



A lifelong connection to learning, enrichment and entertainment

East Greenbush Community Library
10 Community Way
East Greenbush, NY 12061

Directors Report

Submitted January 2016, Jill Dugas Hughes

12.14.15- Scoping Study Review, Bob Muller, National Grid and David Houle, EME Group

Michael and I reviewed the National Grid Scoping Study Report 12/8/15 presented by EME Consulting Engineering Group, LLC (subcontracted by National Grid). Recommendations included: installing new, premium efficiency heat pumps, insulate a small amount of piping currently missing on the boiler hot water loop, further investigate LED lighting options, adding some additional requirements to the DDC system project. Additional recommendations: following aggressive preventative maintenance schedules, instituting power savings protocols for computer systems, replacing standard V-belts during HVAC Fan maintenance with cogged V-belts; maintaining appropriate pipe insulation, optimizing lighting usage, and installing automatic lighting controls.

12.15.15- Library Board of Trustees Meeting

12.17.15- JobNow Staff Training, Elizabeth Putnam

Elizabeth demonstrated JobNow: a dynamic web portal offering 24/7, do-it-yourself online resources along with live, professional services. Anyone may access JobNow from the library's public computers; EG cardholders may access from any computer, including home.



12.18.15- Shannon Romanowski, Executive Director, Greenbush YMCA

Shannon and I discussed a new partnership between the YMCA Achievers Program and the Library's JobNow program. Also discussed was the potential of creating a YMCA membership incentive program for library staff. Shannon agreed to serve on the strategic planning committee for the library.

12.24-12.25.15- LIBRARY CLOSED CHRISTMAS EVE & CHRISTMAS DAY HOLIDAY**12.31.2015- CLOSED AT 5pm;**

1.1.16- LIBRARY CLOSED NEW YEAR'S DAY

1.6.16- Books with Wheels Program: Elizabeth & Lois

We met to discuss the goals and challenges of the Books with Wheels Program. FY 16 Goals: Partner with senior facilities and agencies to better determine needs, and reduce duplication of services. Program will be phased out due to lack of participation coupled with high resource allocation. If requested, we will work on individual delivery of items, but no longer update the Books with Wheels program bags.

1.6.16- Meeting re: JobNow with OurTowne publisher/owner, Jennifer Felts

JoAnn, Elizabeth and I met with Jennifer Felts to provide an overview on the JobNow program. Jennifer was thrilled, and offered to put in an article in the next issue of Our Towne, Southern Rensselaer and Northern Columbia Counties, free of charge. Elizabeth wrote the article and submitted it to Jennifer. The article is attached.

1.7.16- Gary Degler, North American Energy Advisory www.nea.today

North American Energy Advisory acts as a broker and based on our past energy usage will obtain quotes from third party energy suppliers. We are currently not under contract for our energy supplier and are not locked into any pricing structure at this time. It is worth exploring third party suppliers and potentially locking in pricing while costs are still low.

1.8.16- Comali Group, Eric Green

Jeff and I met with Eric Green from the Comali group. We discussed potential lighting upgrades to achieve energy savings. Comali group will schedule a lighting audit and provide a report. This report will be compared with the lighting audit from Integra LED and scoping study from the National Grid to determine a possible project scope.

1.11.16- Upper Hudson Library System Statistics Committee

We discussed statistics needed from UHLS to complete the NYS Annual Report, due February 19, as well as data fixes needed to make Decision Center viable. Discussions about patron privacy were held.

1.12.16- Jim Breig, Deputy Budget Director, Rensselaer County

I met with Jim to discuss the Rensselaer County Efficiency Plan goals and reporting requirements. He also shared county bid items that the library might be eligible to obtain cost savings, including areas such as office supplies, cleaning products, trash removal, etc. I will investigate and compare pricing with current library contracts/vendors.

OTHER:

Personnel:

- Marianne Mullen, who was previously a library employee, then was rehired as a substitute, has been working one shift weekly since the summer staffing restructure. It is recommended that we reclassify her as a provisional part-time library clerk and remove her substitute civil service status.
- Civil Service Lists for the following job titles have been released and the following provisional employees are eligible for permanent status:
 - Senior Library Clerk (64-198); Permanent appointment (change in title) for Christine Bugbee who is currently the weekend/night circulation supervisor. Her current civil service title is Temporary Library Clerk.
 - Library Director III (62-527); Permanent appointment for Jill Hughes.
- Marion Pierson, circulation supervisor, has moved her desk from the circulation office work-space to the reference office. She now has a dedicated quiet work-space. She will still spend the majority of her time out on the circulation desk, but will move to her office to work on quiet activities that require concentration, such as cataloging periodicals and scheduling staff. Thanks to everyone who assisted with the move, including Karrie and Lois.
- After department head discussions, the following tasks have been reassigned with the ultimate goals of getting materials in the hands of patrons quicker:
 - Dawn has begun cross-training with technical services/cataloging to assist with the backlog of ordered items needing to be added to the system.

