



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

Director's Report

September 19, 2023

Respectfully Submitted: Jill Dugas Hughes, Director

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.

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: Complete

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

Status: In progress- No progress made this month

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

Status: Complete

4. Implement online donation capability

Status: Complete

5. Upgrade to Square Registers

Status: Complete

6. Building Conditions Survey

Status: Complete

- Jay Stasack, Hyman Hayes & Associates presented the Building Conditions Survey to the Board at the Joint Committee Meeting on August 7. It is presented for board approval at this month's meeting.

7. Back Office Renovations

Status: Complete

8. Outside IT Consulting

Status: In-Progress

- Proposals were reviewed and a final recommendation was presented to the Administrative Committee on August 7. A recommendation to engage with TAG Solutions for Core Managed IT Services is presented for board approval at this month's meeting.



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

- Project Outcome was used to measure the effectiveness of our Adult and Youth Summer Reading Programs.
- This summer we partnered with: AARP, East Greenbush School District, East Greenbush Police Department (EGPD), Friends of the Library, Global Lyme Alliance, and Questar III BOCES, Stewarts, Valley Cats, and YMCA. EGPD provided car seat checks, food at concerts. Questar III BOCES provided English as a New Language classes. AARP hosted Smart Driver Classes, and the Friends of the Library held themed book sales and raffles. We hosted the summer reading kick off at Genet Elementary School and the finale at the YMCA. Thank you to the Friends for their generous support of the summer reading program and t-shirts for staff, and to Stewarts for ice cream cone gift certificates, and to the Valley Cats for baseball game tickets!

2. Strategic Planning

Status: Complete

- Maxine Bleiweis, MB&A, presented the final strategic planning report to the board at a joint committee meeting on September 11. The proposed 2023-2028 Vision, Mission, and Strategic Plan are presented for board approval this month. Once approved, library staff will begin marketing the plan to the public (shortened version) and begin implementation. Our next staff development day on October 9, will cover the strategic plan and will kick off our operational plan. Additionally, the Community Advisory Council will meet on October 5, at 6:30 pm, where they will receive an overview of the final plan.
- 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.

3. Little Free Library on Rail Trail

Status: Complete

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

Status: Not completed

5. 24/7 Used Book Donations

Status: Not Completed

6. Partnerships



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

Status: In-Progress

- This summer we partnered with: AARP, East Greenbush Police Department (EGPD), Friends of the Library, Global Lyme Alliance, and Questar III BOCES. EGPD provided car seat checks, food at concerts. Questar III BOCES provided English as a New Language classes. AARP hosted Smart Driver Classes, and the Friends of the Library held themed book sales and raffles.

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: Complete*

- We said goodbye to our Adult & Information Services Intern, Sam, on July 12. However, we will see her around because she was hired as a full-time librarian in Troy. Best of luck Sam!
- We welcomed Alexis Mokler on July 31 as our newest part-time Adult & Information Services Librarian. Alexis replaced Barbara Hartman who retired on August 26th after 15 years of service at the library. Best of luck Barbara and welcome Alexis!

2. Organizational chart changes which allow more flexibility, reduced duplication, growth opportunities, & increased trust*Status: In-Progress*

- A new position was posted, Library Assistant, Media & Technology (currently posted). We are in the midst of reviewing applications.

3. Review/update policy/procedures*Status: In-Progress*

- Current policies under review:
 - ❖ Programming Policy (revise)
 - ❖ Videoconferencing Policy (new)
 - ❖ Request for Reconsideration Policy (revise)
 - ❖ Succession Planning Policy (new)
 - ❖ Meeting Room Policy (revise)
 - ❖ Public Comment Policy (new)
 - ❖ Display Policy (new)



