



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Director's Report January 2018

Highlights:

The Annual Report to NYS Division of Library Development has been completed and will be distributed with the financials after the financials are reviewed by the treasurer. January brought winter weather, library delays and closings which had an impact on our programming statistics. The 1000 Books Before Kindergarten Program continues to be successfully encouraging parents to read with their preschoolers. In adult services, tax season is in full force. Patrons have been registering for free TaxAide appointments and staff has been fielding calls and visits about tax forms. The IRS has been less responsive with sending timely paper forms, likely in an effort to encourage people to file electronically. Many of our patrons are still seeking paper copies of the tax forms and instruction booklets. We added a page to our website with updated information regarding TaxAide, links to online forms, and a listing of forms currently available in the Library. We've retired our Staff Picks blog and moved to a library Goodreads page to feature staff recommendations. Goodreads is an easier platform to maneuver, and we've already seen an increase in staff participation.

IT Update:

The search widget on our website broke which led to a discovery that we do not have full control over our website. Our web developer locked certain types of files which created a challenge in this situation. Ultimately, the search widget has been fixed. However, as a result, we are investigating new hosting options that will allow us to get help from other developers in the future.

We have begun a migration to Library Market, a more streamlined, user friendly and visually appealing meeting room/calendar /reservation software product. We are planning to launch this software in mid-May. The new public computers are currently under configuration. There have been some setbacks in early testing. The master control phone needs to be replaced. We are also investigating replacement options for the entire system.

Personnel:

The Youth Services department welcomed two new part-time Librarian I's to their department; Maura Powers-Smith and Meg Kelly. They will be working evenings and weekends to replace Catherine Snow who began working as a full-time Librarian I in the Adult Services department in December. Rose Stuart, part-time Librarian I/Youth Services (15 hours per week) has accepted a position at Colonie Library. Steve Guerds, part-time Librarian I/Adult Services (8 hours per week) has also resigned. That leaves two part-time Librarian I positions unfilled (total 23 hours weekly).

We welcomed Susan Bell, full-time Community Relations Coordinator/Assistant to the Director to our staff. She began part-time on January 19 and will transition to full-time on February 26.

Michael Poost and I interviewed two candidates for the PT Building Maintenance Mechanic position, which has been offered and accepted by Robert Livolsi; and three candidates for the PT Building Maintenance Worker position, which has been offered and accepted by Thomas Mara. Robert will begin working February 19 and Tom began on February 12.

Facilities:

A special thank you to Kyle Smith and Barbara Secor who able stepped in and helped to cover the essentials during our search process. Vicki Bucciattini has also transitioned nicely into her new role as Business and Operations Manager, where she has taken over the day-to-day management of the Facilities staff. Our contract with Season's East has been extremely helpful, as we have transitioned the management/snow removal from our new sidewalk with staff shortages in the facilities department.



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East Greenbush
COMMUNITY LIBRARY

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T. Mcelligott, Inc. installed the new Daikin split system in the Server Room. This was added to their contract via change order, after the server room unit failed unexpectedly in December. Work on the heat pump project continues to take place off-site (coordination between the contractor and engineer). Their submittals have been approved and the new heat pump orders have been placed. Installation work for the remaining 15 heat pumps is tentatively scheduled to begin in March, depending on the equipment arrival date. So far, the communication and installation process has been smooth.

Statistics:

JANUARY 2018	Monthly Total	Year-To-Date Change	Comments
Circulation	31,193	3%	The largest increases were seen in Adult Print (4% fiction, 9% nonfiction), Adult DVD's (10%), Juvenile Audiobooks (7%), YA Print (28% fiction, 40% nonfiction). There significant decreased in Adult Audiobooks (-4%), Juvenile Video (-6%), Juvenile Nonfiction (-10%), and YA Audiobooks (-9%).
eCirculation	3,648	-18%	Database usage has dropped by 50%! Most of this decrease was in Ancestry Library Edition searches (decrease 877 searches). We will be monitoring this service in the coming months. Overdrive (ebooks, audio books, streaming videos) usage has continued to increase, as expected with 10% more users. Audiobook lending increased 14% and eBook lending increased 4%. Streaming videos decreased 61%. This statistic is misleading because the streaming video collection is very small. Only 9 videos were checked out in January!
Door Count	15,500	-8%	The library was open 30 days/282 hours in 2018 which is 2% fewer hours than 2017 (due to weather closures). An average of 55 people per hour open visited the library; 3 fewer people per hour than 2017.
Computer Use	1,877	-15%	Library provided computer use at the library continues to decrease.
Reference			
WiFi	2,077	7%	WiFi usage increased 4%. This was our first full month of Fiber Internet. This number is expected to continue to grow as more people learn about the increased bandwidth/speed available.
Program Attendance	1,172	-4%	6 more library sponsored Adult Programs were held with 15% fewer attendees. 3 fewer Youth Programs were held with 46% fewer attendees. 4 additional Teen Programs were held with 93% more attendees
Meeting Room Usage	1,163	+74%	Public use of the meeting rooms continues to climb. 133 meetings were held in January (71 times more than 2017) with 74% more attendees.

Respectfully Submitted,
February 19, 2018
Jill Dugas Hughes
Director

January Circulation By Category			
	2018	2017	
Category	Total Circ	Total Circ	Difference
Adult Audio	2,567	2,681	-4%
Adult Fiction	4,826	4,631	4%
Adult Nonfiction	3,389	3,106	9%
Adult Periodicals	233	260	-10%
Adult Video	6,586	5,979	10%
Electronic	406	442	-8%
Juvenile Audio	550	513	7%
Juvenile Fiction	7,924	7,800	2%
Juvenile Nonfiction	1,926	2,132	-10%
Juvenile Periodicals	38	33	15%
Juvenile Video	1,904	2,023	-6%
Miscellaneous	130	142	-8%
Unknown	17	18	-6%
YA Audio	29	32	-9%
YA Fiction	606	473	28%
YA Nonfiction	60	43	40%
YA Periodicals	0	2	-100%
YA Video	2	5	-60%
Total:	31,193	30,315	3%

Circulation at East Greenbush Community Library Detailed by Residence of Borrower					
January	2018		2017		Difference
Description	Total		Total		
Albany, city of	842		1,138		-26%
Altamont, village of	79		94		-16%
Bethlehem, town of	107		12		792%
Coeymans, town of	2		2		0%
Cohoes, city of	114		26		338%
Colonie, town of	521		577		-10%
Green Island, village of	10		10		0%
Guilderland, town of	73		57		28%
Lynnwood	1		0		#DIV/0!
Menands, village of	187		141		33%
New Scotland, town of			1		-100%
Ravena, village of	6		37		-84%
Rensselaerville, town of	10		5		100%
Voorheesville, village of	39		41		-5%
Watervliet, city of	79		84		-6%
Westerlo, town of	2		0		#DIV/0!
Westmere	4		24		-83%
BETH Public Library District	233		214		9%
GUIL, School District of	3		1		200%
Online			3		-100%
Berlin, Town of	6		11		-45%
Brunswick, Town of	322		325		-1%
Castleton-on-Hudson, Village of	205		248		-17%
East Greenbush, Town of	13,238		13,178		0%
Grafton, Town of	36		23		57%
Hoosick, Town of	5		0		#DIV/0!
Hoosick Falls, Village of	6		3		100%
Nassau, Town of	976		940		4%
North Greenbush, Town of	3,393		3,424		-1%
Petersburgh, Town of	122		86		42%
Poestenkill, town of	256		290		-12%
Rensselaer, city of	1,299		1,161		12%
Sand Lake, town of	2,062		2,119		-3%
Schaghticoke, town of	64		33		94%
Schodack, town of	5,444		4,332		26%
Stephentown, town of	50		29		72%
Troy, city of	1,245		1,222		2%
Valley Falls, village of	6		0		#DIV/0!
New Lebanon, town of			10		-100%
New Baltimore, town of	4		1		300%
Greene County			7		-100%
Unknown/MISC	142		406		-65%
TOTALS	31,193		30,315		3%

