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Director's Report

November 2018

Submitted to the Library Board of Trustees, 12/18/2018

Self Directed Education

OUR DIVERSE COLLECTIONS AND COMPUTERS- TIMELESS; NOT TIED TO ANY PARTICULAR FORMAT; REPRESENTED ALL FORMATS INCLUDING THESE YET TO BE INVENTED AND WILL DEVELOP OVER TIME. THROUGH OUR COLLECTIONS AND TECHNOLOGY, WE PROVIDE ACCESS TO INFORMATION.

Information Equalizers

MORE THAN EVER BEFORE, WE ARE THE ONLY PLACE WHERE PEOPLE OF ALL AGES AND BACKGROUND CAN FIND AND FREELY USE A DIVERSITY OF RESOURCES, ALONG WITH THE EXPERT GUIDANCE OF LIBRARIANS.

Patron usage of Gale Databases (+351.7%), Library Aware Readers Advisory Subscriptions (+170%) and check-outs of Overdrive Digital AudioBooks (+24.6%) and Overdrive EBooks (31.5%) continue to significantly increase. Flipster Digital Magazines showed a respectable 31.8% increase over last November. Meanwhile, usage of Ancestry, Heritage Quest continue to decline. Total Digital Usage/ Searches/Checkouts has increased 13% over the previous November.

Access to Technology

AFFORDABLE INTERNET ACCESS IS IMPORTANT TO LEVEL THE PLAYING FIELD FOR STUDENTS, JOB SEEKERS, THOSE NEEDING TO TAKE ADVANTAGE OF EGOVERNMENT SERVICES, OR EVEN COMMUNICATE WITH DISTANT RELATIVES OVER SOCIAL MEDIA.

Computer and Wireless Technology usage slowed down in November 2018, likely due to the unprecedented snow days. Year-to-Date Technology Use is growing. Wi-Fi usage is up 8.9% and Computer use is up 0.5%, and Laptop checkouts are up 27.5% over YTD, November 2017.

Technology Usage/Digital Lending	Yearly Comparisons					
	Previous YTD January-November 2017	Current Year YTD January-November 2018	% Change YTD	November 2017	November 2018	% Change November
Website Sessions	84,602	88,157	4.2%	7,142	7,100	-0.6%
Wireless Usage	22,531	24,542	8.9%	2,220	2,160	-2.7%



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Computer Usage	22,670	22,793	0.5%	2,070	2,022	-2.3%
Laptop Checkout	568	724	27.5%	53	73	37.7%
Ancestry	10,125	5,512	-45.6%	690	549	-20.4%
Heritage Quest	4,303	1,016	-76.4%	902	202	-77.6%
Encyclopedia Britannica	N/A	124	N/A	N/A	42	N/A
Gale	1,679	3,479	107.2%	174	786	351.7%
Library Aware	10	179	1,690.0%	10	27	170.0%
Overdrive Users	2,944	4,065	38.1%	488	599	22.7%
Overdrive audiobook checkouts	5,346	7,786	45.6%	890	1,109	24.6%
Overdrive ebook checkouts	8,533	12,529	46.8%	1,338	1,760	31.5%
Overdrive streaming video checkouts	73	122	67.1%	5	17	240.0%
Flipster digital magazine checkouts	864	1,230	42.4%	151	199	31.8%
TOTAL SEARCHES/USES/ DOWNLOADS	23,951	30,477	27.2%	4,150	4,691	13.0%

Research Assistance and Instruction

WE HAVE TWO VERY IMPORTANT THINGS THE INTERNET DOESN'T HAVE: ONE IS QUALITY CONTROL AND THE OTHER IS OUR LIBRARIANS! THE INTERNET IS A VAST RESOURCE AND A GREAT CONVENIENCE, BUT IT CAN BE VERY CONFUSING AND HAS A LOT OF JUNK. WE HELP RESIDENTS SAVE TIME AND MONEY BY HELPING THEM FIND THE BEST, MOST ACCURATE AND COMPLETE INFORMATION, WHETHER IT'S IN PRINT, ONLINE, OR VIDEO.

Referral Centers

WE OFTEN ACT AS REFERRAL CENTERS, DIRECTING INDIVIDUALS TO OTHER COMMUNITY AGENCIES AND DIRECT COMMUNITY MEMBERS TO VARIOUS SUPPORT SERVICES (LEGAL, HEALTH, HOUSING, SOCIAL SERVICES, ETC.). WE ALSO PROVIDE A HOME-BASE FOR UNEMPLOYED TO EXPLORE EMPLOYMENT OPPORTUNITIES, RECEIVE PHONE CALLS ABOUT JOB INTERVIEWS, PRACTICE SELF-GUIDED INSTRUCTION, SKILLS UPGRADES AND REORIENTATION TO NEW REALITIES FOR UNEMPLOYED. 21ST CENTURY CAREER PREPARATION, SECURE EMOTIONAL GROWTH, AND SCHOOL READINESS ARE ALL CRITICAL COMPONENTS OF OUR EDUCATIONAL OFFERINGS.