- Circulation staff has taken over the hold-shelf and pulling the list of requested items. The children's department will assist with the pull list.
- Kathy will begin cross-training with cataloging.
- Dawn still unloads delivery daily and assists circulation staff with checking items in.

Community Service:

- The CoNSERNS-U children's book drive was held at the library during November and December. 132 new books were donated for infants through teens to the annual Christmas Store that benefits local families in need. Parents enjoyed selecting two titles per child. Hundreds of area homes were served through this program. We received a thank you letter from Camile Casey, Book Drive Coordinator, Catholic Charities.

Budget:

- The month of December was spent finalizing materials and programming detailed budgets with department head input.

Library Advocacy (message from Tim Burke, UHLS 1/14/16):

As you probably already have heard, the Governor released his executive budget as part of his State of the State message yesterday.

The news for libraries in the budget is relatively good:

1. **The legislative additions that were approved last year in the final budget were untouched in the draft exec. Budget, so we are starting from a total Library Aid of \$91.6 million.**
2. **The construction aid was kept at the same \$14 million level that it's been at for many years.**

The Governor described his priorities in his SOS address and we can easily use some of them to frame our advocacy efforts for this year.

- **Focus on education** - continuing to deliver the "Libraries are Education" message will allow us to keep our wagon tied to general education funding increases in the NYS budget (to which the Governor has proposed a 4.8% increase). This also will be the "hook" for NYLA's legislative proposal to require a school librarian in all elementary/middle schools in NYS (high schools already are required to have a librarian).
- **Focus on infrastructure** - the Governor spent a lot of time on the need to invest \$ in NYS's infrastructure (roads, bridges, broadband connectivity, etc.). We can use this priority to highlight the critical need for an increase in the NYS Construction Aid program, because the physical infrastructure of libraries in the state is in a perilous state. We are seeking an increase to \$30 million annually for this fund.

DEPARTMENT REPORTS

Facilities (Jeff Pulver):

- Carpet cleaning was completed in main library, teen room and EERC room (all the maze colored carpet)
- Sign by road ballast replaced, timer changed for longer darkness of days; many ballasts were replaced and cleaning done in Maintenance office and boiler room (cleaning for when new controls will be installed)
- Weatherproofing sealant placed around all roof drains; sealed roof in children's where there was a leak
- The recent rain storm on 1/10/16 created several leaks surrounding windows in the children's room and drive-thru.

Circulation (Marion Pierson):

On December 16th I attended the Circulation Advisory Council meeting at Upper Hudson. Staff from various libraries discussed the possibility of turning on the SMS function in Sierra for patron notifications, reports needed from Joe for end of the year statistics, the fact that APL is restricting its materials to its own patrons by using a local request function set up by Joe; and the lack of progress with training on Decision Center. Rob encouraged everyone to keep checking the Upper Hudson training website to learn more about Sierra functionality.

There was also discussion about the procedures/policies regarding patron registration cards. Catherine from BETH said her library was considering discarding them after the card was issued, and I informed her that EGRN had recently decided to do just that. Meetings in 2016 are going to focus on the patron registration process and are set for the first Wednesday of each month.

- ✓ Items Checked Out in Sierra 22,848
- ✓ Items Renewed in Sierra 6,099
- ✓ Total Circulation 28,947
- ✓ Items Checked In in Sierra 23,412

552 more items were checked out in December 2015 than in December 2014. This is a 2% increase in circulation.

- ✓ 4 Notary services were provided.
- ✓ 11 Volunteers worked 60.85 hours.
- ✓ 230 Reference questions were answered.

Adult Services (Lois Papp):

The Monday morning book discussion group has grown to a maximum size that will still allow for manageable and meaningful discussion. Therefore, I have closed the group to new members. New people interested in a book discussion group may leave their names at the reference desk. If there is enough interest, we will find a way to accommodate the extra people.

