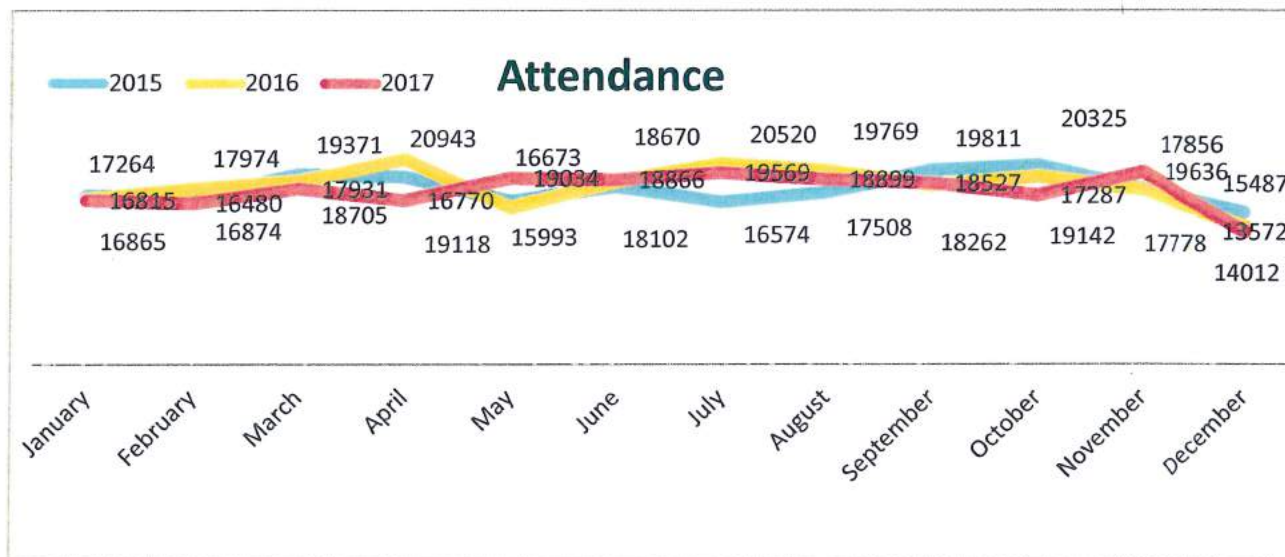


## Director's Report 2017 Year in Review January 15, 2018

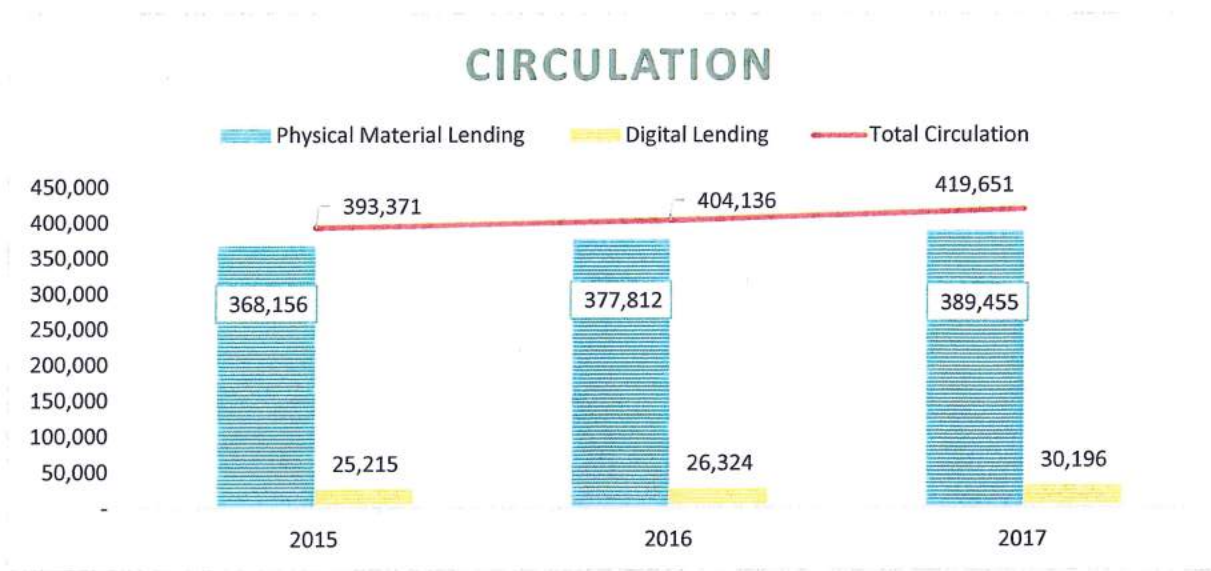
### Visitors to our Library:

Overall, attendance for 2017 (213,386) was down 2% over 2016 (218,633). This is interesting in comparison to our lending figures, which have seen increases. We also continue to see increases in eBook and eAudio lending.



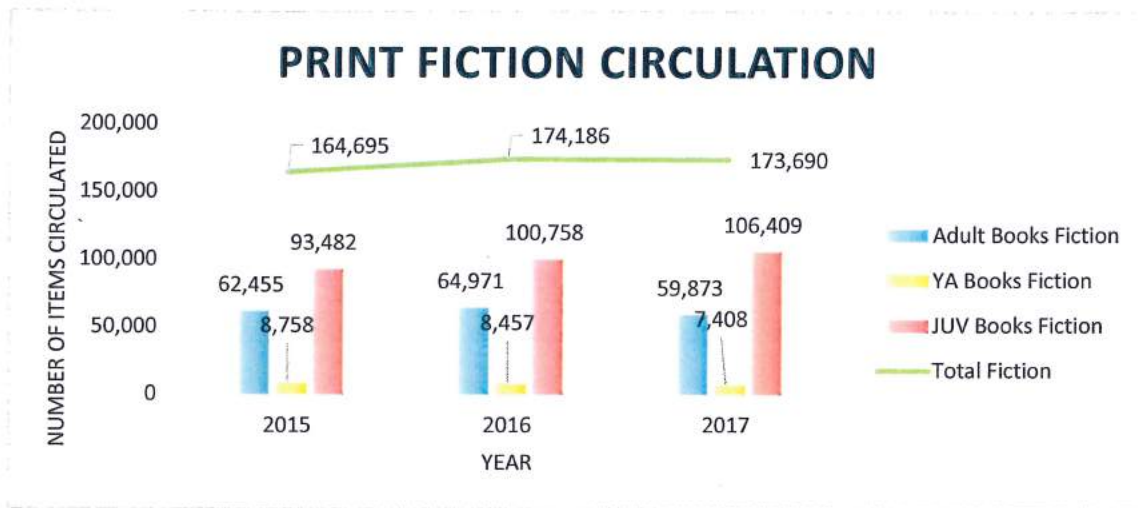
### Collections:

Overall, physical material circulation in 2017 (389,455) was 3.08% higher than 2016 (377,812). When digital circulation through Overdrive are included in the overall circulation figures for the year, the total for 2017 increases to (419,651). This is 3.84% higher than 2016 (404,136).