In November, Youth Services Librarians provided answers to 816 questions; a 6.8% decrease over last year (876). Adult Services Librarians provided answers to 2,117 reference questions; 18.1% more than

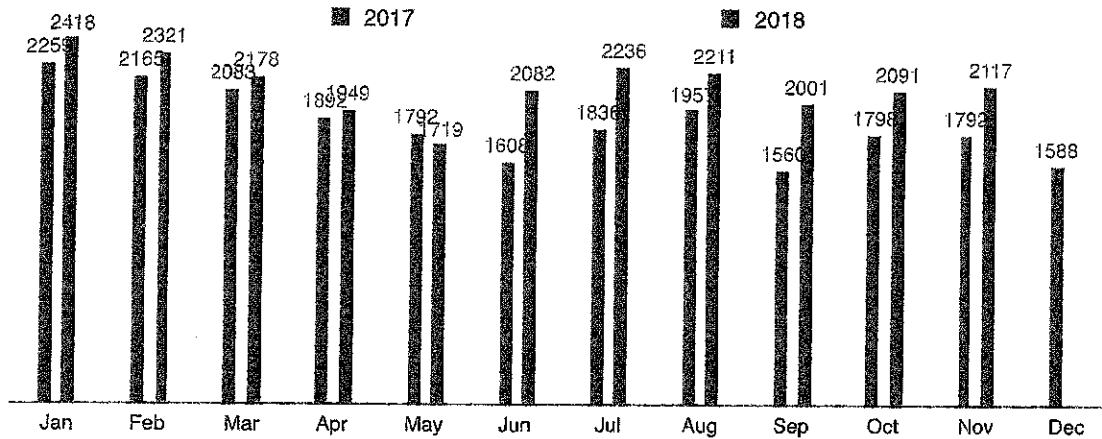


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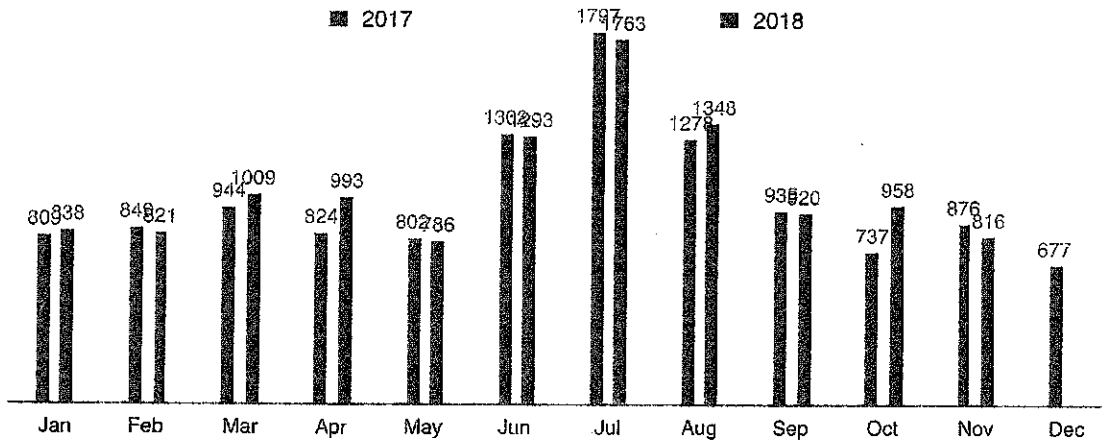
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November 2017 (1,792). Youth Services Librarians provided answers to 816 questions; a 6.8% decrease over last year (876).

Adult Research Assistance/Referrals Questions



Youth Research Assistance/Referrals Questions



Classes, Seminars, and Workshops

AS HIGHLY TRAINED INFORMATION PROFESSIONALS WE PROVIDE CRITICAL ACCESS TO INFORMATION AND RESOURCES. INFORMATION IS AN IMPORTANT COMPONENT FOR DEALING WITH PROBLEMS OF CRIME AND DISEASE AS WELL AS SUPPORTING AN INFORMED AND DEMOCRATIC SOCIETY. WE GUIDE AND TEACH STUDENTS OF ALL AGES HOW TO FIND THE BEST SOURCES OF INFORMATION, WHETHER THEY ARE IN PRINT OR ONLINE AND CONNECT/REFER INDIVIDUALS TO COMMUNITY RESOURCES.

As educators, in November 2018, 62 classes, seminars, and workshops were taught by library instructors for 1,218 individuals and groups. This was lighter than usual, due to snow closures/delays. The youth services department did not hold two weeks of story time due to scheduling conflicts, five programs



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were cancelled due to snow, and one morning of story time attendance was significantly reduced with icy road conditions.

During our 13 story hours we held in November 386 children and their adult mentors (parents, grandparents, childcare providers) came together with the primary goal of creating a community of readers. By coming together in a fun way, we provide a sense of connectedness which ultimately will impact individuals “desire” to read, which in turn leads to choice reading, vocabulary increase, higher fluency, and the ability to demonstrate those skills in a variety of ways.

