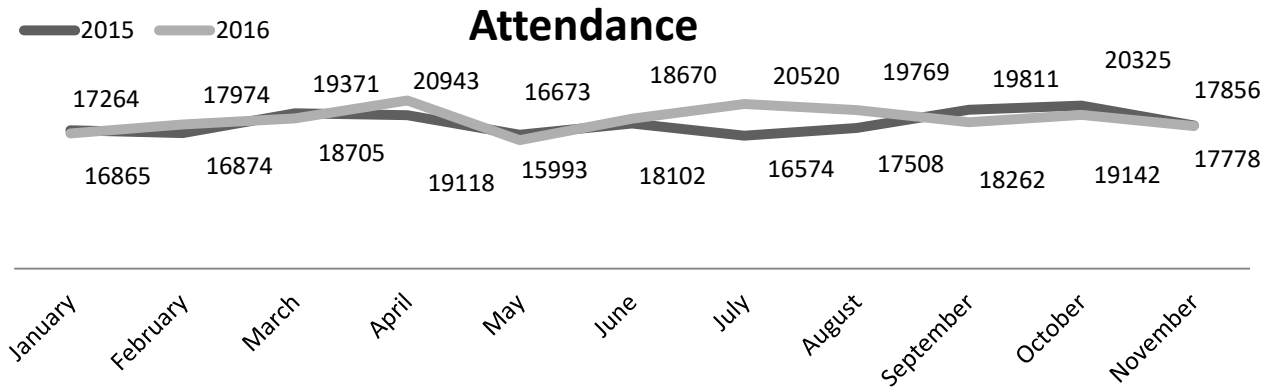




**Director's Report  
FOR NOVEMBER  
December 20, 2016**

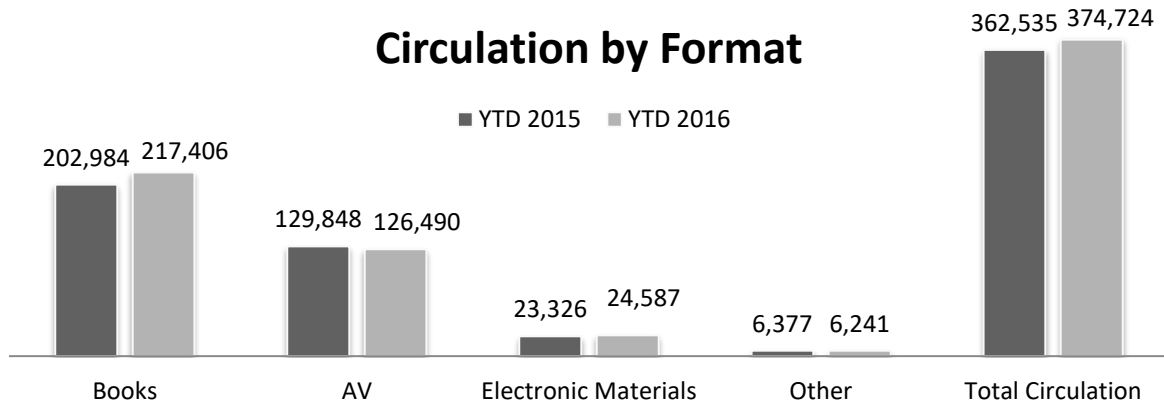
**Visitors to our Library:**

Attendance dipped slightly again in November 2016 (17,778) in comparison to November 2015 (17,856). Overall, library attendance is up 2.4% YTD 2016: (204,621), compared to YTD 2015 (199,476). This translates into approximately 515 more people through our doors per month.