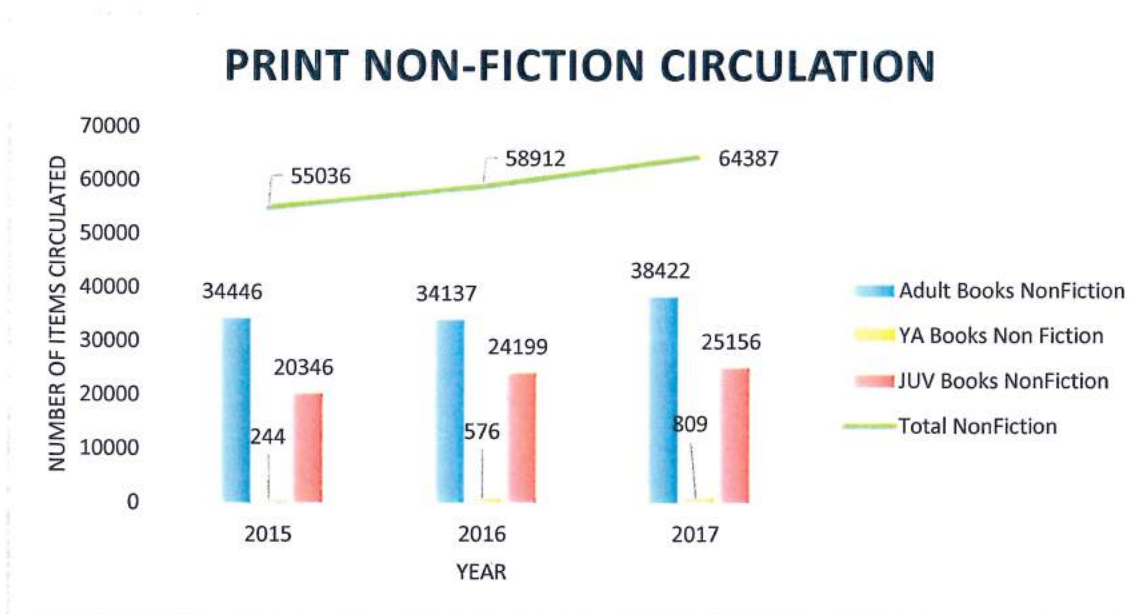
### 2017 vs. 2016 Print Fiction Circulation

- Print fiction circulation dropped slightly in both the Adult and Young Adult collections. Youth fiction circulation continued to increase.
- Overall Print Fiction Circulation: 173,690 in 2017; -0.28% decrease compared to 2016 (171,186).
  - Adult Fiction: decreased 8.51%
  - YA Fiction: decreased 12.40%
  - Juvenile Fiction: increased 5.61%



### 2017 vs. 2016 Print Non-Fiction Circulation

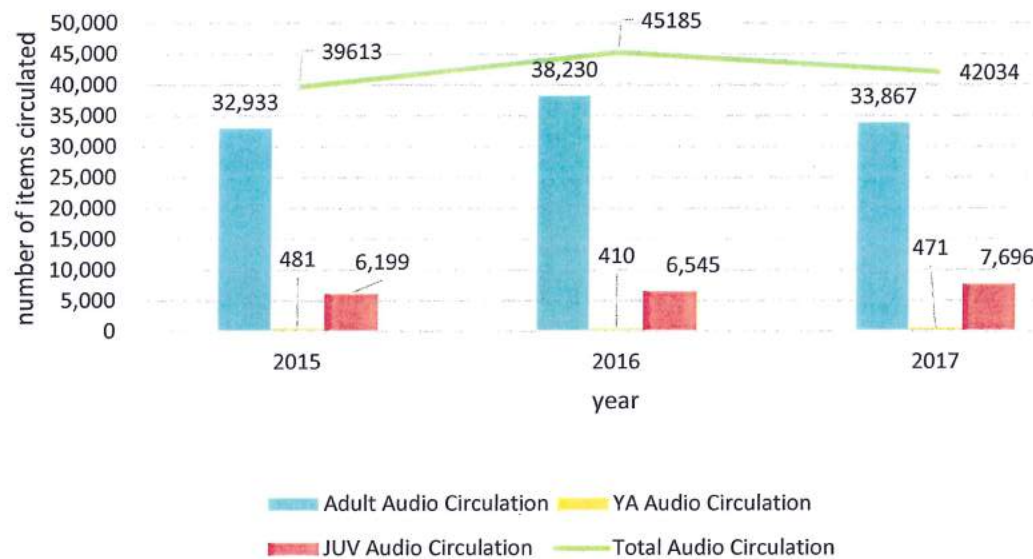
- Print Non-Fiction circulation continues to increase across all collections.
- Overall Print Non-Fiction Circulation: 64,387 in 2017; 9.29% increase compared to 2016 (58,912).
  - Adult Non-Fiction: increased 12.55%
  - YA Non-Fiction: increased 40.45%
  - Juvenile Non-Fiction: increased 3.95%