Classes, Seminars, Workshops: November 2017		
Department	Number Held	Number of Attendees
Adult (includes 2 one-on-one sessions)	38	534
Teen	3	31
Children	21	653
TOTAL	62	1218

Instructive, Enlightening Experiences

THROUGH CULTURAL AND COMMUNITY CENTER CONCEPTS, EVENTS, AND PARTNERSHIPS; BRINGING PEOPLE TOGETHER ENABLE EXPERIENCE AND EXCHANGE OF IDEAS- WE ARE SOCIAL BEINGS WHO BENEFIT FROM IN-PERSON INTERACTIONS. OUR NUMEROUS READING INITIATIVES ENCOURAGE CHILDREN, TEENS, AND ADULTS TO READ AND READ OFTEN. RESEARCH HAS SHOWN THAT THE AMOUNT OF TIME CHILDREN SPEND WITH BOOKS IS CRUCIAL TO THEIR READING ACHIEVEMENT, AND ULTIMATELY SCHOOL SUCCESS.

1000 Books Before Kindergarten

In November, 6 new children registered for the reading program and 2,500 books were recorded! We were also happy to recognize one child who completed the program this month, reading 1000 books!

Novelist

We have subscribed to a new Readers’ Advisory database called Novelist. This tool is available for patron and staff use. It is also available from home. Karrie is designing promotional tools which we hope to announce to the public in January. Staff are currently familiarizing themselves with the product which can currently be reached through the following links. The first link is for kids up to 8th grade, and the second is for adults.

Profile: NoveList K-8 Plus (main.novpk8)



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<https://search.ebscohost.com/login.aspx?authtype=ip.cpid&custid=eastgree&groupid=main&profile=novpk8>

Profile: NoveList Plus (main.novplus)

<https://search.ebscohost.com/login.aspx?authtype=ip.cpid&custid=eastgree&groupid=main&profile=novplus>

Director Activities

Tax Season:

Paul has scrubbed the rotating tax form holding stand clean and applied a fresh coat of paint on the stand. It looks new! Vicki is working with Elizabeth to set up the tax form station in the hallway and will maintain the forms. Tax Aide Appointments are scheduled to open to the public on January 14. The public will be directed to call 2-1-1 to schedule an appointment. Karrie and I will be actively training staff over the next several weeks. Volunteer Tax-Aide Coordinator, Irene will be handling the bulk of the administrative work with 211 once we are fully set-up, including reminders. I will share more information as we progress. Thanks to Sue for the initial idea, and to Elizabeth and Karrie for the initial leg-work to get things started.

Staff Calendar:

Our new digital scheduling calendar is live. We will continue to use our paper versions for the month of December and plan to transition in to our new calendar system in January. Many thanks to Karrie for a smooth roll-out and to Department Heads for their willingness to create both a paper and digital schedule this month to allow for an easier transition for all staff. We are looking forward to having one place to go for all department schedules.

2019 Materials Budgets:

Adult and Youth Services budgets will have 10% cuts this year. The specific line items will differ based on current department priorities.

Policy/Procedures:

We have hit several snags with the meeting room software being able to accommodate our complex residency requirements. Library Market is working with us to determine potential workarounds so that we do not need to pay significant developer fees. This has created a project delay. We will not implement the new meeting room policy until all the internal procedures and workflows are able to be solved. I should have a better estimate of the implementation date after the holidays. Hopefully, we will be able to implement February or March.

The new internet policy will be effective January 1, 2019. New procedures have been developed and staff are currently being trained. Additionally, we are actively updating all of our marketing materials and making the database changes necessary.



Facilities:

Paul Connelly began working full-time as Building Maintenance Mechanic and we have hired a temporary cleaning service who will work two days per week until Kyle Smith returns from medical leave. We have placed several year-end orders to replenish our facilities supplies and kitchen supplies. We hope to place an order to replace/update several tables and chairs in the library. We will not have to go into any reserves to place this order, we plan to use funds which were saved this year on facilities maintenance/repair. We scheduled an outside company to come in and clean all carpets and upholstered furniture for the last week in December.

Hurr Education Center:

We are actively planning the renaming of the EERC Room to the Hurr Education Center, in coordination with the Education Foundation. Susan has requested samples for the plaque and signage, and wording has been shared with Shay and Kevin. Paul will be patching the walls, and painting. The timeline for the official timeline has not been set as of yet. specifics and a timeline for the official changeover.

UHLS Standards/MyCards:

The Automated Advisory Committee has officially placed a proposal in front of the Director's Association to approve a standardization of the "My Cards" for youth perimeters. The services committee will discuss the proposal at the February committee meetings and discuss this proposal.

Fine Free:

The fine free discussions have continued to occur system-wide, particularly as Albany Public Library has publicly announced their commitment to going fine-free in 2019. Many other libraries are either already fine-free or are planning to go fine free in 2019. The detailed information will be presented to the services committee to discuss the potential impact on our patrons and potential fine revenues.

