

Director's Report

March 2018

Submitted to the Library Board of Trustees, 04/17/2018

New Technology Initiatives:

We are very excited to implement our new calendar system, which is set to go live in May. Staff training is tentatively scheduled for April. Many thanks to Karrie McLellan for leading a dynamite implementation committee on a tight schedule.

The public computer project is actively underway. A recent power outage fried one of the thin client computers, which are now out of warranty, so time is of the essence! Last month, Karrie discovered that the lockdown software on the initial test public computer was causing many errors and performed unpredictably with EnvisionWare products. Karrie is working on a solution.

Windows 10 updates are causing incompatibility issues with several staff computers. This is an ongoing issue. Four new staff computers were purchased and will be deployed after the new public computer project is complete.

Policy Discussions:

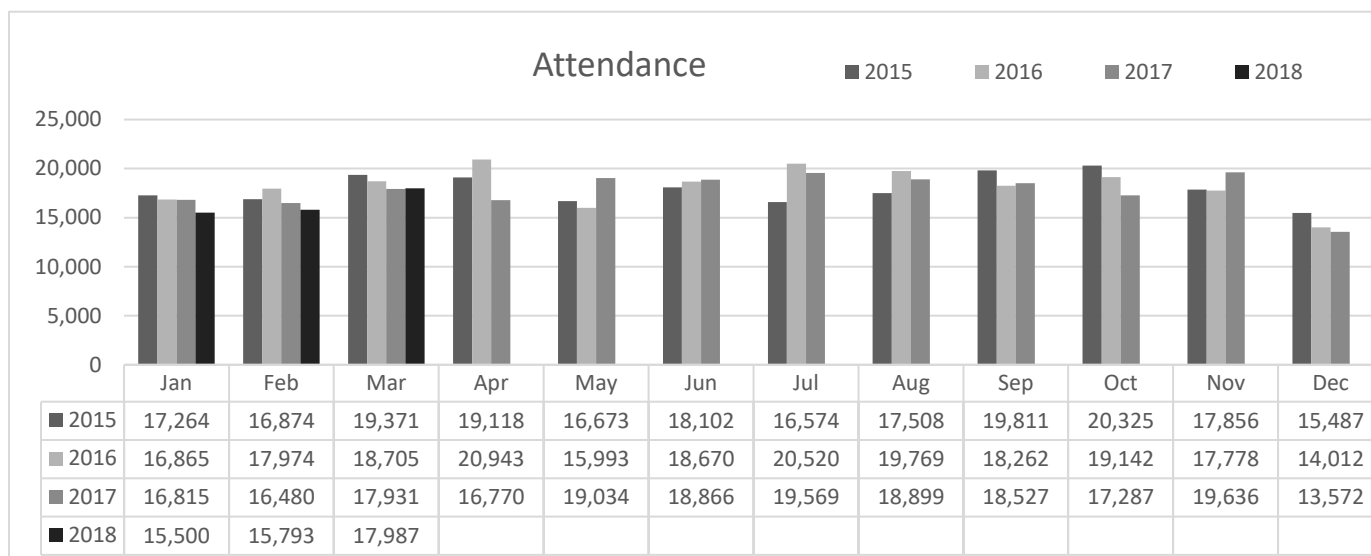
The Service Committee is currently working on revising the Meeting Room, EERC Room, and Internet Use policies. We are considering combining the Meeting Room and EERC Room policies into one policy and adding a fee scale. The Internet Use policy has several outdated sections that need revision, including guest passes, and youth permissions. These will most likely be presented to the Board for consideration at the May meeting.

Visitors to our Library:

Visits to the library remained flat in March 2018 compared to last year. In March 2018, 56 more patrons visited the Library than the previous March. The Library was closed one day in March, closed early on one day, and delayed opening one day, due to snow. We were open 30 days/281 hours. Last year, the Library was open 30 days/290 hours. 64 people visited the library per hour in March 2018, compared to 62 visitors per hour in March 2017.

Visits to the library increased in March, compared to February, but YTD, attendance is decreasing slightly.