JANUARY OUTSIDE GROUP USE OF MEETING ROOMS

Date	Attendance	Organization
1/3,8,10,15,17,22,24,29,31	75	ENL: English as a New Language (formerly ESL/ESOL)
1/16/2018	20	Friends of East Greenbush Community Library
1/15/2018	10	Cross Stitch Plus
1/10,30,23,24,11,18,13	59	Girl Scouts
1/5,9,12,16,19,23,26,30	15	Literacy Volunteers Of Rensselaer Co.
1/8/2018	12	Mohawk Hudson Chapter AMC
1/13/2018	40	CDLUG (Capital District Linux Users Group)
1/28/2018	40	Capital Hudson Iris Social
1/10/2018	10	MVP Health Care
1/9/2018	60	TRIP
1/14/2018	20	Anglespur Rapier Fencing
1/2,1/9,1/16,1/23,1/30	14	Tuesday Ramblers
1/27/2018	10	Bobby Reed/Author
1/6/2018	10	VOYA
1/9/2018	9	Commons of East Greenbush
1/4/2018	12	American Needlepoint Guild
1/3/2018	25	Flying Knights Model Aircraft Club
1/3/2018	25	Capitalview Toastmasters
1/23/2018	30	Needham Risk Management Resource Group
1/15/2018	1	Mary Beth Pandolfino
1/27/2018	40	NYCRG New York Capital Region Geocachers
1/17/2018	20	Upstate NY Early Ford V-8 Club
1/17/2018	40	Early Ford V8 Club Of America
1/15/2018	12	Good Buy Book Club
1/5/2018	20	Card Making Workshop
1/13/2018	30	Capital Region Romance Writers
1/4/2018	50	East Greenbush Ski Club
1/30/2018	10	The Writer's Bloc
1/10/2018	10	Embroiderers Guild of America C&M. Willmott
1/15/2018	15	Embroiderer's Guild Of America L Priestley
1/24/2018	10	Embroiderer's Guild of America F. Carnell
1/19/2018	10	Greenbush Historical Society Early Settlers Group
1/25/2018	25	Homeschool Families Youth Service America
1/14/2018	20	Milton McPherson Art Exhibit Reception
1/6/2018	12	Capital District Mens Senior Baseball League
1/5/2018	12	Tim Burke DA Meeting
1/6/2018	20	East Greenbush Amateur Radio
1/8/2018	10	Embroiderers Guild Of America Terry Case
1/9/2018	15	Columbia Youth Lacrosse
1/14/2018	15	AUHV Automobilists of the Upper Hudson Valley
1/16/2018	30	Society Creative Anachronism
1/28/2018	35	Moms Demand Action for Gunsense in America
1/3,1/17,1/12,1/15	30	AARP Tax Aide Program
1/29/2018	25	Toastmasters Leadership Exchange
Cancellations		
1/17/2018		Stop NY Fracked Gas Pipeline
1/17/2018		Capitalview Toastmasters
1/4/2018		Homeschool Families Youth Service America
1/15/2018		Greenbush Historical Society Early Settlers Group
TOTAL ATTENDANCE	1013	
Exhibits		Milton McPherson Cynthia Winter
Adult Programs	60	
Childrens Programs	29	

**Reference Department Report
January 2018
Submitted by Elizabeth Putnam**

Tax season arrived with a bang, and Adult Services had a busy month registering our patrons for TaxAide appointments and fielding calls about tax forms. New this year: a tax web page with info about TaxAide, links to online forms, and listings of forms currently available in the library.

We've retired our Staff Picks blog and moved to a library Goodreads page to feature staff recommendations. Goodreads is an easier platform to maneuver, and we've already seen an increase in staff participation!

Staff news/activities: Catherine was trained in Overdrive ebook/audiobook ordering and in managing our Library Aware reader's advisory e-newsletters. She continues to work on a fiction weeding project. Laurie put together our upcoming newsletter, organized our adult winter reading program, and is preparing for the Day Before the Awards film fest in March. Steve Geurds has resigned his position as a part-time reference librarian. His last day will be Monday, February 12.