Year-End Budget/Forecasting:

I have been actively monitoring the FY18 Budget and due to personnel and facilities savings, we will be able to begin replenishing our capital reserves. Additionally, the board will be presented with a furniture order proposal at the December board meeting. The proposal includes new meeting room furniture for Rooms A&B (nesting tables with wheels and additional chairs), as well as tall café tables for the hallway and new tables and chairs in the teen room. Susan designed and ordered new letter head and stationary. She is also working on several promotional materials for the coming year. It is almost time to order new library cards. We are discussing options and the possibility of potentially including the community in the design for new cards.



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2018 Donations:

All 2018 donors will receive a final thank you letter with necessary tax deduction language. Thank you Susan for working with all the departments to gather donor information and spearheading the stewardship process.

2019 Planning:

Self-Evaluation/Staff Director Assessment: I am actively conducting an internal analysis/staff assessment of our organizational climate. An anonymous survey link has been distributed to staff, with a list of questions which provide some feedback from staff. This information will only be shared with me, and I will use the feedback provided in conjunction with feedback received from the library board during my evaluation to craft my 2019 personal goals. Additionally, staff have been requested to work on developing 2019 goals and scheduling evaluations.

Professional Development:

I traveled to the NYLA annual conference in Rochester, NY (11/7-11/10/18) and attended sessions on he attended sessions on collaboration, community engagement, fundraising, professionalism, political environments, data collection and communication, and fostering college student success. I was also a panelist on "We Still Persist - Women's Leadership Panel" which was coordinated by Laurie as chair of the New Members Roundtable.

Community Outreach:

On November 27, I presented at a symposium hosted by Capital District library Council and Quester III School Library System called "Symposium on Preparing Students for College Level Research 2.0." The symposium included a discussion about best practices and the goal of the day was to give teachers and librarians resources and ideas to help current students prepare for the rigors of research in the college setting. The mini-conference included an academic librarian panel, school librarian panel, current college student panel, and I presented to the group on how public libraries fit-in/the support we can provide as wrap-around educators/providers of resources. The afternoon comprised of breakout sessions and collaborative planning.

Please take some time to read the attached department reports; which go into more details regarding programming and services to the community.

Respectfully Submitted,

Jill Dugas Hughes
Library Director



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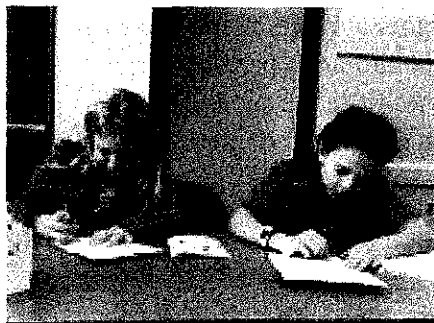
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Reference Department Report - November 2018

Submitted by Elizabeth Putnam

Program Highlights

- In November, we offered 38 program sessions with 534 attendees and an average attendance per program of 14. Of programs that required pre-registration, 50% of registrants were residents of East Greenbush and 10% were residents of Schodack.
- On Veteran's Day, Girl Scouts from Brownie Troop 1085 assisted us at our Operation Gratitude card writing event. They wrote, and encouraged others to write, over 70 cards and pictures for active US Military and veterans. (See pictures below.)
- The Upper Hudson system-wide Library Expedition program, originally scheduled to end on November 30, has been extended through December. We continue to welcome visitors from all UHLS libraries and have received enthusiastic feedback from "Expeditioners."
- Organizations we partnered with this month to deliver programming:
 - NY Connects
 - Questar III
 - Sisters in Crime
 - Capital District Educational Opportunity Center
 - Society for Creative Anachronism
 - AARP
 - Girl Scouts
 - Cornell Cooperative Extension
 - The Legal Project
 - Greenbush Historical Society





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Reference Department Report - November 2018

Submitted by Elizabeth Putnam

Collections

- Outdated medical and health books, low-circulating DVDs, and graphic novels in poor condition were weeded from the collections.
- Catherine and the Circulation Department completed their shift of the adult Fiction, Large Print, and Mystery collections.
- Catherine curated a Talking Book and Braille Library collection and developed a quick reference guide that details librarian responsibilities for the collection.

Professional Development and Training

- Laurie traveled to the NYLA annual conference in Rochester, NY (11/7-11/10/18). She attended sessions on professionalism, adult programming, pop culture, and inclusivity. She also participated in a NYLA Conference Curators virtual meeting (11/20/18; ½ hour)
- Catherine attended a webinar offered by the Medical Library Association, "Understanding the Opioid Crisis: Where Do I Begin?" (11/28/18; 1 hour)
- Catherine completed the 4-week course, "Stand Up for Health," through the National Networks of Libraries of Medicine and has earned her Consumer Health Information Specialist certification.
- All department staff received training on the use of the new Schedule3W staff scheduling program. Elizabeth is working on transferring the departmental and reference desk schedule to the new program.

