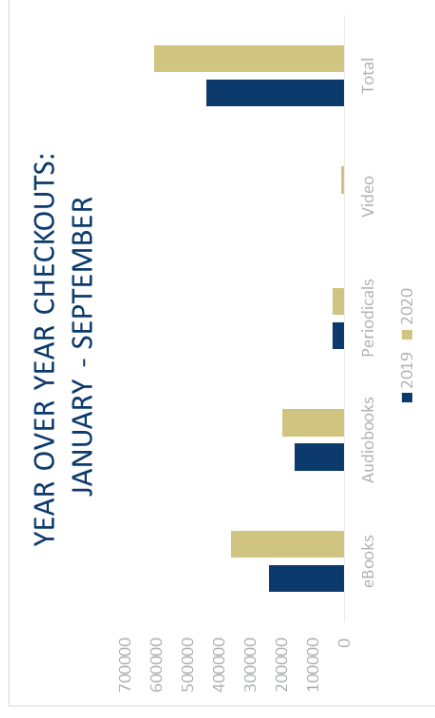
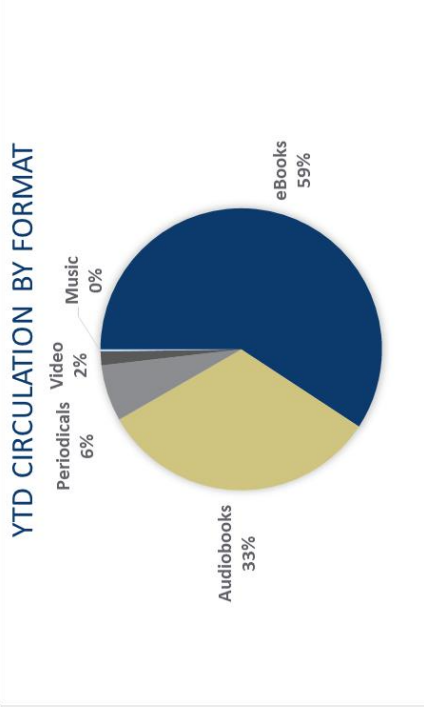
## East Greenbush Community Library

eBooks.....	29,720	↑	58%
Audiobooks.....	15,269	↑	27%
Periodicals.....	1,635	↑	5%
Music.....	212		n/a
Video.....	1,026	↑	762%
Total.....	47,862	↑	47%



## System-Wide

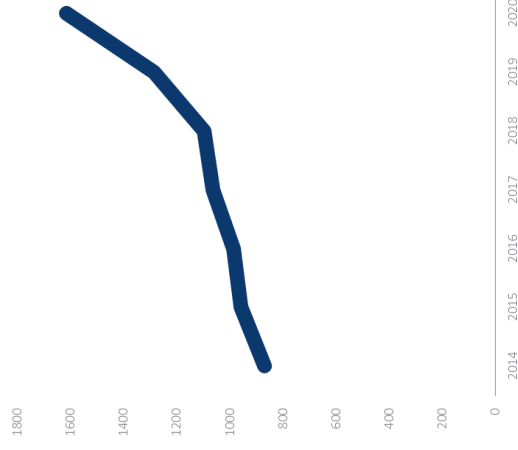
eBooks.....	361,298	↑	49%
Audiobooks.....	198,135	↑	24%
Periodicals.....	39,509	↑	4%
Music.....	1,489		n/a
Video.....	9,617	↑	552%
Total.....	610,048	↑	38%



## East Greenbush Community Library's OverDrive Users

Yearly Unique Users: January - September

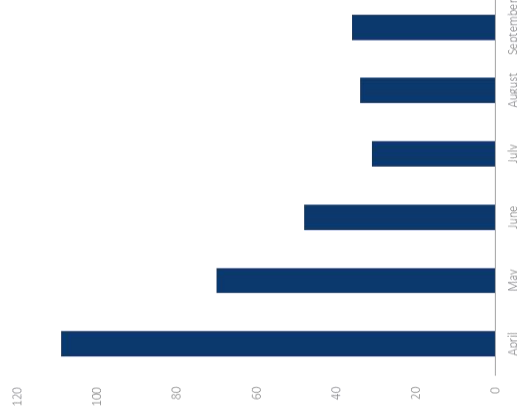
2014.....	870
2015.....	959
2016.....	987
2017.....	1,065
2018.....	1,098
2019.....	1,286
2020.....	1,616



## East Greenbush Community Library's New OverDrive Users

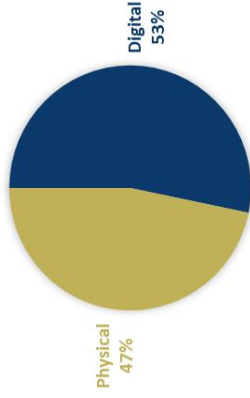
Monthly New Patrons: 2020

April.....	109
May.....	70
June.....	48
July.....	31
August.....	34
September.....	36

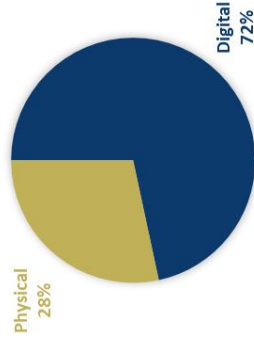


# Circulation Comparison: Digital v. Physical

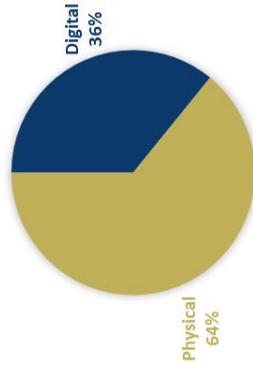
MAGAZINE CIRCULATION:  
LAST TWELVE MONTHS



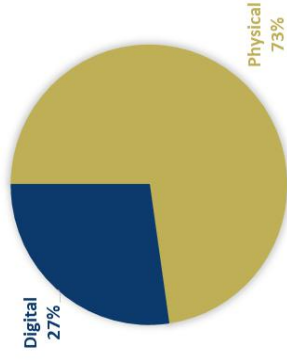
AUDIOBOOK CHECKOUTS:  
LAST TWELVE MONTHS



ADULT FICTION CIRCULATION:  
LAST TWELVE MONTHS



JAN - SEP 2020 TOTAL CHECKOUTS



TOTAL DIGITAL CHECKOUTS



TOTAL PHYSICAL CHECKOUTS