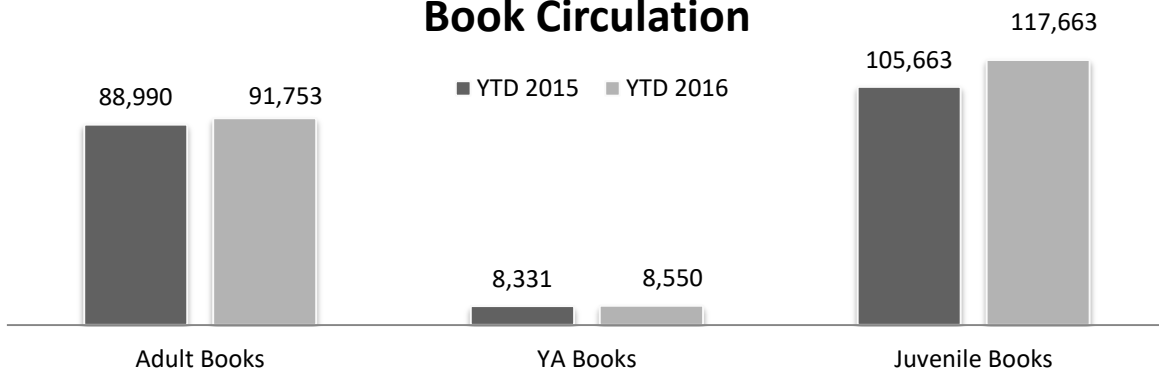


**Collections and Cardholders:**

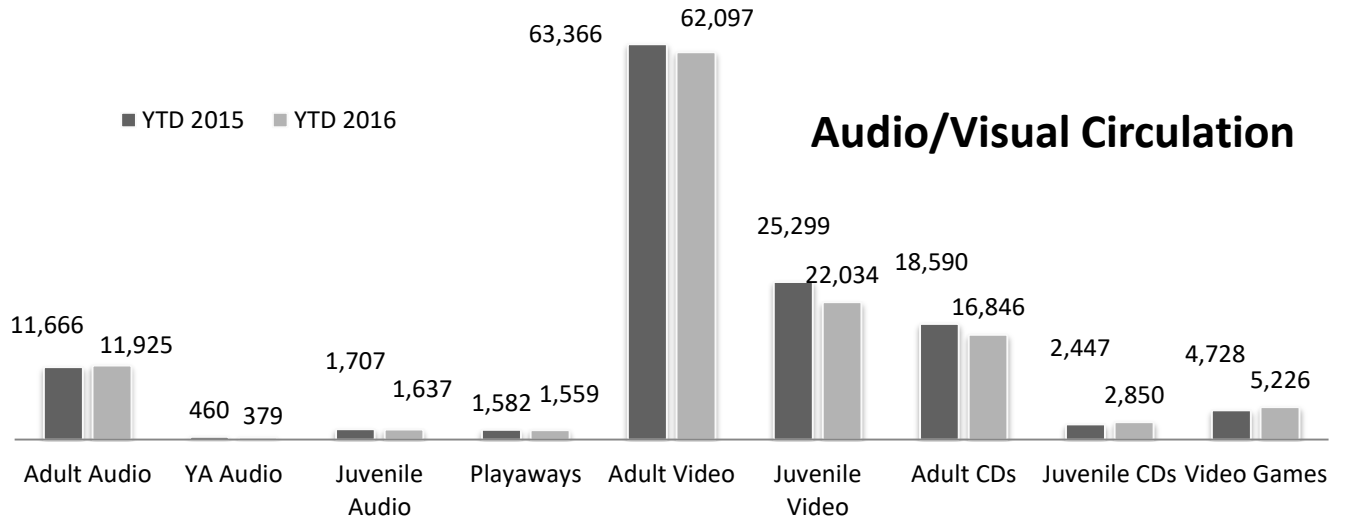
Circulation dipped 6% November 2016 (31,492) in comparison to November 2015 (33,507). Circulation continues to modestly increase overall. Overall, we are seeing a 3.4% increase in circulation compared to last year YTD. 457 items were added to the collection and 472 items were withdrawn. Currently we hold 95,932 items in our collection. We registered 42 new library cards in November 2016; 47% less than November 2015 (79). The collections with the most significant changes YTD include Adult Fiction (5% increase), YA Non-Fiction (158% increase), Juvenile Fiction (9% increase), Juvenile Non-Fiction (21% increase), YA Audio (18% decrease), Juvenile Video (5% decrease), Adult CD's (9% decrease), Juvenile CD's (16% increase), Video Games (11% increase), Periodicals (18% decrease), Museum Passes (20% increase), eBooks (12.3% increase), eAudio (8% increase), Streaming Video/Periodicals (34% decrease).