22 Programs (38 sessions) - 534 Attendees

Average attendance per session: 14

Date	Program Title	Category	Attendance
11/1/2018	NY Connects Caregiver Resource Fair	Health & Wellness	30
11/2/2018	Crafternoon/Adult Coloring	Arts & Crafts	3
11/4/2018	Music with The Alyssa Yeager Duo	Music & Performances	30
11/5/2018	ENL: English as a New Language	Education & Employment	4
11/5/2018	Monday Evening Book Discussion	Books & Writing	12
11/5/2018	Writing Session with Sisters in Crime	Books & Writing	3
11/6/2018	Drop-In Tuesday Tech Time	Computers & Technology	1
11/6/2018	Mat Yoga with Camie	Health & Wellness	22



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11/7/2018	30-minute Genealogy Appointments	History & Genealogy	0
11/7/2018	ENL: English as a New Language	Education & Employment	4
11/7/2018	Study Skills with the Capital District Educational Opportunity Center	Education & Employment	0
11/8/2018	Society for Creative Anachronism Rapier Fencing Practice	Music & Performances	4
11/11/2018	Special Sunday Movie - Mamma Mia!	Movies & Games	16
11/12/2018	AARP Smart Driver Course	Legal & Financial	32
11/12/2018	ENL: English as a New Language	Education & Employment	3
11/12/2018	Operation Gratitude Card Writing	Local Interest	64
11/13/2018	Adult Afternoon Chess (2pm)	Movies & Games	5
11/13/2018	Drop-In Tuesday Tech Time	Computers & Technology	5
11/13/2018	Mat Yoga with Camie	Health & Wellness	18
11/13/2018	Tuesday Ramblers	Music & Performances	15
11/14/2018	ENL: English as a New Language	Education & Employment	3
11/14/2018	Free Monthly Movie - Mamma Mia Here We Go Again	Movies & Games	46
11/14/2018	Legal Project Free Legal Consultations	Legal & Financial	3
11/18/2018	Greenbush Historical Society presents Kay Olan of the Mohawk Nation	History & Genealogy	72
11/19/2018	Crafter Eve	Arts & Crafts	10
11/19/2018	ENL: English as a New Language	Education & Employment	3
11/19/2018	Monday Morning Book Discussion	Books & Writing	16
11/19/2018	Writing Session with Sisters in Crime	Books & Writing	3
11/20/2018	Drop-In Tuesday Tech Time	Computers & Technology	5
11/20/2018	Mat Yoga with Camie	Health & Wellness	13
11/20/2018	Tuesday Ramblers	Music & Performances	19
11/26/2018	ENL: English as a New Language	Education & Employment	2
11/27/2018	Drop-In Tuesday Tech Time	Computers & Technology	5



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11/27/2018	Mat Yoga with Camie	Health & Wellness	14
11/27/2018	Tuesday Ramblers	Music & Performances	23
11/28/2018	ENL: English as a New Language	Education & Employment	3
11/29/2018	Food for Thought Cookbook Club	Food & Cooking	20
11/29/2018	Society for Creative Anachronism Rapier Fencing Practice	Music & Performances	3
Total			534



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Reference Department Report - November 2018

Submitted by Elizabeth Putnam

Resource Sharing & Access Report - November 2018

Submitted by Dawn Geurds

Highlights:

- Kyle Smith, our maintenance cleaner, went out for shoulder surgery and will be out for at least four months. Kyle is doing well, but recovery is slow.
- Paul Connolly went full-time for the maintenance department.
- The library closed at 6pm on Thursday November 15, with a snow storm on the way.
- The library closed all day on Friday November 16, due to 6-8 inches of snow and bad driving conditions.
- It snowed ten days in the month of November, which is a record, never in the history of keeping weather records has it snowed that many days in the month of November in any given year!

Statistics:

- Answered 12 reference questions by e-mail.
- Requested 15 ILLS
- Received 15 ILLS
- Sent out 16 ILLS
- 968 items requested within UHLS.
- 4,431 items were placed on the Hold Shelf.
- 2,295 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 469 expired holds were not picked up by the patrons that requested them.
- 9 items were found on the library's shelves that were marked lost in transit.
- 23 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Library was open 28 days / 277 hours



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Youth Services Report - November 2018

Submitted by Molly Chatt

PROGRAMS:

This was a light month for Youth programming, with two weeks less of storytimes due to NYLA and Thanksgiving. We also had to cancel five programs due to snow, and one morning of storytime attendance was greatly reduced due to the icy road conditions.

1,2,3 PLAY WITH ME:

Despite having fewer programs than normal, we did manage to hold three sessions of the 1,2,3 Play With Me program. This program is a requirement of maintaining our status as a Family Place Library, which is a network of 450 libraries across the country that focus on early literacy. At the 1,2,3 Play With Me programs, toddlers and preschoolers were able to play with our early childhood toys, including the rice table, dollhouse, puzzles & blocks, followed by a 15-minute circle time with songs and rhymes. One of the important pieces of the program are the community specialists available for caregivers to chat with at these sessions. This year we had a speech therapist and occupational therapist from StoryPlace Preschool attend, as well as a representative from the Rensselaer County Department of Health. Parents are able to ask questions and share any concerns with these specialists in an informal atmosphere while their children play.

