



Director's Report

October 2017 (presented at November 14, 2017 board meeting)

Executive Summary

First, allow me to sincerely apologize for the late report. There were several circumstances which are solely my responsibility, that have caused me to miss the imposed deadline. I promise, from this point forward, you shall receive my director's report at least 7 days prior to the board meeting.

Despite my failure to adequately communicate with the library board this month, the library continues to be an integral component of the East Greenbush Community. As we continue to interview for the open positions, library operations have continued at the usual pace. We have an exceptionally strong pool of candidates for both the Librarian I opening and the Community Relations Coordinator position. Unfortunately, we have not had any applications for the facilities position(s). I will be making recruitment for this a priority this coming month.

I am especially proud of our staff who have continued to press forward, and continually seek and provide excellent services for the community, even though we are short staffed. I continue to witness teamwork, strategy, and care for colleagues and the community. I am privileged to work with this group of individuals.

I would also like to give special acknowledgment to our volunteers, Trustees, and Friends for your dedication. During the New York Library Association conference last week (Wednesday-Saturday), I was heartened to see so many volunteers in attendance, learning and sharing your knowledge with the greater East Greenbush Community Library community.

Other East Greenbush Library highlights from the NYLA conference: staff members, Karrie McLellan and Laurie Dreyer collaborated to present a terrific program at the NYLA conference titled "Dealing with Social Media (in) Securities." They discussed how to make sure social media platforms are secure in an environment when multiple staff members are posting to social media from both work and personal devices.

Additionally, the Friends of the Library hosted another extremely successful book-sale which raised \$15,000+ for the library! Thank you all for your commitment.

Library usage continues to remain steady, with slight growth in circulation. In the report below, I have highlighted programming in the month of October. We have done a terrific job collaborating with individuals and outside partnering organizations to provide terrific one-on-one assistance in tech, legal, and genealogy help with the use of volunteers. This was one of the challenges we faced last year in adult services. The book-a-librarian service was very popular, but it took up a tremendous amount of staff time. Now, we have alternative volunteer-led programs to refer patrons, and only schedule book-a-librarian appointments when the other appointments are not the appropriate fit. This is a win-win!



Meetings/Trainings

October 4- Marion Pierson attended the UHLS Circulation Advisory Council Meeting

October 5- Marion Pierson, Jill Dugas Hughes, Laurie Dreyer, Elizabeth Putnam, Karrie McLellan, Molly Chatt met to discuss ways to disseminate information about the library and library programs, other than the quarterly newsletter.

October 5- Sue Dague attended the UHLS Cataloging Advisory Council Meeting

October 5- Jill Dugas Hughes attended the UHLS CORE Trustee Training with incoming Trustee, Shay Harrison

October 10- Department Head Meeting

October 11-17- Jill Dugas Hughes was on vacation

October 13- Jen Lubbers attended the UHLS Youth Services Advisory Council Meeting

October 18- Karrie McLellan attended Techknowledge Virtual Conference (Library Journal/School Library Journal). She attended sessions about digital inclusion/equity through partnerships and training.

October 24- Karrie McLellan attended Getting Started with Social Media for Your Library webinar.

October 25- Dawn Guerds attended Product Insights: Resource Sharing webinar

October 26- Karrie McLellan attended Digital Literacy Programming for Adults and Seniors through UHLS.

October 27- Jill Dugas Hughes and Elizabeth Putnam attended a meeting with the Greenbush Historical Society, Rensselaer County Historical Society, and East Greenbush Town Historian to discuss a possible digitization map project/partnership.

October 30- Jill Dugas Hughes met with Jeff Simons, East Greenbush Superintendent of schools to discuss possible internship possibilities.

CORE Trustee Training 2018 – The dates for the 2018 quarterly CORE Trustee Training sessions are listed below. These sessions are designed for new member Library Trustees, new Library Directors, and anyone who wants a refresher on the fundamentals of being a great library trustee. Reservations can be made by contacting Jona at UHLS (437-9880 x221 or jona.favreau@uhls.org). Wednesday, January 17 6:30pm @ UHLS Wednesday, April 11 6:30pm @ UHLS Tuesday, July 10 6:30pm @ UHLS Thursday, October 11 6:30pm @ UHLS

Attempted Theft

On October 26th there was an incident with a patron attempting to steal library materials. She became aggressive and the police were called. This patron has been banned from the library.