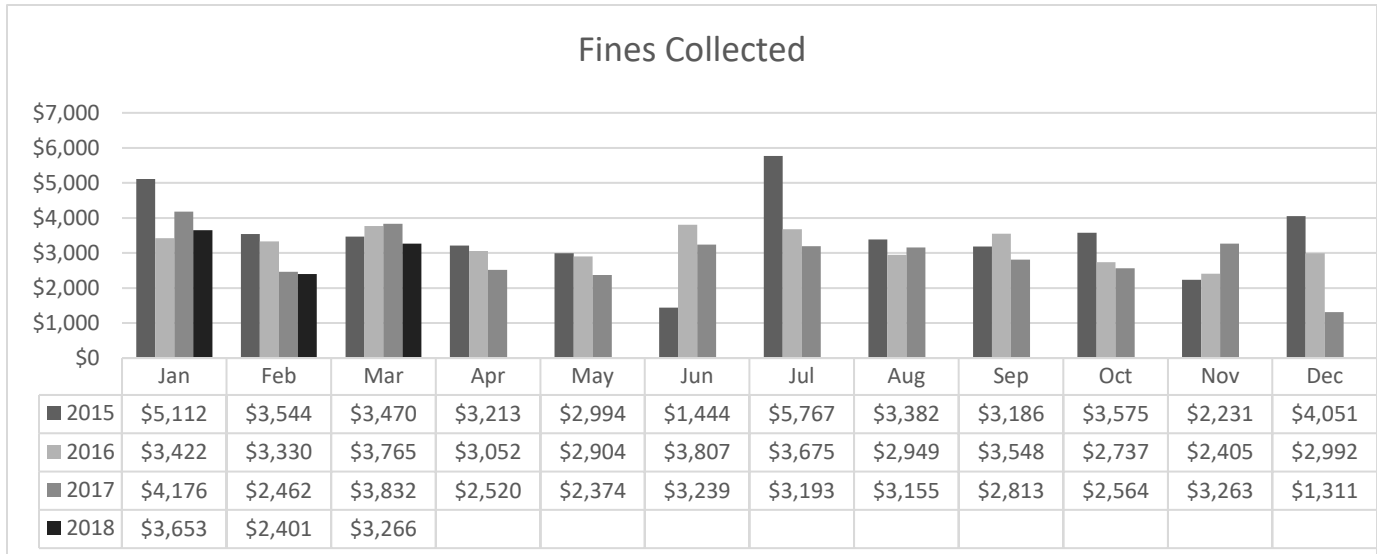
Attendance Chart: Monthly Library Visits from 2015-2018



Collections and Cardholders:

Fines collections continue to drop. Upper Hudson Library System is also working on a patron ecommerce solution that will integrate with our automated library system, Sierra. With this, patrons would be able to pay their fines and fees with their credit/debit cards. This feature will be accessed by patrons in the “My Account” screen in Encore. This self-serve fee is for patron-use only. If a patron wants to use a credit card while at the library, they will still need to go through Square, the outside vendor we use for credit cards. All the “self-serve” payments will go to a single UHLS PayPal account, where they will run a custom report to assign payment to the appropriate libraries. Currently, the practice is that wherever the patron “returns” their items, that library receives any late fines. They are not tied to the “owning” library. With this new system, all fines will be distributed based on the “owning library.” It is likely that our fine collections will drop even further with this solution. Despite anticipated fine collection decreases, the eCommerce solution will provide a more user friendly, streamlined solution for patrons. Patrons who might hesitate to visit the library due to fear/shame over owing library fines will be able to pay their fines from home, without fanfare. Much discussion, pro/con has been discussed at Director’s meetings. I anticipate it will likely be discussed at an upcoming UHLS Board meeting. UHLS has promised no changes will be made without advance notification to member libraries.

Monthly Fines Collected, 2015-2018



5,082 items were placed on hold for our patrons. 2,453 items were pulled from our shelves and sent to other libraries in UHLS to fill requests for their patrons. 493 expired holds were not picked up by the patrons who requested them in February 2018. 7 items were found on the library’s shelves that were marked lost in transit. 26 items were found on the shelves from the unfilled but available item-level requests report.

Number of expired holds increasing. Perhaps this is an additional source of income to investigate to replace decreasing fine income...

Circulation in March 2018 (31,642) is only 144 items less than in March 2017 (34,786). March Book circulation increased 1% (21,378/21,248). If you compare book circulation to hours open, we circulated 76 items per hour open in March 2018 and 73 items per hour open in March 2017. March Audio Visual (AV) circulation is down 3% (12,218/12,516).