### 2017 vs. 2016 Physical Audio Circulation

- Physical Audio circulation dropped slightly in the Adult collection. Young Adult and Youth Audio continued to increase.
- Overall Physical Audio Circulation: 42,034 in 2017; -6.97% decrease compared to 2016 (45,185).
  - Adult Audio: decreased 11.41%
  - YA Audio: increased 14.9%
  - Juvenile Audio: increased 17.6%

## PHYSICAL AUDIO CIRCULATION



### 2017 vs. 2016 DVD Circulation

- DVD circulation increased in both Adult and Youth collections.
- Overall DVD Circulation: 97,710 in 2017; 4.10% increase compared to 2016 (93,858).
  - Adult DVD's: increased 3.63% (70,424 in 2017 vs. 67,957 in 2016).
  - Youth DVD's: increased 5.35% (27,286 in 2017 vs. 25,901 in 2016).

## DVD CIRCULATION

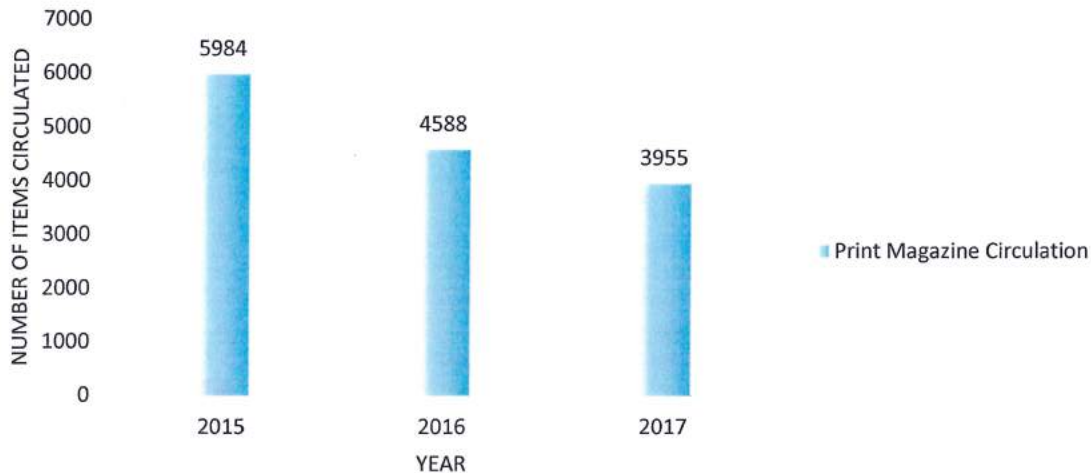




### 2017 vs. 2016 Print Magazine Circulation

- The magazine collection circulation continues to decline. In 2017 periodical circulation decreased 13.80% (3,955 in 2017 compared to 4,588 in 2016).