Personnel Update

- Full-Time circulation staff member Mary Ann Whelden has been out on medical leave since October 6th and is doing well, recovering at home. We do not yet have an expected return date. LeAnn Cullum has been temporarily covering Mary Ann's hours.
- Kathy Rossello has been training Lisa Warner to process audio-visual materials.
- Rose Stuart was one of the teachers for the UHLS BELLS early literacy grant. She taught the course, "Early Literacy Programs: Core Elements for Making A Real Difference" for 20 other library professionals on October 24th at Upper Hudson. She is considered one of the experts in the system for story time presentation and early literacy! Jen Lubbers attended this course as well, and is one of the mentors in the program. This means she is available for other less experienced participants to contact for guidance and advice in preparing and presenting early literacy programs.
- Molly Chatt is participating in a five-part UHLS course on improving her public speaking skills. She attended the first session on 10/6, and the second session on 10/26.
- Elizabeth Putnam, Molly Chatt, Jill Dugas Hughes, and Laurie Dreyer have been interviewing candidates for FT Librarian I. We are anxious to get this position filled, as many projects have been placed on the back-burner. We have made sure to have the immediate needs of the community at the reference desk the main priority during this transition period. Kudos to Elizabeth Putnam for ably stepping up as Head of Adult Services. She has the full trust and support of her colleagues, and the way she has navigated these past transitional months has been admirable.
- 130+ applications were received for the Community Relations Coordinator position. They have been narrowed down to 15, with a subcommittee deciding which candidates to invite for an interview.
- The Building Maintenance Mechanic position has been posted. We have not received any applications to-date. We will need to widen our search strategy. This will be a priority in the next few weeks.
- Our workers compensation insurance package will increase by 21% for the next three years due to one large claim last year. We completed the necessary safety audit required by the State of NY and received a clean report with no recommendations for the future. The accident (fall) which occurred was in the parking lot, during an active snow storm. Unfortunately, the employee was unable to return to work at their full-time job. Since the employee was working when this injury occurred, our insurance policy was the one which covered the cost of the surgeries and loss of work at this person's full-time job.



UHLS Shared Resources

Sierra/Encore

- We're still waiting to hear from Innovative regarding the suppression of FAST (Faceted Application of Subject Terminology) subject headings in Encore.
- Sue Dague has been working with UHLS to address a discrepancy occurring in our bibliographic records- valid MARC subject heading fields and author fields with added Library of Congress URLs which then show up as links in Encore. However, if you click on the link, no results are returned for the valid subject and author headings that are attached to many items.
- The East Greenbush Community Library was open 31 days in October; 300 hours
- Circ staff noticed some patrons were being charged \$1/day in DVD fines. Upon investigation, it only happened with MyCard (East Greenbush does not have MyCard users, but several other libraries do) users where the DVD checkout restriction is overridden. This prompted a major discussion about the MyCard and how it is being used and how it is intended to be used.

2018 UHLAN Agreement Extension Proposal

The UHLS board voted to provide an extension on the current UHLAN contract. The UHLAN Agreement has for many years, served as the “contract” between UHLS and each individual member library for System services. As originally conceived, it was solely about library automation (hence the name UHLAN - Upper Hudson Library Automation Network). Soon after Tim joined UHLS, the focus of the service agreement between UHLS and the member libraries shifted to general system services, rather than exclusively automation. The UHLAN fee formula was also revised to simplify it and ensure that it created an equitable sharing of the cost of System support between all the member libraries. The fee formula has been in place for two full 3 yr. terms of the UHLAN Agreement (2012-14 and 2015-17) and has proven to be an equitable and effective way for the member libraries to support UHLS services. The current UHLAN Agreement ends on 12/31/17. During the summer/fall of this year, Tim had intended to completely revise the agreement document to reflect this already established shift away from the automation only focus and get it in front of the UHLS Board and the Directors Association for review and