Circulation/Lending Statistics Year-to-Date (January-March 2018 and 2017)

Overall physical material lending continues to climb (+2%)
New “Pop” culture collection a hit for children- leading to more books borrowed/read!

Physical Item Lending Type	YTD 2017	YTD 2018	% Change
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Adult Audio	7,718	7,727	0%
Adult Fiction	14,278	14,486	1%
Adult Nonfiction	9,515	10,098	6% <i>Weeded collection, added some previously non-circulating reference materials to the circulating nonfiction collection</i>
Adult Periodicals	700	835	19%
Adult Video	18,854	19,036	1%
Electronic	1,484	1,361	-8%
Juvenile Audio	1,662	1,842	11%
Juvenile Fiction	25,813	26,973	4% <i>New "Pop" collection driving increased circulation</i>
Juvenile Nonfiction	6,540	6,055	-7% <i>The nonfiction "Who's Who" books were a fad last year for kids. This year, their popularity has waned.</i>
Juvenile Periodicals	134	129	-4%
Juvenile Video	6,561	6,375	-3%
Miscellaneous	386	444	15%
Unknown	63	79	25%
YA Audio	106	106	0%
YA Fiction	1,649	1,802	9%
YA Nonfiction	142	217	53%
YA Periodicals	11	2	-82%
YA Video	10	14	<i>Irrelevant Stat- We do not code our DVDs YA. DVDS are all coded as Adult or Juvenile DVD. These numbers show other borrowing from other library DVD collections.</i>
TOTAL	95,626	97,581	2%

Electronic book lending (+13%) and downloadable audio book lending (+20%) continues to grow. Gale Database (+49%) usage has grown significantly as well. Ancestry (-54%) and Heritage Quest (-19%) usage has fallen, as well as Flipster (-41%) digital magazine lending.

Digital Lending Statistics Year-to-Date (January-March 2018 and 2017)

Gale Research Database use increasing (+49%)

Overdrive eBooks (+13%) and digital audiobooks continue to grow (+20%)

Digital Lending Type	YTD 2017	YTD 2018	% Change
Ancestry Library Edition	2,635	1,207	-54%
Heritage Quest	1,308	1,063	-19%
Pronunciator	36	n/a	No longer subscribing
Scholastic Go! BookFlix	14	n/a	No longer subscribing
Encyclopedia Britannica	n/a	188	1 st year subscription- no comparisons available
Gale Database(s)	733	1,093	49%
Flipster Digital Magazines	823	484	-41%
Overdrive Audio Books	2,296	2,747	20%
Overdrive eBooks	4,487	5,054	13%
Overdrive Streaming Video	62	20	-68%

TOTAL DIGITAL LENDING	12,394	10,763	-13%
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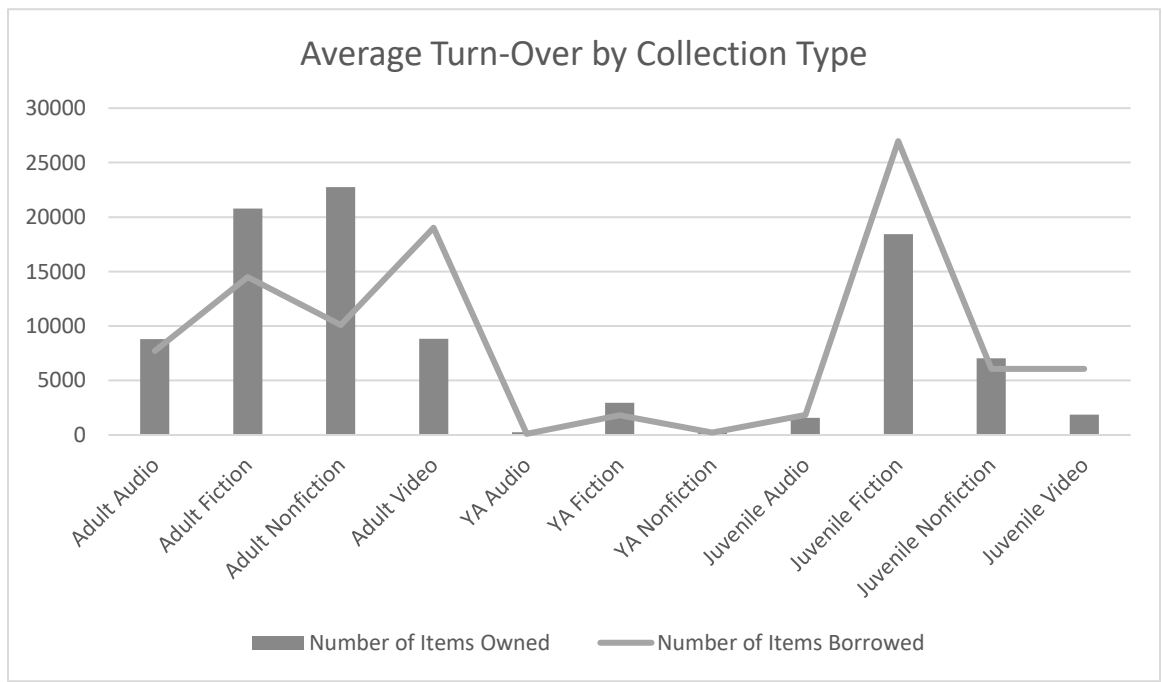
Library Holdings