## CIRCULATION PERIODICALS 2016 VS. 2015



### 2017 vs. 2016 Downloadable Materials Circulation

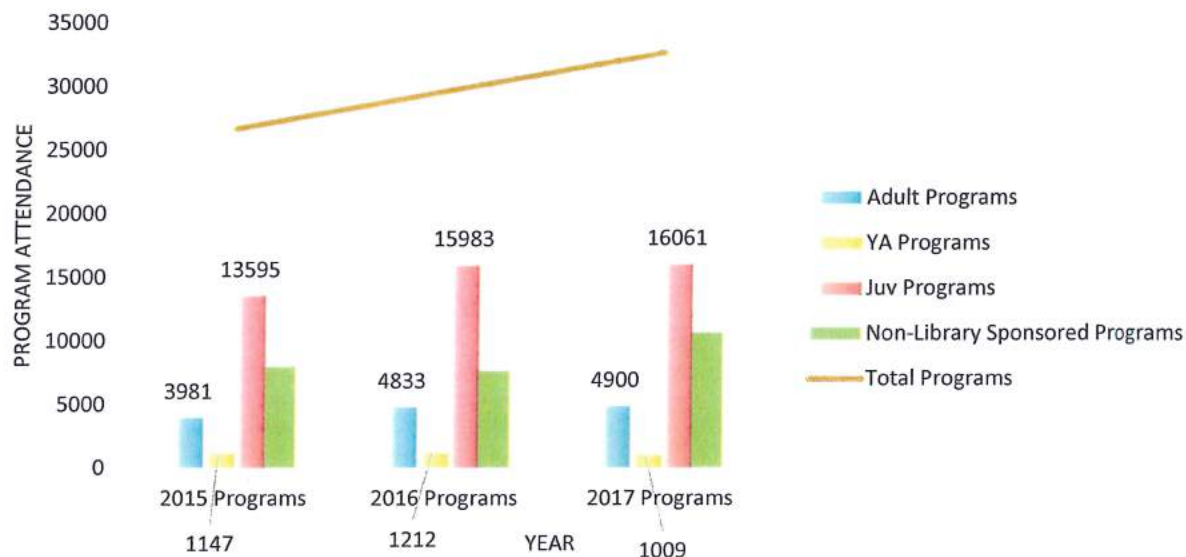
- The downloadable materials collection circulation continues to climb. In 2017, overall downloadable circulation increased 6.75% (30,046 in 2017 vs. 27,793 in 2016).
  - eBook circulation increased 2.4% (17,330 in 2017 vs. 16,294 in 2016).
  - eAudio-book circulation increased 31% (10,243 in 2017 vs. 7,819 in 2016).
  - Streaming Video/Digital Magazine circulation decreased 14% (2,623 in 2017 vs. 3,050 in 2016).

## CIRCULATION DOWNLOADABLE MATERIALS



## Programs:

### TOTAL ATTENDANCE AT PROGRAMS



Overall attendance at programs increased 9.88% in 2017. This includes a 1.39% increase in adult program attendance, 16.75% decrease in YA program attendance, 0.49% increase in Juvenile program attendance, and 38.98% increase in non-library sponsored program attendance.

Overall, the number of programs held (both library and non-library sponsored) increased 28.23% in 2017

### TOTAL NUMBER OF PROGRAMS



## STAFF

Although this is a report of statistics; it is difficult to quantify the amount challenges our incredible staff have weathered over the past seven months. We still mourn the loss of JoAnn. That, coupled with the unexpected



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departures of two other critical staff members at the beginning of summer/budget season challenged us all. Staff have gracefully accepted the challenge and stepped up to the plate for the interim. In the past seven months, three department heads have departed; we reevaluated the staffing structure and created four new positions with civil service. We have hired and trained four new substitute librarians; completed two job searches; and are nearing the completion of two additional searches. We still have two additional positions that remain unfilled. Currently staffing is the most significant challenge facing our library at this moment. We have no shortage of capability, ideas, or community support but our capacity to take on anything other than status quo right now is limited. We have not had a full staff meeting in over a year, and remain under staffed; despite increasing usage and demand. This will be our most significant challenge for the early parts of 2018. I highly recommend a full-staff development day post hires. We need to fill our open positions ASAP. Two of them will require board approval. I look forward to working together with the Library Board to accomplish these goals over next few months. Thank you for your continued time and dedication.

Respectfully Submitted,  
Jill Dugas Hughes  
Director



# Reference Department Report

## December 2017

### Submitted by Elizabeth Putnam

November's flurry of Adult Services activity gave way to a calmer, gentler (and colder) December. Shorter days, the season's first snowfalls, and the holidays contributed to lower program attendance, although sizeable crowds turned out for our musical program, *Gals Who Play Jazz*, and the monthly free movie. Reference desk transactions were likewise below average, with 1,588 total transactions, compared to 1,792 in November.

The easier pace at the reference desk and the smaller, focused slate of programming for the month allowed us to properly welcome and train our new librarian, Catherine Snow, who began working for Adult Services on December 11. Catherine will be contributing to reference and reader's advisory services and ordering/maintaining the adult fiction collections.