**19 Programs (23 sessions) - 305 Attendees
Average attendance per session: 13**

Greenbush Garden Club presents "Longwood Gardens" (film viewing)	16
Genealogy Research Help by Appointment	
January 3	1
January 17	2
TV & Movie Trivia Night with Jackson Murphy	17
AARP Smart Driver Course	12
Digital Grandparents Technology Tutoring	
January 8	2
January 22	5
January 29	5
Evening Book Discussion Group - <i>Small Great Things</i>	8
<i>The Legal Project</i> Legal Consultations by Appt.	5
Meditation on Breathing	11
American Red Cross Blood Drive	32
Society for Creative Anachronism Winter Bardic Competition	12
Crochet with Connie	
January 17	16
January 24	12
Digital Drop-In (Karrie McLellan)	1
Crafternoon	9
Greenbush Historical Society presents "The Fabulous Cushing Boys"	62
Monday Morning Book Discussion Group - <i>The Lost City of Z</i>	15

Monthly Free Movie - <i>American Made</i>	33
Cookbook Club	8
Writing Workshop with Paul Lamar	10
Crafter Evening	11

Youth Services

Monthly Report

January 2018

Children's & Family Programs

Baby Bookworms ~ 0-18 months ~ 2 sessions ~ 23 children & 25 adults

Toddler Time ~ 18-36 months ~ 4 sessions ~ 99 children & 81 adults

Preschool Storytime ~ 3-5 years ~ 2 sessions ~ 44 children & 35 adults

Storytime for 4s & 5s ~ 4-5 years ~ 3 sessions ~ 39 children & 28 adults

Saturday Storytime ~ all ages ~ 1 session ~ 23 children & 25 adults

Munchkins on the Move ~ 3-5 years ~ 3 sessions ~ 55 children & 42 adults

Puzzle Play ~ ages 2-5 ~ 25 children & 20 adults

Music Together ~ 0-5 ~ 33 children & 40 adults

Bilingual Storytime ~ ages 3+ ~ 20 children & 15 adults

Happy Babble ~ 6-18 months ~ 7 children & 6 adults

Preschool Fair ~ families ~ 18 children & 56 adults

Art Discovery: Dinosaurs ~ ages 2-5 ~ 14 children & 13 adults

Building Club ~ all ages ~ 11 children & 7 adults

LOOK w/ Pride Center ~ parenting group ~ 3 adults & 3 teens

Tween & Teen Programs

Anime Club ~ grades 6+ ~ 2 sessions ~ 20 teens

Teen Maker Fridays ~ grades 6+ ~ 3 sessions ~ 16 teens

Wonder Woman Movie ~ grades 6+ ~ 7 teens

Teen Journaling ~ grades 6+ ~ 8 teens

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**Total Children's Program Attendance:**

23 programs ~ 411 children & 396 adults  
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Total Teen Program Attendance: (includes LOOK teens)

7 programs ~ 54 teens
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**Volunteers**

\*1 teens worked a total of 1 hours in January. They helped with shelving in the Children's Room.

**Reference Questions**

\* 746 reference questions were answered at the Children's & Teen's Reference Desk.

\*38 computer assistance

\*54 miscellaneous questions – includes program registrations, meeting room assistance, directional requests & board games

\* 195 teens frequented the Teen Area during the 17 days YS librarians spent in the Teen Area during the month of January.

**Games Computers**

\*436 sessions

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Continuing Education & Other News

*Jenna attended a Read-It-Forward (RIF) planning meeting at UHLS on 1/11. RIF is a system wide "big read" program for teens that will be happening this summer.

*Jenna attended the Youth Services Advisory meeting at UHLS on 1/12.

*Molly is a member of the Family & Consumer Science Program Development Committee at the Cooperative Extension of Rensselaer County, and attended a meeting on January 22nd.

*4 new children registered for the 1000 Books Before Kindergarten program this January. 12 children checked in this month to record another 100 books read, and 1 finished the program!