The number of holdings (items owned) held by the library is relatively flat in comparison to last year. (96,771/96,859). The collections with the highest percentage of items borrowed compared to items owned (turn-over rate) are listed in order from highest turn-over rate to lowest:

- Juvenile Video- 324%
- Adult Video- 215%
- Juvenile Fiction- 146%
- Juvenile Audio- 118%
- Juvenile Nonfiction- 86%
- YA Nonfiction- 94%
- Adult Audiobook- 88%
- Adult Fiction- 70%
- YA Fiction- 61%
- Adult Nonfiction- 44%
- YA Audio- 42%

TURN-OVER RATES

The collections with the highest % of items borrowed are the Juvenile Video, Adult Video, Juvenile Fiction, and Juvenile Audio collections.



Programs:

Adult Classes/Workshops/Programs held:

- 26 programs (39 sessions) were held in March 2018 with 1,051 attendees (including TaxAide).

- The 4th Annual Day Before the Awards Film Festival was held with 352 attendees.
- 192 Taxaide Appointments were held (free tax preparation for 192 people!)
- Other popular programs include Hummingbirds by Greenbush Garden Club (35 people), Music Concert: Annie and the Hedonists (53 people), Film Showing: Lady Bird (54 people), Author Panel: Before They Were Our Mothers (25 people), Mavens of Mayhem Murderous March (45 people), and Music presented by Greenbush Historical Society: Don Kelly (50 people).

Adult Programs YTD	Number of Programs Held Year to Date (YTD)	Total Attendance YTD	Average Number of Attendees per/program
Staff-led	20	659	33
Volunteer-led	9	400	44
Paid Presenters	12	178	15
Community Member-led	13	185	14
Partner Organization-led/sponsored	51	920	18

Tween/Teen Classes/Workshops/Programs held:

- Four programs were held in March 2018 with 26 attendees. Last year, 4 YA programs were held with 17 attendees.

Children’s & Family Classes/Workshops/Programs:

- 24 programs were held in March 2018 with 1,055 attendees. Last year there were 32 programs held with 1,239 attendees. Current staffing shortages in youth services have caused us to hold fewer programs, resulting in fewer attendees. We have also suspended all outreach visits until we have more available youth services staff.

Children’s Programs YTD	Number of Programs Held Year to Date (YTD)	Total Attendance YTD	Average Number of Attendees per/program
Scout/School Visits to Library	0	0	0
Outreach visits to school/daycare	0	0	0
Ages 0-5 Programs	60	2,244	37
Staff-led	76	2,610	34
Paid-Presenters	11	388	35
Partner-Organization led/sponsored programs	3	14	5
Community Member-led	1	73	73

Outside Meeting Room Use (including EERC room):

- 254 programs were held in March 2018 with 1,474 attendees. Last year, 223 programs were held with 2,469 attendees.