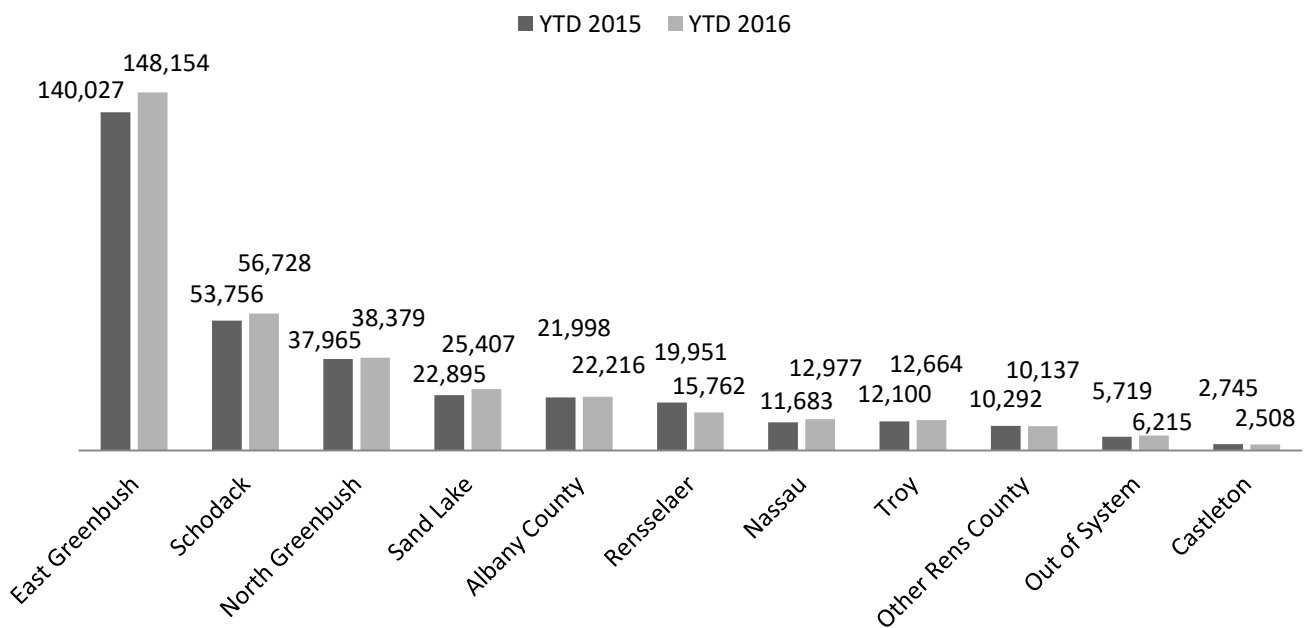
## Book Circulation



## Audio/Visual Circulation



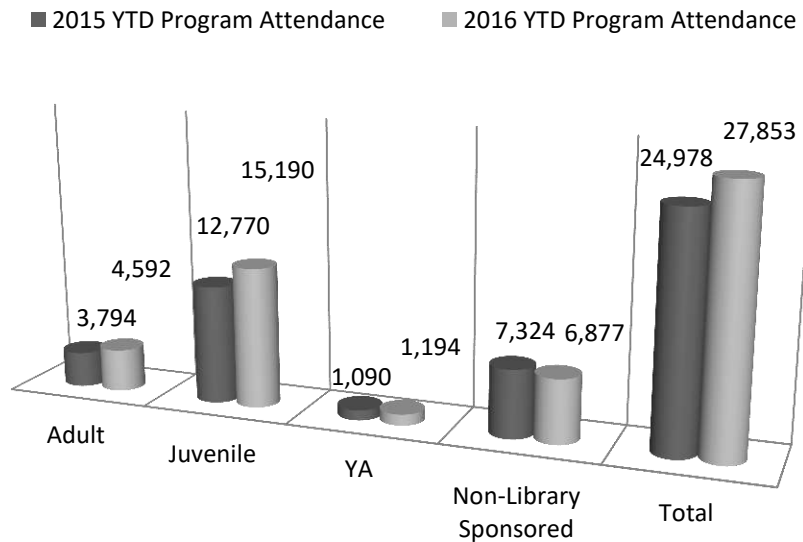
## Circulation by Location



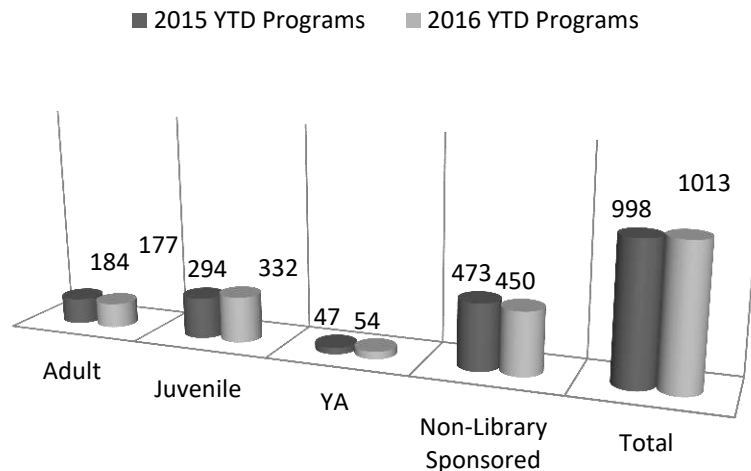
**Programs:**

**TOTAL Library Sponsored Programs November 2016: 41 (November 2015: 49)**  
**Total Library Sponsored Program Attendance November 2016: 1,302 (November 2015: 1,239)**  
**Non Library sponsored meeting room Programs November 2016: 60 (November 2015: 51)**  
**Non Library sponsored meeting room Attendance November 2016: 848 (November 2015: 700)**