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

- Summer Reading 2023 was a resounding success! In 2018, 160 adults participated in SRC. In 2019, 208 adults participated. Summer Reading 2023 was a success! We are thrilled to have exceeded our pre-pandemic SRC registration numbers; 245 adults registered (20 staff members, 225 patrons); 33 adult patrons completed all 15 activities. This is a significant number for us, because it exceeds (by more than 20 patrons) our pre-Pandemic Summer Reading Club registration numbers.
- We hosted two successful cross-department intergenerational programs in July: Kindness Rocks where patrons painted rocks for an outdoor kindness garden; and Tiny Art where patrons took home and painted kits with tiny canvasses and easels which culminated in a fun Tiny Art exhibit, complete with tiny snacks. Be sure to stop by to see our patron- and staff-painted Kindness Rocks! You will find them surrounding the flagpole in front of the library. Both were resounding successes with over 156 attendees of all ages. Thank you to the Adult & Information Services and Youth & Family Services team for your collaboration in making this happen.
- The Adult & Information Services Department held 28 summer programs with 680 attendees. Virtual and hybrid programs continue to be popular: "Face It," a hybrid drawing program had 34 participants, and our virtual Wednesday Night Book Chat drew in 173 participants over the course of the challenge.
- In addition to exceeding our pre-Pandemic numbers for the Adult Summer Reading Program, this summer also marked the return of our "End of Summer Reading Party" for the first time since 2019. The feedback was so positive, with one attendee calling it the "highlight" of the program, that we have decided to bring this celebration back for our future Winter and Summer Reading Challenges. For the 5th Reading Challenge in a row, the Target gift card was the most popular prize (403 tickets).
- Unfortunately, all three of our outdoor concerts, usually the centerpiece of our Adult summer programming schedule, had to be moved inside as a result of both rain and poor air quality. We appreciate the flexibility of the musicians, library staff (especially maintenance!), and attendees in accommodating these last-minute, weather-related changes.
- 169 people cast a vote for their favorite park (East Greenbush Town Park came in first place).



- 44% (100 people) of Adult Summer Reading participants identified East Greenbush as their town of residence; 7% (17 people) identified Schodack; 12% (27 people) identified North Greenbush/Wynantskill; and 8% (19 people) identified Sand Lake.
- 63 "end of challenge" Adult Summer Reading surveys were completed, and the results were overwhelmingly positive. We learned that the majority of respondents (34%) are most likely to visit the library in the morning, and that 85% of respondents wanted to use the library more often as a result of the challenge.
- A selection of comments from the Adult Summer Reading survey included the following: "The library and librarians are doing a fine job." "I love how the library brings in artists to teach free classes," "Keep up the good work!" Library is great," "I liked the theme and concepts," "I like the sense of community that the reading challenge promotes," "The suggestions were great," "It's fun and engaging and different each summer," "I have read 15 books in July and half of August, and that's more than I have read in a long time!"
- Over 700 kids and tweens/teens registered for our Summer Reading Challenge this year! Our readers logged over 5,000 days read! Sixty-seven teens and tweens volunteered to help us out this summer, gaining real-world work experience. Jenna practiced some quick thinking when she offered an additional teen volunteer training to address some gaps in coverage at the Headquarters Table. Thank you, Jenna!
- We had so much fun with our programs this month including: an opportunity to meet various farm animals and reptiles, a chance to climb inside an inflatable planetarium, decorating cupcakes, and learning about instruments from around the world. Thank you to Elizabeth for the wildly popular Minecraft scavenger hunt: over 600 patrons enjoyed it this month! We gave away over 400 take-and-make craft kits and welcomed over 400 people to storytime!
- This summer we registered 30 new participants in the 1000 Books Before Kindergarten program, 3 graduated, and 76 participants read 9,848 books!
- 23 new participants were registered for the 500 Books Before Middle School Program, and 100 participants read 2,409 books!
- We registered 9 new individuals to the 100 Books Before Graduation program, 1 graduated, and 36 participants read 212 books!
- In July, the library sponsored 20 programs for adults with 656 participants; 36 programs for children with 1,696 attendees; and 11 programs for teens with 70 teen participants.
- In August, the library sponsored 21 programs for adults with 294 participants; 13 programs for children with 1,281 attendees; and 3 programs for teens with 66 teen participants.