*5 programs were cancelled this month due to weather conditions.

*Two new staff members joined Youth Services this month – Maura Powers-Smith, and Meg Kelly. They will be working evenings and weekends to replace Catherine Snow.

*Rose Stuart accepted a position at the Colonie Library and has left our library after 10 years of service.

Digital Services Report – January 2018

Online Presence:

- Website
 - A jQuery update on our website broke the search widget on our website. This led to a discovery that we do not have full control over our website – there are some types of files we can't edit. Our developer did respond and fix the search widget after several days, but I am now investigating new hosting options that will allow us to get help from other developers in the future.
 - The latest theme updates messed up how our sliders display on tablets. The theme's developer was very helpful in not only fixing the errors reported, but also fixed unrelated errors he found happening in the code that we were unaware of. The slider on the teen page is still an issue.
 - Created a series of pop-up images to be used when the library closes unexpectedly. These images are also available for social media posts in the Common Drive>Closing graphics.
 - Based on feedback about our contact page, converted the staff directory section to straight HTML rather than an accordion.
 - Staff Picks has changed changing from a WordPress blog format to a Goodreads widget. This way, staff can give starred reviews rather than agonizing over a narrative review. The Goodreads widget has replaced the blog widget on both the Adults page and the Your Next Read page.
 - Jon Lorang of GUIL helped us configure a plugin he created for displaying virtual "bookshelves" on our site. Adult Services is using this to display new items on their page.
- Library Market will be our new calendar vendor! We are in the preliminary stages of configuration, and plan to launch the new calendar in mid-May.
- OverDrive accidentally made some new titles available before their release dates, resulting in patron download issues. It has been corrected.
- UHLS Mobile app is experiencing intermittent slowness. Demco is aware of the issue and they are bringing more servers online to fix it.
- Attended a LibraryAware webinar about boosting NextReads subscriptions. Ideas we have not tried included passing out a flyer about the service with every new patron registration, offering printed readers' advisory bookmarks/flyers based on patron requests at the desk, posting their premade reading maps on social media, email blasts, and using a template to print some NextReads newsletters that point patrons back to the subscription page.
- In a related effort, I am working with LibraryAware to reconfigure our opt-in page to be more engaging. We have submitted a mock-up, and they should have it ready by mid-February.
- Reported an issue that prevented December Flipster stats from appearing on a report. The issue was resolved by EBSCO.
- Britannica finally resolved an issue that prevented individual libraries from getting stats if they use geolinks. We will have stats for this database going forward.

Sierra/Encore:

- Fixed an issue with searches saved as templates in Create Lists.

Library Computers/Hardware:

- Jeff is working on configuration of the first new public computer. When we have a working configuration, we will clone that machine and deploy them all. There were some disappointing revelations in early testing, but hopefully nothing that will prevent us from going forward. Project costs may increase, however.
- Testing for TaxAide reveals that hidden wireless networks (such as the backup network for TaxAide) can no longer be accessed in Meraki. While I troubleshoot that with Meraki support, I have made the TaxAide network visible to make connection possible. It is password protected and will only be used if their primary network goes down, so security should not be an issue.
- Resolved a recurring grinding issue on a YS desk computer. Disabling the floppy drive fixed it, but some Windows updates re-enable the drive and the grinding returns.

- Addressed minor HVAC issues that were causing rooms to be colder than they should be.
- Created an “onboarding staff” (I hate that term – open to suggestions) guide to help shape tech prep and training of new employees.
- Hudson Valley Communications came to investigate issues with the phones at circ. We were advised to replace the main phone. We are also investigating replacement options for the entire system.
- Discovered that not all staff computers are getting all Windows updates. Some were stuck at the last major upgrade until Selena manually approved the updates.

Meetings/Workshops Attended/Taught:

- 1/2/18: Increasing Your NextReads Subscriptions
- 1/4/18: Online Tools that Help Nonprofits Learn, Listen, & Engage
- 1/16/18: LibCal calendar demo
- 1/18/18: (Taught) Device Help class – only one attendee
- 1/19/18: UHLS Tech Advisory Meeting
- 1/24/18: Social Medi-ahhh (UHLS)

Statistical Notes:

- Huge bump in Tech Tips views this month. Almost all the new views were of the posts about using Libby (OverDrive app).