### 14 Programs (17 sessions) – 149 Attendees

#### Average attendance per session: 9

Genealogy Research Help by Appointment	
December 6	1
December 20: No sign-ups=cancelled	
Evening Book Discussion Group – <i>Sarah's Key</i>	3
Digital Grandparents Technology Tutoring	
December 4	2
December 11	0
December 18	0
AARP Safe Driving Class	12
Beaded Snowflakes	8
Society for Creative Anachronism presents Nailbinding (part 2 of 2)	0
Music: <i>Gals Who Play Jazz</i>	28
<i>The Legal Project</i> Legal Consultations by Appt.	5
Monthly Movie – <i>Home Again</i>	29
Crafternoon	7
Holiday Card Making	
December 16	10
December 17	9
Monday Morning Book Discussion Group – <i>Where'd You Go, Bernadette?</i>	17
Crafter Evening	9
Cookbook Club	9

# December 2017 Monthly Resource Sharing & Access Report

## Highlights:

- Attended an Interlibrary Loan meeting at UHLS on Tuesday December 5.
- Attended a Department Head meeting on Tuesday December 12.
- Tuesday December 19 had a record high temperature of 53 degrees.
- Winter arrived on Thursday December 21 at 11:28 am
- The Library closed at 4 pm on Friday December 22, due to icy roads.
- Library was closed Sunday December 24 and Monday December 25 for Christmas Eve and Christmas Day Holidays.
- The last week of December was quite cold. The lows going below zero degrees. BRRRRR.

## Stats:

- Answered 10 reference questions by e-mail.
- Requested 16 ILLS
- Received 18 ILLS
- Sent out 9 ILLS
- 1,124 items were requested
- 2,859 items were delivered through the courier service to fill requests for our patrons.
- 2,436 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 412 expired holds were not picked up by the patrons that requested them.
- 3 items Lost in Transit found on the shelves.
- 7 items were found on the shelves from the Unfilled But Available Item-Level Report
- Library was open 29 days / 274 hours.



# Youth Services

## Monthly Report

### December 2017

#### Children's Programs

**Baby Bookworms** ~ 0-18 months ~ 2 sessions ~ 33 children & 33 adults

**Toddler Time** ~ 18-36 months ~ 4 sessions ~ 89 children & 83 adults

**Preschool Storytime** ~ 3-5 years ~ 2 sessions ~ 46 children & 39 adults

**4s & 5s Storytime** ~ 4-5 years ~ 2 sessions ~ 17 children & 11 adults

**Saturday Storytime** ~ all ages ~ 3 sessions ~ 37 children & 35 adults

**Welcome Winter** ~ 2-5 years ~ 23 children & 21 adults

**Building Club** ~all ages ~ 12 children & 11 adults

**Coral Reefs with WMHT** ~ 3-7 years~ 26 children & 11 adults

**Cubelets with Saratoga Children's Museum** ~ 8+ ~ 8 children & 7 adults

**Noon Year Eve** ~ 3+ ~ 49 children & 38 adults

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#### Teen Programs

**Winter Cupcakes with Cupcake Bash** ~ 16 teens

**Teen Maker Fridays** ~ 3 sessions ~ 21 teens

**Anime Club** ~ 6 teens

#### Visits & Outreach

**Green Meadow Literacy Fair** ~ 12/6/17 ~ 70 children & 15 adults

\*Molly attended the Green Meadow Literacy Fair in the evening. She had a craft table for the children, and handed out info about the library to the parents.

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**Total Children's Program Attendance:** 19 programs ~ 410 children & 304 adults

**Total Teen Program Attendance:**  
5 programs ~ 43 teens

### **Volunteers**

\*3 teens worked a total of 16 hours in December. They helped with shelving in the Children's Room and craft preparation.

### **Reference Questions**

\*677 *reference* questions were answered at the Children's Desk & Teen Desk

\*38 computer assistance

\*55 miscellaneous questions – includes program registrations, meeting room assistance, directional requests.

\*269 teens frequented the Teen Area during the 14 days staff spent in the Teen Area during the month of December.

### **Computer Sign-Ups**

\* 429

### **Continuing Education & Other News**

\*2 new children registered for the 1000 Books Before Kindergarten program this December. 17 children checked in this month to record another 100 books read, and 1 more child finished the 1000 book challenge!

\*Molly is participating in a five-part UHLS course on improving her public speaking skills. She attended the last session on December 14<sup>th</sup>.