- ✓ The inaugural sessions of Coloring for Adults received very positive reviews from the participants. In January an evening session will be added.
- ✓ Our subscription to BrainFuse JobNOW has started, and Elizabeth is working on demonstrating and promoting it.
- ✓ Elizabeth attended one webinar in December: *Finding and Training Volunteer Technology Instructors* / 60 minutes / WebJunction / Viewed 12/15/15 (recorded 11/4/15).

Adult Services: Programs 11 Programs – 185 Attendees

English Language Conversation Group on 12/8	1
Monthly Movie – <i>Mr. Holmes</i>	54
JobNOW Training	3
Making the Most of Social Security	29
Coloring for Adults	10
Holiday Music with Columbia Strings	54
Monday Morning Book Discussion – <i>All Fall Down</i> by Jennifer Weiner	19

English Language Conversation Group on 12/15	1
AARP Driving Class	14
English Language Conversation Group on 12/22	0
English Language Conversation Group on 12/29	0

2015 Database Usage	Number of Searches												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Ancestry Library Edition (searches)	1459	725	911	1451	1252	1000	2131	1161	872	2011	1589	1583	16145
HeritageQuest Online	190	167	440	211	300	146	898	844	168	833	315	669	5181
	1649	892	1351	1662	1552	1146	3029	2005	1040	2844	1904	2252	21326
Pronunciator (sessions)	34	16	19	16	20	28	74	31	10	20	22	7	297
NEW ↓													
JobNOW												1307	1307
Overdrive Users	457	441	435	433	416	448	442	457	397	395	378	382	5081
All Audiobooks	432	491	565	490	533	529	700	576	612	555	569	464	6516
All eBooks	1538	1362	1269	1245	1173	1227	1572	1558	1267	1061	1195	1182	15649
Overdrive LISTEN					1	12	37	30	18	45	23	26	192
Overdrive READ	126	113	97	80	64	65	105	107	58	68	113	138	1134
Overdrive video	1	1	0	0	0	0	0	0	0	0	0	0	2
Streaming video	42	35	11	4	11	5	5	11	9	5	5	8	151
Nook Periodicals	139	168	160	125	118	177	144	135	120	99	115	71	1571
Overdrive Items Checked Out	2278	2170	2102	1944	1900	2015	2563	2417	2084	1833	2020	1889	25215

Digital Services (Karrie McLellan):

Online Presence:

- The Website Committee met to discuss methods for optimizing our images, SEO (search engine optimization), site map, and page maintenance.
- On 12/15, OverDrive fixed the long-standing annoyance of having two different places named “bookshelf.” From now on, on <http://digitalcollection.uhls.org>, the area formerly known as “bookshelf” will be called “checkouts.” The other bookshelf, found in the mobile app, will keep its name. I have updated the documentation (including old Connect 2 U posts) with this information.
- Finished creating the 2016 TaxAide calendar in Library Insight and set the signup start date for 1/4/16.

Sierra/Encore:

- The Tech Advisory Committee discussed the fact that some auditors cited libraries for not having individual staff accounts in Sierra for those who handle money. While this does not solve any issues by itself (would also need individual cash register/POS logins to track money fully), we may be forced into it eventually.
- The Tech Advisory Committee also discussed printing and print template issues some libraries are still experiencing.
- I attended the Advanced Create Lists discussion at UHLS, and have posted my notes on the intranet in: Sierra and Encore>Create Lists. Some of the tidbits were news to me.

Library Computers/Hardware:

- A brown-out in the building on 12/9 wreaked havoc on several electronics within the library. Most of the public computers were restored by the end of the day, but issues with two desktops still linger and are being worked on by Dell/Citrix. The HVAC system is also still experiencing issues since the outage. Other random events include corruption of some images in the public area slideshow and corrupted passwords on some email accounts.
- Met with members of the Friends to find a way of keeping the member database up to date and accessible to circulation staff.
- Fixed an issue on some computers that caused Outlook and other Microsoft Office programs to crash when certain types of emails/documents were opened.
- Installed Microsoft Access Runtime on the red public laptops so Friends can update their member database within the library.
- Completed a first draft of our Technology Plan 2016-2020. The plan was extended a year to re-align with the library's Plan of Service.
- Swapped out the black laptops on the meeting room carts for newer red laptops in hopes of boosting performance.
- There was a significant increase in laptop checkouts this month. Fourteen of the checkouts occurred on 12/9 (public computers offline), but the rest of the increase is likely due to the PR push highlighting their availability.