Monthly Exhibits - Walls & Cases:

- Jay Freud Portrait Art

Upper Hudson Library System (UHLS):

- Advocacy Success!! – Next year’s NYS budget has been released. On the operating side we earned a \$5 million increase in Library Aid (\$4 mil restoration and \$1 mil additional) and on the library infrastructure side we earned a \$20 million increase (\$10 mil restoration and \$10 mil additional) to the Public Library construction grant fund. In terms of real dollars, the increase in library aid will not represent much of a bump for Upper Hudson Library System once that \$1 million is spread across all NYS, but the fact that libraries restored the cut and made even incremental progress forward in a very challenging fiscal year for NYS (remember the \$4.4 Billion deficit!) is a major success. The significant increase in the construction grant funds will translate to approximately \$1.08 million in construction grant funds to award to UHLS member libraries next year.
- 2018 UHLS Annual Celebration is Tuesday, June 19 at the Hilton Garden Inn in Troy!
- The award name for UHLS Youth Program of the Year will be changed to UHLS Youth and Family Program of the Year and the new deadline for UHLS award submissions is Wednesday, April 25, 2018.
- RoadRunner blocks: Spectrum blocks hold and overdue email notices to nycap.rr.com accounts after we pass a threshold of emails/hour. Spectrum won’t tell us what that threshold is or how to increase it. It has been recommended that member libraries call Spectrum every time we learn of a bounced email. This is a regular issue we face at the circulation desk. Our work-around solution is to assist patrons in setting up an alternate email address for UHLS notices
- G.O.A.T. Tri-State Teen Librarian Meetup: This spring UHLS is departing from more typical speaker-led training targeting teen services librarians. Instead, they are staging a Meetup – a gathering of people sharing the same interest, in this case library service to teens. The G.O.A.T. (Greatest Of All Time) Meetup is a collaboration between Upper Hudson Library System, Mohawk Valley Library System, and Southern Adirondack Valley Library System. They have also reached out to Massachusetts and Connecticut teen services librarians, so it’s a tri-state event. The Meetup happens April 26 at our library! It’s a beta test in several ways, and I’m looking forward to seeing what it produces. We currently have 42 people registered and coming from all three states!

Personnel/Benefits:

- After a long-staffing shortage, we are finally beginning to feel whole again! Our new hires have been terrific, and the extra maintenance and public relations assistance has made a real difference. We are looking forward to our staff professional development day this month where we will be focusing on safety, teamwork, and communication.
- Three part-time Librarian I position openings remain unfilled- two in youth services and adult services departments. We are actively working on filling those positions. We have developed an interim plan to hire a “Summer Reading Coordinator” to insure adequate coverage during the critical summer months.

We have some terrific department head reports this month. Please read! Thank you.

Respectfully Submitted,

Jill Dugas Hughes

Director

Reference Department Report - March 2018

Submitted by Elizabeth Putnam

This month the library and the AS department received very nice feedback from several sources, which I am pleased to share in this report.

Our English as a New Language course, conducted by partner organization Questar BOCES, has continued to grow in attendance over the past few years. We now regularly have 8 to 10 participants per session. Jon Parker, the instructor, informed us that one of the students in the class was just accepted into a PhD program at University at Albany, and she credits the class as being instrumental in her admission.

At the *Before They Were Our Mothers* author panel, book editor and program host Patricia Nugent presented the Friends of the Library with a heartfelt letter, framed and now on display, expressing her appreciation for libraries. The letter will be a featured part of our National Library Week Display in April.

We partnered with the Mavens of Mayhem mystery writer group to present the Murderous March Writers & Readers Confab event. Laurie co-presented the session "Finding Your Next Great Mystery Read" and former library staffer Michael Catoggio presented "When I Die, Clear My Browser History: Research for Mystery/Crime Writers." The 27 attendees who filled out an evaluation rated the event 4.7 out of 5.

The Day Before the Awards Festival on Saturday, March 3 was well attended (352 attendees), and very well planned and executed by Laurie and her team of volunteers. Elizabeth and Jill also provided their assistance at the event. Extra kudos go to Laurie for braving the weather and coming in on Saturday the 2nd to prepare for the festival, despite the library's snow closure.

Elizabeth, Catherine, Laurie, Barbara and Sue met to coordinate and standardize our displays in Adult Services. We also shifted some collection development responsibilities this month, with Barbara taking over DVDs and Blu-Rays, Catherine taking large print collections and the associated Books with Wheels service, and Laurie taking over Graphic Novels and the development of a new adult video game collection.