**Year-To-Date Programming Overview:**  
**Total Program Attendance YTD: 2016 (20,976); 19% increase over 2015 (17,654)**



**Number of Programs Held YTD: 2016 (631); 15% increase over 2015 (548)**



**Non-Library Sponsored Meeting Room and Exhibits:**

- 4 Exhibits were held: Abstract Acrylic Paintings by Nanette Shapiro; Needlework by Gail Lindemann; Rens. Co Trailblazers 4H Club; and Youth Services Thanksgiving Art Club Display.
- The meeting room was used 98 times in November 2016 (100 times in November 2015), including usage by the following outside groups:

- Capitalview Toastmasters Club ; EG SkiClub Signup and Information; MVP Medicare Advantage Plan Information; Flying Knights MAC; AARP Taxaide Tech Training; GG Troup # 1296; Red Hat Society; Literacy Volunteer Tutor Trainings; Hampton Manor Action Group; Nanette Shapiro Art Exhibit Reception; Greeting Card Workshop; SYF Games Pokémon League; UHLS Beanstack Webinar; Rens. County Retired Teachers; League of Women Voters; CDLUG Linux Users Group; Fort Crailo DAR; Capital Region Romance Writers: Plazaview Homeowners Association; Mohawk Hudson Appalachian Mtn Club; Friends of the East Greenbush Library; B. Sheehan Knitting Group; GS Troop #1145; Lyme Support Group; Illiterati Book Club; Capital Hudson Iris Society; GS Service Unit #132 Registration; Fidelis Care Medicare Info; Alzheimer's Early Onset Support Group; Albany Bronies Thanksgiving.
- There were four cancellations this month.
- The library held a Volunteer Appreciation Event on November 11 for Friends and Volunteers.
- The library was an Election Polling Place on November 8. There was a steady flow of traffic beginning at 6am.

### **Adult Services Programs November 2016:**

- Thirteen programs in November, 18% more than 2015 (11). 413 people attended the programs, 56% more than 2015 (264).
- People of all ages, including a number of parents with their young children, stopped by to take part in our Operation Gratitude letter writing and Para cord making event (87 attendees).
- International Games Day also brought in 62 patrons of all ages.
- One Pronunciator class was cancelled, and the one that was held only had one person in attendance.
- The monthly AARP driving class was canceled as a precaution because of weather. Those who signed up were rescheduled to December or January.
- The evening book discussion group is slowly increasing in size. Participants are enthusiastic.
- Laurie is busy working with the Jackson and Dan Murphy on preparations for the upcoming film festival in February.
- The music programs continue to draw large crowds; 73 people attended The Home of the Brave by Lost Radio Rounders.
- 68 people attended the monthly movie: The Meddler
- The library was a host site for Indie Author Day on October 8<sup>th</sup>, which featured an international webcast. In conjunction with that we also offered a tabling event for local authors to display their works. We received some great feedback and have some plans for how to grow this event for next year.
- Two coloring events were canceled this month because of low interest. After the holidays, coloring will be rolled into a multi-craft event (crafternoon) to appeal to a broader audience.
- We had (4) Book a Librarian one-on-one tech appointments this month, compared to (7) in November 2015. Despite the dip this month, the program has grown 15% this year, (68 appointments, compared to 23 last year).
- **November Adult Programs: 13 programs + 4 Book a Librarian ~ 413 attendees**
  - Greenbush Garden Club: Houseplants You Can Live With (27)
  - Music Program: The Home of the Brave by Lost Radio Rounders (73)
  - Evening Book Discussion- Flight Behavior by Barbara Kingsolver (5)
  - Coloring for Adults x2 (16)
  - Wellness Wednesdays: Stimulating Relaxation and Healing with Breathing Meditation and Affirmation (6)
  - Meet Pronunciator: (1)
  - Operation Gratitude: Writing cards and letters and making Para cord bracelets (87)
  - Greenbush Historical Society: Early American History According to John Honeywood (42)
  - Monday Morning Book Discussion: Clara and Mr. Tiffany by Susan Vreeland (12)
  - Monthly Movie: The Meddler (68)
  - International Games Day (62)
  - Spirit Dog (10)
  - Book a Librarian x4 (4)