1000 BOOKS BEFORE KINDERGARTEN:

6 new children registered for the 1000 Books Before Kindergarten program this November. There were 25 check-ins this month to record another 100 books read.



This photo is from a 2014 session of 1,2,3 Play With Me, but the rice table was just as popular this year!



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Youth Services Report - November 2018

Submitted by Molly Chatt

BARNES & NOBLE FUNDRAISER:

We held our 2nd annual fundraiser on November 18th at the Colonie Center Barnes & Noble. Youth Services staff were on hand all day at the store to do crafts with children and tell people about our fundraiser. Several staff members and Friends of the Library also generously volunteered their time gift-wrapping at the store to for donations as well. A big thanks to the Columbia High School Trumpet Ensemble for playing four sets at the store to draw attention to our fundraiser. We have not received a final total yet, but believe we raised approximately the same as last year, about \$1000.

MEETINGS & CONTINUING EDUCATION:

Molly is enrolled in a new initiative from NYLA, the Youth Services Empowerment, Advocacy, + Leadership Academy (EALA). This is a 7-month program designed to develop leadership skills in youth services librarians. The first workshops were held in Rochester as part of the NYLA conference. She attended two half-day workshops on marketing and customer service. In addition to the EALA programs in Rochester, Molly attended the NYLA conference and attended sessions on Coding Programs, Teen Volunteers, Video Game Programming, and Reader's Advisory.

Jenna and Molly attended a training at UHLS on November 13th on best early literacy practices for storytime. Molly is a mentor in the training program, and Jenna is just learning the basics of conducting storytimes.

Jen attended the monthly Youth Services Advisory Council at UHLS on November 6th.



We made crowns with the kids at Barnes & Noble. This little girl is one of our regular library patrons and was very excited to see Miss Jen at the store!



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Youth Services Report - November 2018

Submitted by Molly Chatt

Children's Programs

PROGRAM	AGE	# SESSIONS	# CHILDREN	# ADULTS
Baby Bookworms	0-18 mos.	2	16	20
Toddler Storytime	19-36 mos.	4	84	72
Preschool Storytime	3-5	3	41	30
Saturday Storytime	0-5	4	63	60
1,2, 3 Play With Me	18-48 mos.	3	67	61
Fall into Crafts	5+	1	13	8
Yoga w/ YMCA	All ages	1	4	3
Leftover Crafts	All ages	1	12	6
Family Movie—Incredibles 2	All ages	1	8	7
Barnes & Noble Crafts Fundraiser(OUTREACH)	All ages	1	47	31
Total Children's Programs		21	355	298

Teen volunteer Nina and staff member Marianne helping out at the Barnes & Noble fundraiser!





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Youth Services Report - November 2018

Submitted by Molly Chatt

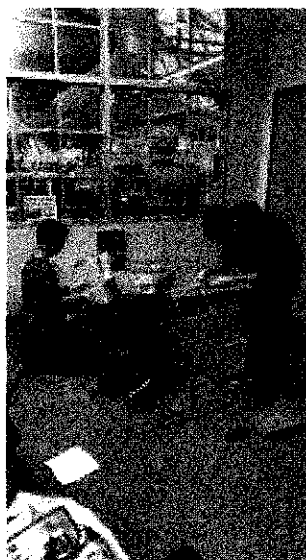
Reference questions -- children's & teen desks	816
Computer Assistance	51
Miscellaneous questions - program signups, board games, directional, meeting rooms	124
Games Computer Sessions	531
Volunteers	4 volunteers worked 19 hours

Teen/Tween Programs

PROGRAM	# SESSIONS	# TWEENS/TEENS
Anime Club	1	13
Teen Mashup	2	18
Total Teen Programs	3	31

TEEN ROOM USAGE: There were 169 teens in the teen room during the 16 days librarians staffed the area.

Shown here are teens at our Friday Mash-Up Fun in the Teen Room.





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Technical Services Report - November 2018

Submitted by Susan Dague

The Cataloging Advisory Council met on the 1st. Only one other person besides me attended, so a relaxed discussion ensued with any major decisions deferred to our next meeting.

I began a six-week ALA ecourse, *Using and Understanding Library of Congress Subject Headings*, which also had a live webinar session on the 9th.

I attended a day-long webinar event sponsored by Amigos Library Services, *The Future of Cataloging: RDA, Linked Data and More*, at CDLC on the 8th.