approval on a schedule that it would see it signed off by the member library boards by the end of 2017; which was not able to occur. As such, he recommended a one-year extension for 2018. This agreement will essentially “roll” the current agreement for one more year until 12/31/18, which will allow sufficient time to have a new UHLAN Agreement drafted, approved and put before the member library boards. The only substantive changes include a regular incremental rate increase and the abolition of the Automated Services Committee [ASC]. This extension may also provide an opportunity to have a new UHLS system service agreement reflect a greater emphasis on shared resource sharing standards, if we can make some progress on that initiative in the next year.

Website

- Still waiting to wrap up the website project with our developer. This would include an update to the Divi theme that would increase website loading speeds. We will likely be migrating our website to a new host that includes support so that this is not an issue in the future.
- Sliders have fallen out of favor with the web community for a variety of reasons, so we plan to explore other options for visual announcements on our site.
- Gale resources page: intermittently, users are getting a redirect error regarding cookies when trying to access a database. Clearing recent history in the browser resolves the issue, but Karrie McLellan has opened a support ticket with Gale to see if there are any changes that can be made on their end to keep it from happening.
- This month, both website traffic and UHLS app traffic were up. The app does not appear to be drawing traffic away from our site.

Library Insight

- Karrie McLellan discovered the calendar search only works properly if a single keyword is used. For example, a search for “Digital Grandparents” shows nothing, but a search for “digital” or “grandparents” brings up all the events.
- A change in how children’s event signups show on the calendar (adding a label for Parent Name) caused major upheaval, as parents have been trained to not include their names in signups for years. Library Insight states the only way to change this is to make them adult events, which loses the color coding and sorting ability. YS is changing the event text to prompt parents to include their names.

Volunteer Website

- Volunteer site is currently unreachable, even by UHLS. They are working to correct the issue.

Wireless Printing

- Wireless printing was down for a weekend due to a bug in the PrinterOn code. Envisionware already had a workaround and they implemented it quickly the following Monday when I called.

Staff IT Infrastructure



- Karrie McLellan and Selena Piro Completed installation of Office 2016 on staff computers, except those that will be filled with new personnel. There were some issues upgrading the Outlook desktop client, but those have been resolved.
- Our intranet (SharePoint) has migrated to the cloud. The new address is <https://intranet.eglibrary.org> and staff can login with email or departmental credentials. Still working on tweaks to the announcements section on the home page.

Library Computers/Hardware:

- 15 new computers for the thin client conversion project have arrived. Preliminary configuration has begun.
- Both wireless usage and public computer usage were up this month. Scanning was also in high demand!

Fiber Internet:

Spectrum completed a site survey for bringing fiber internet to the library. As this will be a dedicated connection, Spectrum assures us that the connectivity issues we have been experiencing will be a thing of the past. The final site visit before installation will be in November (date TBD).

IT Projects

Current/Upcoming Projects:

- Ongoing website tweaks
- LibraryAware subscription drive
- Thin client migration

Back-Burnered Projects:

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

Program Highlights

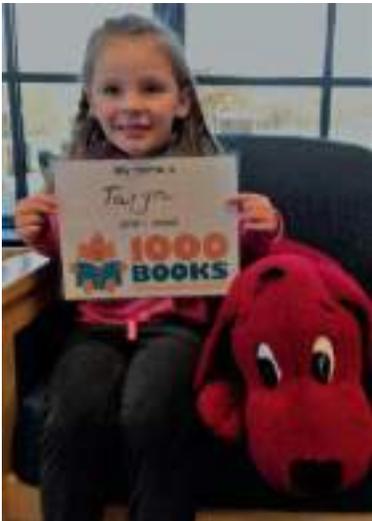
Children:

3 new children registered for the 1000 Books Before Kindergarten program this October. 18 children checked in this month to record another 100 books read, and 1 more child finished the 1000 book challenge!