### **Youth Services Programs November 2016:**

- We held 24 programs in November, seven less than 2015 (31) due to not having a teen librarian. As a result, attendance dropped. 889 people attended programs in November 2016, compared to 975 in November 2015.
- Six (6) teens worked a total of 15.5 hours in November. They assisted with craft preparation and shelving in the Children's Room.
- Our new tween/teen librarian, Jenna Herbert began November 30.
- Several teen volunteers attended the Volunteer Appreciation Dessert Reception on November 11 and were recognized for their contributions to the summer reading program.
- Our third participant finished the 1000 Books Before Kindergarten challenge. 24 other children checked in during the month of November.
- **November Children's & Family Programs: 24 programs ~ 889 attendees**
  - Baby Bookworms ~ 0-18 months ~ 2 sessions ~ 29 children & 34 adults
  - Toddler Time ~ 18-36 months ~ 6 sessions ~ 194 children & 164 adults
  - Preschool Storytime ~ 3-5 years ~ 3 sessions ~ 53 children & 44 adults
  - Saturday Storytime ~ all ages ~ 4 sessions ~ 111 children & 93 adults
  - Munchkins on the Move ~ 3-5 years ~ 2 sessions~ 25 children & 22 adults
  - Pajama Storytime ~ all ages ~ 3 sessions ~ 15 children & 17 adults
  - Preschool STEM ~ 3-5 ~ 19 children & 13 adults
  - Marble Run ~ ages 5+ ~ 9 children & 7 adults
  - Family Movie Night ~ all ages ~ 17 children & 14 adults
  - Pride Center LOOK ~ families ~ 3 children & 6 adults
- **October Teen Programs: 0 programs ~ 0 teens/ 0 adults**

### **Online Presence:**

- Library Insight RSS event feed still needs manual daily publishing.
- We are still making forward progress on the website, though the search bar issue has not been resolved.
- Selena has created some short videos for our YouTube presence that offer assistance with Windows 10. She has also created one about the OverDrive interface changes. They will be uploaded soon. Our OverDrive brochures were also updated to reflect the new interface. We shared our brochures with UHLS to allow member libraries to modify them for their own use. EBook usage suffered slightly this month due to the upgrade; several patrons visited the reference desk for assistance with their devices.

### **Shared Resources:**

- UHLS had stated that no items could be checked out with only a barcode, so we changed our due slips to include patron barcode rather than name in order to protect privacy. As it turns out, a PIN is still not needed to download OverDrive items. UHLS can require a PIN on our OverDrive site, but they don't currently. We are exploring alternative options.
- Requested 15 ILL's, Received 19 ILL's, and Sent out 17 ILL's in November.
- 983 items were requested by our Patrons in November.
- 2,957 items were delivered through the courier service to fill requests for our patrons in November.
- 2,489 items were pulled from our shelves and sent to other libraries within UHLS to fill requests for their patrons in November.
- 349 expired holds were not picked up by the patrons who requested them in November.
- 5 items were found on the library's shelves that were marked lost in transit in October.

## **Facility**

- Heat Pump 17 was replaced. We are working on the punch list with ESCO.
- Seasonal plants were removed
- One of the urinal flush meters was replaced
- The sprinkler system passed the yearly inspection.

## **Volunteers**

- We had a total of 21 volunteers in November 2016; one more than November 2015. They worked 70 hours; 25% less than November 2015 (93.25).

## **Library Computers/Hardware**

- New Windows 10 laptops for the meeting room carts have arrived and are being configured. The new laptops will connect to the projector using HDMI, which will simplify cabling on the carts.
- The staff computer that was unable to upgrade to the latest version of Windows 10 died completely while Karrie was on vacation. It seems the hard drive was bad. Working with the vendor to replace it.
- Albany Public Library gratefully claimed our microform reader.
- The Meraki firewall we were testing seems inadequate for our internet usage, as speed was slow during peak times. We have requested a trial of a more robust appliance to see if that helps the slowness issue. This will certainly help if we move from typical broadband internet to a fiber connection.
- Almost every time Windows Update is run on the people counter server, the connection between the camera and the server fails. Luckily, the last technician who helped Karrie fix it showed her how to do it herself. This month she was able to fix it successfully on her own.
- The literacy laptops are so slow that they are nearly unusable. Despite that, EGCSO is interested in them, so Selena removed all library info and we will be donating them to the school system.
- Our library hosted a webinar on Beanstack, a new reader's advisory and book tracking tool purchased by UHLS.

Respectfully Submitted,  
Jill Dugas Hughes  
Director