Meetings/Workshops Attended:

- 12/2: Trends and Best Practices to Ease Mobile Technology Integration
- 12/11: UHLS Tech Advisory Committee
- 12/17: UHLS Advanced Create Lists Discussion

Current/Upcoming Projects:

- Re-testing website for HTML5, CSS, and ADA compliance
- Website Cleanup
- 2016 IT Budget
- Connect 2 U (2016)
- Makerspace Committee

Technical Services (Sue Dague)

The Cataloging Advisory Council met on the 3rd. An issue regarding the way titles of foreign language films show up on the paging list was discussed – sometimes the original title comes up, other times the translated English title

comes up. The issue involves either the presence of a uniform title or the order of the two titles (original language and English translation) in the main title statement field. It was agreed that the English translated title is preferred and that editing of the main title statement field may be necessary to achieve this preference.

I attended a program sponsored by CDLC on providing consumer health information at your library at UHLS on the 15th. **Lydia N. Collins**, the consumer health coordinator for the **National Network of Libraries of Medicine, Middle Atlantic Region (NN/LM MAR)**, presented the program.

I attended the Create Lists training at UHLS on the 17th.

- ✓ Number of items processed: 476 (total – misc.)
- ✓ Number of items withdrawn: 1,136
- ✓ Added for the year to date: 8,232
- ✓ Withdrawn for the year to date: 11,150
- ✓ Total items: 96,923

Audio (adult + YA + juvenile)	52
Juvenile Fiction	75
Juvenile Nonfiction	30
Electronic (adult + YA + juvenile)	0
Fiction (adult + YA)	86
Miscellaneous (equipment + on order records)	48
Unknown	3
Nonfiction (adult + YA)	36
Print Subscriptions (adult + YA + juvenile)	141
Video (adult + juvenile)	53
TOTAL	524

Resource Sharing and Access (Dawn Guerds)

The Resource Sharing Advisory Council did meet on Wednesday December 16 and the following items were discussed.

- How to properly check in a billed or lost item.
- When an item doesn't show up on the expired holds list and hangs out on the hold shelf even after it has expired. UHLS has submitted this to Triple I.
- Rob Carle showed the group how to track Tele forms calls.
- Joe asked the group if there are any reports we need for end of the year reports that are urgent, because they would get right on that.
- You can add another email address to a patron's record by just adding a comma and typing the added email address.
- At the next directors meeting they are going to ask to turn on sending text message feature so patrons can be notified by text
- Talked about Decision Center
- Bethlehem Public Library made a few announcements: DVD fines are going from \$1 to \$0.10; Older DVDS will circulate for 14 days; starting in January, museum passes will be able to be checked out to ANY library cardholder; they will be circulating Go Pro Cameras and Telescopes.
- Registration cards was brought to discuss further in 2016, Joe would like to do away with them altogether.

Highlights:

- December 2015 was the warmest on record
- Winter arrived at 11:48 pm on Monday December 21.
- Hit a record high temperature on Thursday December 24 of 72 degrees!!

Stats:

- Answered four reference questions by e-mail.

- Requested 7 ILLS
- Received 12 ILLS
- Sent out 14 ILLS
- 2,922 items were delivered through the courier service to fill requests for our patrons.
- 2,151 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 318 expired holds were not picked up by the patrons that requested them.
- 1,074 items were requested
- 5 items were found on the library's shelves that were marked lost in transit.

Lost/Paid:

- A total of 303 lost/damaged were paid for totaling \$4,581.28.
- Adult's had 141 items totaling \$2,447.68.
- Children's had 150 items totaling \$1,941.34
- Young Adults had 12 items totaling \$192.26



Youth Services (Molly Chatt)

Children's Programs

- ✓ **Music Together** ~ birth – age 4 ~ 4 sessions ~ 68 children & 53 adults
- ✓ **Family Storytime** ~ all ages ~5 sessions ~ 89 children & 80 adults
- ✓ **Baby Bookworms** ~ ages birth – 18 months ~2 sessions ~ 35 children & 33 adults
- ✓ **Toddler time** ~ ages 18 months and up ~4 sessions ~ 69 children & 58 adults
- ✓ **Preschool Storytime** ~ ages 3-5 ~4 sessions ~ 52 children & 46 adults
- ✓ **Art Club** ~ Grades K+ ~ 11 children & 5 adults
- ✓ **Makedo: creative construction** ~ grades K+ ~ 12 children & 6 adults
- ✓ **National Cookie Day** ~ grades K-5 ~ 12 children & 9 adults
- ✓ **Family Fun Night** ~ all ages ~ 5 children, 1 teen & 4 adults
- ✓ **Mojo the Crow** ~ grades K+ ~ 9 children & 15 adults
- ✓ **Family Movie Night** ~ all ages ~ 35 children & 25 adults
- ✓ **Happy Noon Year** ~ ages 3+ ~ 52 children & 28 adults
- ✓ **Miles the Reading Dog** ~ all ages ~2 sessions ~8 children & 6 adults