Current/Upcoming Projects:

- Ongoing website tweaks – resolving slider issues
- LibraryAware subscription drive
- Thin client migration – configuring public computers
- Calendar replacement

Back-Burnered Projects:

- MX84 VPN
- EnvisionWare upgrade
- HTML 5 compliance testing for website
- New business hours plugin (after hours)
- Considering slider replacements

Circulation Department Report

January 2018

On January 2nd I attended a budget meeting with Jill, Laurie and Elizabeth. The subject was how to pay staff for *Crafter Evenings* and *Food for Thought Cookbook Club*. Circulation sub Holly Huzar hosts these programs for Adult Services. Since the Adult Services staffing budget does not have funds to pay for these programs it was decided they would be paid for out of the Circulation budget. They are both popular programs that patrons enjoy, so we decided it was important to keep them going.

The Circulation Advisory Council did not meet in January.

I attended the Food for Thought Cookbook Club on January 25th. The theme was *Challenge Yourself in the New Year!* Participants prepared dishes they had never made before

Circulation Statistics

Items Checked Out in Sierra	23,387
Items Renewed in Sierra	7,800
Total Circulation	31,187
Items Checked in in Sierra	20,710
Circ by location (UHLS ad hoc)	22,768

New Patrons Registered

East Greenbush	40
Schodack	21
Other	12

874 more items were checked out in January 2018 than in January 2017. This is a 2.8% increase in circulation.

12 volunteers worked 27 hours. 8 of these were outreach volunteers from Questar/BOCES and various community groups that serve adults with intellectual disabilities.

214 reference questions were answered

12 notary services were provided.

Technical Services Department

January 2018

The Cataloging Advisory Council met on the 4th.

Kathy attended the NYSLAA executive committee meeting in Baldwinsville on the 26th.

I attended an OCLC cataloging webinar on the 31st. Virtual AskQC Monthly Office Hours is a new program OCLC is trying where OCLC Metadata Quality staff will be available for one hour to answer questions about cataloging issues. They plan to try this for the next six months on the last Wednesday of each month and then decide whether to continue.

Each session will begin with OCLC staff giving a brief presentation on a topic of interest to catalogers followed by attendees asking questions on any cataloging topic. I got some useful information from the first session, so I plan to attend the upcoming webinars.

Kathy has been training Lisa to process audio-visual materials.

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- Number of items processed: 587 (total – unknown)

Audio (adult + YA + juvenile)	32
Juvenile Fiction	182
Juvenile Nonfiction	57
Electronic (adult + YA + juvenile)	0
Fiction (adult + YA)	143
Miscellaneous (equipment)	0
Unknown (on order records)	304
Nonfiction (adult + YA)	55
Print Subscriptions (adult + YA + juvenile)	112
Video (adult + juvenile)	6
	= 891

- Number of items withdrawn: 1,438
-

Added for the year to date: 587

Withdrawn for the year to date: 1,438

Total items: 97,264

January 2018 Monthly Resource Sharing & Access Report

Highlights:

- Thursday January 4 the library closed at 11am due to snow being heavy than predicted.
- Friday January 12 had a record high temperature of 63 degrees!
- Saturday January 13 the library opened at noon because of freezing rain/sleet/snow.
- Wednesday January 17 the library opened at 11am and it continued to snow all day.
- Updated the Staff Roster on the intranet.
- Busy cataloging and processing materials.

Stats:

- Answered 15 reference questions by e-mail.
- Requested 24 ILLS
- Received 17 ILLS
- Sent out 23 ILLS
- 1,532 items requested within UHLS.
- 5,428 items that were placed on the Hold Shelf.
- 2,638 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 437 expired holds were not picked up by the patrons that requested them.
- 18 items were found on the library's shelves that were marked lost in transit.
- 34 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Library was open 30 days / 282 hours.