We will be having a fundraiser at the Colonie Center Barnes & Noble on Sunday, November 19th. The library will be receiving a portion of the proceeds from sales at the store that day.

31 programs were held in October; 628 children attended and 529 adults.

- ★ Baby Bookworms (3 sessions)
- ★ Toddler Time (6 sessions)
- ★ Preschool Storytime
- ★ 4 & 5's Storytime (3 sessions)
- ★ Saturday Storytime (3 sessions)
- ★ Munchkins on the Move (3 sessions)
- ★ Sand Art and Sun Catchers
- ★ Building Club
- ★ Countertop Chemistry with CMOST
- ★ Halloween Storytime and Parades (6 sessions)
- ★ LOOK with Pride Center Parenting Group



Teen:

Jenna Hebert began having “Teen Maker Fridays” in the teen room on most Friday afternoons. The teens have done various art and STEM activities, and there is a core group of middle schoolers that have been attending the program each session. The number of both middle schoolers and high schoolers that have been using the teen room has increased steadily over the first few months of this school year.

5 teen programs were held in October; 48 teens attended.

- ★ Teen Read Week Celebration
- ★ Teen Maker Fridays (2 sessions)
- ★ Anime Club (2 sessions)



Adult:

25 (30 sessions) Adult Programs were held with a total of 419 attendees. The average attendance per session was 14.

One-on-One Sessions run by volunteers were popular this month. As these are time-intensive endeavors; it has been a wonderful opportunity for the library to partner with various experts and organizations in the community to be able to provide these services.



- Digital Grandparents Technology 1-1 tutoring sessions were held on three different dates, with a total of nine tutoring sessions.
- Genealogy Research Help by Appointment occurred on two dates, with a total of seven appointments.
- Drop-in Tuesday Tech Time was held on two different dates, with a total of four patron assistance programs.
- Legal Project held four individual free legal consultations (by appointment)
- Six genealogy appointments with Troy Irish Genealogical Society occurred

Karrie McLellan assisted Ken Smith of Tax Aide with testing computers/printers to be used in the upcoming Tax Aide marathon.

The Farmers' Market closed for the season. We are thankful to our farms, artisans, food vendors and shoppers!



We also had a terrific line-up of library sponsored programming coordinated by Laurie Dreyer:

- Monday Evening Book Discussion Group, A Man Called Ove (7 attendees)
- Morning Book Discussion, Commonwealth by Ann Patchett (13 attendees)
- Composting Basics with Cornell Cooperative Extension (2 attendees)
- Greenbush Garden Club presents Flower Arranging (22 attendees)
- Crafternoon (11 attendees)
- Crafter Evening (7 attendees)
- Drawing with Randy #2: Pen and Ink (11 attendees)
- Free Flu Shot Clinic (35 attendees)
- AARP Safe Driving Course (36 attendees)
- LOOK: Loving Ourselves and Our Kids (19 attendees)
- Drawing with Randy #1: Pencil (15 attendees)
- Hearing Loss Q&A with Dr. Fusco (5 attendees)
- Legal and Financial for Caregivers (4 attendees)
- Writing Workshop with Paul Lamar (2 sessions, 30 attendees total)
- 2nd Annual Indie Author Day (41 attendees)
- Music: Tanager (40 attendees)
- Monthly Movie: My Cousin Rachel (52 attendees)
- Clear, Calm and Courageous: Compassionate and Effective Communications (16 attendees)
- Sunday Afternoon Movie: Wonder Woman (11 attendees)
- Society for Creative Anachronism presents a Bardic Halloween (12 attendees)



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

- Cookbook Club – Cancelled for the month due to lack of registration



Make Your Mark!



MIGHTIER THAN THE SWORD

Cypress Resume

Perfect for simple, functional resumes, cover letters, and reference pages. Now available through our website: eastgreenbushlibrary.org

A service provided by and available at all libraries in the Upper Hudson Library System.

Greenbush Garden Club presents

Flower Arranging

with Marilyn Regan

Tonight at 6:30!