Total Children's Program Attendance: 28 programs ~ 457 children & 368 adults

Teen Programs

- ✓ **National Cookie Day** ~ grades 6-8 ~ 3 teens
- ✓ **National Cookie Day** ~ grades 9-12 ~ 22 teens
- ✓ **Middle School Makers: Holiday Gift Edition** ~ grades 6-8 ~ 13 teens
- ✓ **Teen Holiday Party** ~ grades 9-12 ~ 15 teens
- ✓ **Beginners YOGA for Teens** ~ grades 9-12 ~ 4 teens

Total Teen Program Attendance: 5 programs ~ 57 teens

Volunteers

- ✓ 3 VolunTeens worked a total of 16 hours in December. They helped out in the Children's Room and Teen Area, prepped for YS & Teen programs, and helped with setting up/cleaning up programs.



Reference Questions

- ✓ 638 reference questions were answered at the Children’s Desk.
- ✓ 24 computer assistance
- ✓ 64 miscellaneous questions – includes program registrations, meeting room assistance, directional requests.
- ✓ 136 teens frequented the Teen Area during the 9 days YS librarians spent in the Teen Area during the month of December.

Computer Sign-Ups

- ✓ 397 users signed up for time on the Games computers.

Continuing Education

- ✓ Anne and Jen attended the UHLS Maker Space Workshop at Albany Public Library on Thursday, December 3
- ✓ Jen attended the Sierra Create List training at UHLS on Tuesday, December 8

Meeting Room and Exhibit Report (JoAnn Jakiela)

**Monthly Meeting Room and Exhibit Report
 December 2015**

Monthly Exhibits - Walls & Cases

Artwork by the East Bank Arts Alliance



Outside Meeting Room Use & EERC

Group	#	Dates	Approx. #
Library Board of Trustees	1	1-Dec	10
Flying Knights MAC	1	2-Dec	15
Capitalview Toastmasters Club	2	2, 16-Dec	20
AARP TaxAide Training Class	5	2, 10,14, 16, 18,-Dec	35
Odyssey of Mind - Kristi	3	2, 9,16-Dec	30
GS Troop #1145	2	2,16-Dec	20
EG Basketball Association	1	2-Dec	15
Red Hat Society	1	3-Dec	20
American Needlepoint Guild	1	3-Dec	12
CDLUG Linux Users Group	1	5-Dec	20
Capital Hudson Iris Society	1	6-Dec	40
East Bank Art Alliance Art Reception	1	6-Dec	30
Chabad of SRC Family Program	1	7-Dec	40
Cross Stitch Plus	1	7-Dec	12
Social Anxiety Support Group	1	7-Dec	10
Southgate West Condos	1	8-Dec	30
Joyous Harpers	1	8-Dec	6
Jack Conway - EG Town Interviews	2	8,10-Dec	10

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EG Ski Club	2	8, 17-Dec	12
Embroiderers Guild	1	9-Dec	10
GS Troop #1111	1	9-Dec	12
Friends of Library meeting with Staff	1	10-Dec	8
Key Club Kiwanis Mtg	1	10-Dec	20
Troy Homeschool Playgroup	1	11-Dec	15
Capital Region Romance Writers	1	12-Dec	25
Cruising Solo	1	14-Dec	15
Greenbush Sand Lake LaLeche Support	1	15-Dec	15
Odyssey of Mind - Bryan	3	16, 23,30-Dec	24
Romance Writers Critique Group	1	16-Dec	6
Rens. Dragons Youth Rugby	1	17-Dec	45
Organizational Mtg			
GS SU 132 Candy Making Event	1	20-Dec	30
GS Troop #1140	1	27-Dec	15
Town of EG Orientation Meeting	1	29-Dec	15
The Writers Bloc	1	29-Dec	6
Totals	46		648

Meeting Room Use Overall: 86 times

YS & Teen Usage: 33 times

Adult Usage: 7 times

Cancellations this month (4 total)

Scent Droppers, 12/3

Bariatric Pal Support Group, 12/12

Odyssey of Mind - Bryan, 12/21

Odyssey of Mind - Kristi, 12/30