- Number of items processed: 635 (total – unknown)

Audio (adult + YA + juvenile)	23	
Juvenile Fiction	195	
Juvenile Nonfiction	33	
Electronic (adult + YA + juvenile)	5	
Fiction (adult + YA)	119	
Miscellaneous (equipment)	1	
Unknown (on order records)	283	
Nonfiction (adult + YA)	116	
Print Subscriptions (adult + YA + juvenile)	98	
Video (adult + juvenile)	45	

= 918

- Number of items withdrawn: 1,019

Added for the year to date: 8,328

Withdrawn for the year to date: 8,600

Total items: 95,342



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Digital Services Report – November 2018

Submitted by Karrie McLellan

Online Presence:

Library Market Calendar:

The TaxAide bookings I had entered for room AB mysteriously disappeared. It was noticed by Kathy, who started getting reservation requests for the rooms on those Mondays. Reservations and events were moved to accommodate TaxAide.

Meeting Room e-commerce setup was on hold, but now setup is resuming.

The “ignore conflicts” check box will cause some unforeseen consequences. If you need to use it, check with Karrie first.

Schedule3W (staff calendar):

In December, we will soft launch and use both the online schedule and the paper schedule. If all goes well, we will start using the online schedule exclusively in January.

Created several custom links that are prefiltered to show different views that would be useful in different situations

Created a Schedule3W manual and posted to the intranet

Added links to Schedule3W to the intranet

Selena is creating videos for staff members who prefer to learn S3W that way.

Website:

Feedwind, the tool we use to turn our RSS feeds into pretty website widgets, is creating a Facebook Page widget. If this widget has what we need, we can ditch our current Facebook>website tool, which breaks often and is an additional annual cost.

Social Media:

Clicks on our Twitter posts continue to rise – both for events and readers advisory posts from LibraryAware. We may want to consider posting events to Facebook, as well.

LibraryAware:

Updated branding blocks so our website address appears in the same color as the rest of the text, instead of the purple “visited link” color.



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Flickr:

The library automatically backs up all images posted on Facebook to our Flickr account, because we had a free TB of storage. Flickr is updating the terms of their free account to limit accounts to 1000 images. We have nearly 7000 images stored there. I downloaded the images to our image archive hard drive. We will need a new strategy if we want to store images that we post to Facebook long-term.

Gale:

Gale page (popular subjects>research) would not allow me to login to see what is covered by our Power Search box. Support was able to fix that, but I learned that Power Search only searches some of the databases. Their response:

The following databases are set up to be included in your Powersearch: Book review index plus, New York State Newspapers, General reference Center Gold, Educators Reference Complete, and Informe Academico. These are the databases your library subscribes to individually. The ones provided by the Upper Hudson Library System, are all included except Research in context, Business insights Essentials, Research in Context, and Psychology collection.

Weather Closings:

Updated the weather closing instructions for the website and calendar. Jill and I will be handling these. Let me know if you'd like a copy.

Sierra/Encore:

Sierra was updated, and changes were more obvious in this update than in the past. The approval screen to put an item in transit is gone and some of the pull list steps are different. There were also issues with notices not going out.

Meetings/Workshops Attended/Taught:

11/5-11/12: Taught Level 2 training of the staff calendar to schedulers individually.

11/26-11/29: S3W staff user trainings

11/16: Tech Advisory Meeting cancelled (weather)

Statistical Notes:

Our people counter died on 11/2 and wasn't replaced until 11/26, so the November count was calculated based on current trends and previous year counts.

Tech Tips views went up this month, likely because there was a post (paying fines online) for the first time in months. Thank you, Selena!



Digital Services Report – November 2018

Submitted by Karrie McLellan

Library Computers/Hardware:

During updates, I noticed that the people count for November seemed very low. It turns out our sensor failed on November 1st. New (upgraded) sensor was installed and configured. This also gives us access to reporting via browser (within the building) that was not available when we installed initially. I also learned that we could move our whole installation into the cloud for little to no cost, removing the need to maintain a machine specifically for the people counter. It also increases data stability (better backups). The cloud installation could be accessed from any location. We will move forward on this soon.

Updated EnvisionWare software on the public computers (PC Reservation and LPT:One). Ran into a snag with two computers, but it was resolved when I returned on Monday. Updated MobilePrint software. Updated Launch Command – the selection screen overlay on the print release/computer reservation computer. A few days after the EnvisionWare update, I noticed that some instructional text on the PC Reservation login screen had reverted and needed to be changed again.

One computer at the YS desk was having a strange display problem. At first, it seemed to be related to Sierra, but then it started happening while Sierra was closed. Swapped in a new monitor and that seems to have solved it.

Meraki notified us of a vulnerability which required a patch and reboot ASAP.

Discovered that our new staff copier is not sending stats and requesting toner from the vendor like it should. Opened a support ticket with NBE.

Selena has begun to check our inventory to make sure items are where they should be.

Worked with Ken from TaxAide to make sure the setup they had last year will work again this year.

A patron shoved a \$.50 piece in the print release vending machine, breaking it again. Fixed it and put heavy duty tape over the coin hole that should not allow patrons to put coins larger than a quarter in. Hopefully, that will not prompt them to push harder on the coin.