2. Extend/change hours when needed

Status: Complete

- Beginning the day after Labor Day, we expanded our hours to the following:
9-8 Monday-Thursday, 10-6 on Friday, 10-5 Saturday, 1-5 Sunday
- The library was open 216 hours in July and 242 hours in August.



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: July: 6 meetings; 147 attendees (Meeting Room use- not including the HURR room.) Outside groups included: ANG- State Capital Stitchers, Kiwanis Van Rensselaer Division, Capital District Linux Users group, Prospect Homeowners Association, Friends of the Library, NYS Office of Children and Family Services, Unknown Paranormal Society, Schodack Schools, Albany Buddhist Sangha.
- The Hurr Education Center was used 35 times by 79 people in July and 32 times by 57 people in August.
- We had 17 online registrations for new library cards in July and 15 in August, as well as 93 in-person registrations for new library cards in July and 67 in-person registrations in August. Of the new in-person registrations, East Greenbush residents were 48% in July, and 54% in August, Schodack residents were 11% in July and 21% in August. Non-Residents were 41% in July and 25% in August.

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

- In an effort to reduce hold times for electronic items in Libby/Overdrive, Catherine voted with the other members of Upper Hudson Library System (UHLS) Electronic Content Advisory Committee (ECAC) to remove holds older than one year in Libby. This action resulted in the removal of 2,239 holds on 612 titles, and the average hold time in Libby dropped from 39 days to 34 days. In other ECAC news, UHLS has reciprocal lending agreements (RLA) with Mohawk Valley Library System, Mid-Hudson Library System, and Southern Adirondack Library System. Upper Hudson Library Systems continues to be a net lender in all three of the relationships. We are working on ways to increase parity in our RLAs.
- UHLS will move to MARC Express records (instead of full MARC records) in Sierra for electronic items. Electronic items will no longer be able to be accessed from the Encore catalog. Instead, patrons will have to access the vendor website or app directly. Staff will be notified and trained to ease patron transition to this decreased functionality.
- 11,593 people visited the library in July, which was 446 more than June and 452 more than last July. In August, 10,724 people visited the library, which is 869 fewer people than in July, and 178 less people than last August.
- 526 patrons picked up holds at the Drive-thru window in July, and 602 patrons picked up holds at the drive-thru window in August.
- Patrons borrowed fewer physical items at the library this summer than last summer.



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

July Physical Items Circulated	2023	2022
Checkout Desk		
<i>Checkouts</i>	16,073	17,347
<i>Renewals</i>	9,522	8,859
Drive-thru		
<i>Checkouts</i>	1,084	1,353
<i>Renewals</i>	251	799
Total In-Person Lending (July)	26,930	28,358

August Physical Items Circulated	2023	2022
Checkout Desk		
<i>Checkouts</i>	15,824	16,196
<i>Renewals</i>	9,608	10,297
Drive-thru		
<i>Checkouts</i>	1,396	1,555
<i>Renewals</i>	530	817
Total In-Person Lending (August)	27,358	28,865

- Electronic Content Use continues to grow in comparison to last year, same time-period.

July Electronic Content Usage	2023	2022
<i>Hoopla/Overdrive</i>	5,587	5,306
<i>Databases</i>	11,214	9,628
Total Electronic Content Use (July)	16,801	14,934

August Electronic Content Usage	2023	2022
<i>Hoopla/Overdrive</i>	5,528	5,505
<i>Databases</i>	11,210	10,474
Total Electronic Content Use (August)	16,738	15,979

- Add video/digital meeting capabilities to A/B & Hurr Rooms**
Status: Complete
- Expand art gallery- Installation of new space in Multipurpose Room**
Status: In-Progress



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | eglibrary.org

- Exhibit Cases: Youth & Family Services, Frank Majkut, Sally Spring
- Gallery: Sally Spring (oil paintings, Signs of Nature)
- We opened the Multipurpose Room to the public when not reserved, for extra quiet seating.

7. Electric dividing door A/B

Status: Complete