\*Jenna attended the Youth Services Advisory Council meeting at UHLS on December 8<sup>th</sup>.

# Technical Services Department

December 2017

The Cataloging Advisory Council met on the 7<sup>th</sup>. As tasked at our October meeting, I brought examples of bibliographic records containing valid MARC subject heading fields and author fields with added Library of Congress authority record URLs which result in dead links in Encore. It was decided not to delete the LoC URLs as they may prove useful in the future, but for UHLS to ask Innovative to suppress in Encore. Some libraries have reported faulty results in Decision Center reports. UHLS contacted III who replied that something changed in late December, but it should be fixed now? If you feel Decision Center report results are faulty, contact Rob at UHLS.

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- Number of items processed: 291 (total – unknown)

Audio (adult + YA + juvenile)	23	
Juvenile Fiction	26	
Juvenile Nonfiction	2	
Electronic (adult + YA + juvenile)	6	
Fiction (adult + YA)	55	
Miscellaneous (equipment)	0	
Unknown (on order records)	31	
Nonfiction (adult + YA)	77	
Print Subscriptions (adult + YA + juvenile)	84	
Video (adult + juvenile)	18	

= 322

- Number of items withdrawn: 448
- 

Added for the year to date: 8,926

Withdrawn for the year to date: 5,983

Total items: 96,737



## Digital Services Report – December 2017

### Online Presence:

#### Website

- The latest WordPress update broke many features in Divi. The Divi creators stated that the latest theme update would solve those issues. Despite the fact that our developer had not yet made the corrections needed that would save customizations on an update, I went ahead and applied the update. The update went more smoothly than expected, but the theme was still broken. Sliders, accordions, tabs and other functionality ceased to work. As it turns out, a setting was enabled by default to help with site loading speed, but it broke JavaScript functionality in Divi.
- Found and fixed a bug that was causing some of our pages to be labeled “insecure” by Firefox and Chrome.
- Our web developer shut down our second web server, as requested. We are just waiting for a final bill on the website project.
- Exploring calendar/room reservation products. Communico, a truly beautiful and elegant solution, was far out of our price range. Next up: Library Market. They may also have a website configuration/hosting solution that may help us overcome issues with our current developer.
- Started to move promotional resources for OverDrive and other digital services to the intranet and the common drive as appropriate.
- Experimenting with a widget from Goodreads to possibly replace the staff picks blog widget.

### Sierra/Encore/UHLS:

- Issue with notifications sent to nycap addresses persist. Circ staff is encouraging affected patrons to switch to phone or text notifications.
- Issue with new items/ad hoc reports pages was reported and resolved.
- Issue with search on the UHLS website was reported and resolved.
- Issues with the UHLS Mobile app were resolved.
- The online catalog is throwing errors in our Meraki firewall interface. Apparently, a script that runs on the page is using an Internet Explorer in a way that hackers use to exploit and infiltrate systems. I have opened a support ticket with UHLS to see if this is something they can fix or if this is a III problem

### Library Computers/Hardware:

- Configuration of new public computers continues. Jeff is working on the lockdown process and installing a version of Windows 10 that will help us mitigate possible issues with updates. When that is completed, we will start testing one machine through an update cycle. If it works as expected, we will clone that machine to the other machines and deploy them. During the testing phase, we will need to take one public computer offline in order to use its EnvisionWare license on the test machine.
- Office software on our public computers was warning patrons that it was not licensed. This is a new issue related to the fact that the public computers run Office 2010 and staff computers now run Office 2016. Jeff wrote a script to correct the issue and keep it from recurring.
- Purchased replacement headphones for public computers. This time, there was a separate purchase of kid-sized headphones.
- Resolved an issue with calendar export in Outlook 2016.
- Deaccessioned two laptops that are too slow for our use. Donated to Discovery Place Learning Center.
- Gave Marion credentials and instructions for fixing the “Sierra won’t open” issue when it is trying to update.

### Meetings/Workshops Attended/Taught:

- 12/5: How Not to Be Hacked (SEFLIN webinar)
- 12/7: Social Media Analytics: What to measure and why (Webjunction webinar)