Current/Upcoming Projects:

LibraryAware subscription drive

In progress, but holding:

Install PC Reservation on laptops (hold for internet policy)



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Exploring a feature in Square that would allow us to accept donations (and possibly payment for event tickets and library swag) online. (hold for credit card policy change)

Set up a test sub-intranet that may facilitate communication with the Board. (queued behind other projects)

Back-Burnered Projects:

Website

- HTML 5 compliance testing

- New business hours plugin

- Considering slider replacements

- Migration to new host

Investigate consistently subpar fiber internet speed



Circulation Report - November 2018

Submitted by Marion Pierson

I didn't attend the Circulation Advisory Council meeting in November due to a scheduling conflict on the Circulation desk. According to the meeting minutes the big announcement was that Albany Public Library will be going fine-free starting in January 2019.

On November 19th Holly hosted Crafter Eve. Attendees made pendants using recycled paper.

On November 29th Holly and I hosted Cookbook Club for 20 attendees who prepared and dined on their favorite one pot meals.

Karrie trained most of the circulation staff on the new scheduling software. The few who could not attend will be trained in early December.

There was a Sierra upgrade in November which caused an outage of patron notifications. Many patrons missed the date to pick up requested items and accrued fines because they didn't get their reminders. We waived numerous fines and reordered many requested items to keep people happy.

Statistics

Patrons: 68 new patrons registered at the East Greenbush Community Library in November 2018.

East Greenbush Residents	35
Schodack Residents	8
Other	25

Checkouts: According to the UHLS monthly report there was a 3.5 % decrease in circulation. The library had two weather related closures in November which could account for the slight decrease.

November 2018	29,249
November 2017	30,324

Volunteers: 17 volunteers worked 39.5 hours. 6 adult volunteers also worked 8 hours wrapping gifts at the Barnes and Noble book fair on November 18th.

Outreach volunteers	11
Adult	6

Notary Services: Roseann and Marion notarized 9 documents for community members.



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Outside Groups – November 2018

Submitted by Kathy Rossello

Date	Attendance	Organization
11/1/2018	12	Tri-Cities Red Honeys
11/1/2018	20	American Needlepoint Guild
11/1/2018	40	Natural Resources Inventory
11/3/2018	40	CDLUG
11/4/2018	5	DPS PTO Auction Planning
11/4/2018	25	Adoption STAR Orientation
11/5/2018	30	Travel Buddies
11/7/2018	25	LGRMIF Grant Application Information Session
11/7/2018	25	Capital View Toastmasters
11/7/2018	12	Rensselaer County Retired Teacher Association
11/7/2018	20	Flying Knights Model Airplane Club
11/7/2018	50	East Greenbush Ski Club
11/8/2018	15	Himabindu Nagothi Dance
11/8/2018	2	Bob Welton
11/9/2018	15	Himabindu Nagothi Dance
11/10/2018	30	Capital Region Romance Writers
11/10/2018	30	Fort Crailo NSDAR
11/12/2018	12	Mohawk Hudson Chapter of AMC
11/12/2018	10	UNCAGED Monthly Meeting
11/12/2018	15	Rensselaer County GS Service Unit Managers Meeting
11/13/2018	25	East Greenbush Ski Club
11/6/2018 & 11/14/2018	2	Background Interview
11/14/2018	15	Social Anxiety Support Group



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11/14/2018	15	Girl Scout Troop 1111
11/15/2018	12	Illiterati Book Club
11/17/2018	25	An Afternoon with Women Poets
11/17/2018	25	Audubon Society of the Capital Region
11/18/2018	35	Capital Hudson Iris Society
11/19/2018	20	Fearless Fretters
11/19/2018	20	Cross Stitch Plus
11/19/2018	10	Good Buy Book Club
11/19/2018	10	Girl Scout Troop Meeting Tara Laurange
11/20/2018	12	EPA Dewey Loeffel Update Meeting
11/24/2018	20	Second Thanksgiving
11/26/2018	50	East Greenbush Ski Club
11/26/2018	8	Columbia Youth Lacrosse
11/27/2018	10	Writer's Bloc
11/27/2018	20	SU 136 Leader Meeting Girl Scouts
11/28/2018	10	UNCAGED Monthly Meeting
11/28/2018	10	Capital View Toastmasters
11/28/2018	2	AARP Tax-Aide Testing
11/28/2018	20	NY Capital District Chapter of Embroiders' Guild of America
11/29/2018	2	AARP Tax-Aide Testing
11/29/2018	2	AARP Tax-Aide Testing
11/30/2018	2	AARP Tax-Aide Testing
11/30/2018	2	AARP Tax-Aide Testing
11/30/2018	2	Miriam Russell History Interview

Cancelled

11/6/2018	LGRMIF Grant Application Information Session
11/8/2018	College Learning without an I.E.P.



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|------------|---|
| 11/15/2018 | East Greenbush Natural Resources Work Group |
| 11/15/2018 | Troy Irish Genealogy Society |
| 11/21/2018 | Capital View Toastmasters |
| 11/27/2018 | Parent Network of the Capital Region |
| 11/30/2018 | Living Resources |

Exhibits

- Terry Case
- Sally Spring
- Frank Majkut