Reference Department Report - March 2018

Submitted by Elizabeth Putnam

Statistics

26 Programs (39 sessions) – 1053 Attendees (including TaxAide)

Average attendance per session: 27

25 Programs (35 sessions) – 861 Attendees (excluding TaxAide)

Average attendance per session: 25

Day Before the Awards Film Festival	352
Greenbush Garden Club presents Hummingbirds	35
Evening Book Discussion: <i>What Alice Forgot</i> by Liane Moriarty	8
Digital Grandparents Technology Tutoring	
March 5	1
March 12	1
March 19	2
March 26	4
Taxaide Appointments	
March 5	47
March 12	51
March 19	47
March 26	47
Tuesday Ramblers	
March 6	18
March 20	16
March 27	21
Crafternoon	4
Music: Annie and the Hedonists	53
Back Pain Management	3
Writing Workshop w/ Paul Lamar	
March 9	10
March 23	10
AARP Safe Driving Class	30

Reference Department Report - March 2018

Submitted by Elizabeth Putnam

ENL: English for New Learners	
March 5	7
March 19	8
March 21	8
March 26	6
March 28	9
Greenbush Historical Society presents Music with Don Kelly	50
Legal Project	4
Crafter Evening	10
Monthly Free Movie: <i>Lady Bird</i>	54
Tuesday Tech Time	2
Society for Creative Anachronism: Bardic Practice	12
Morning Book Discussion: <i>The Swerve</i> by Stephen Greenblatt	12
Crochet with Connie (snow day makeup)	2
Troy Irish Genealogical Society by Appointment	12
<i>Before They Were Our Mothers</i> Author Panel	25
Educational Opportunities Center: College Connections- The Basics of Financial Aid	0
Cookbook Club	5
Mavens of Mayhem Murderous March	45
Audubon Society presents The Night Shift	22
Total, including TaxAide	1053
Total, excluding TaxAide	861

Resource Sharing & Access Report - March 2018

Submitted by Dawn Geurds

Highlights:

- Thursday March 1, it was 50 degrees.
- Friday March 2, library was closed all day. 12 inches of snow measured at Albany Airport.
- Wednesday March 7, library closed at 1pm. Heavy snow was arriving.
- Thursday March 8, library delayed opening until 11am. 12 inches of snow measured at Albany Airport.
- Tuesday March 13 and Wednesday March 14 had another Northeastern that measured another 12 inches of snow at the Albany Airport. 3 feet off snow in March in less than 2 weeks! Crazy Weather!
- Spring arrived on Tuesday March 20th at 12:15pm.
- March 31 was 57 degrees and sunny!
- Department Heads meeting on Tuesday March 13
- New Calendar Meetings on March 14 and March 28
- Maintenance Staff Meeting on Monday March 19
- Strategic Planning Meeting on Thursday March 29

Statistics:

- Answered 17 reference questions by e-mail.
- Requested 15 ILLS
- Received 18 ILLS
- Sent out 21 ILLS
- 1,487 items requested within UHLS.
- 5,082 items that were placed on the Hold Shelf.
- 2,453 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 493 expired holds were not picked up by the patrons that requested them.
- 7 items were found on the library's shelves that were marked lost in transit.
- 26 items were found on the shelves from the Unfilled but Available Item-Level Requests Report
- Library was open 30 days / 281 hours.

Youth Services Report - March 2018

Submitted by Molly Chatt



J POP! We launched our new J POP collection this month! We are buying multiple copies of popular titles and displaying them prominently when you first walk into the children's area. So far it has been very successful, and we have had to reorder numerous titles to keep the shelves stocked. We are hoping to increase circulation as well as make sure kids don't have to wait for some of their favorite books. Jen oversees this collection, and the Friends of the Library are helping to fund it.

PROGRAMS: It was a busy day in Children's on St. Patrick's Day — 100 people showed up in their green attire for our regular Saturday storytime with Miss Sarah. We had spring craft projects for kids in the Children's Room all day as well, approximately 70 children participated in crafting.

Five programs were cancelled this month because of the winter weather. Also, LOOK w/ the Pride Center, an ongoing parenting program, did not have any attendees this month.

STAFFING: Staffing is the top priority right now, as Rose's position remains unfilled, and one of our newest hires, Maura, has accepted a full-time job at the Guilderland Public Library and will be leaving shortly. Current staff members are filling in as best as we can. Molly has temporarily taken over collection development of picture books, which is the library's highest circulating collection. Juvenile DVD collection development and the Children's webpage are also areas that are currently without a permanent staff member overseeing them, and Molly will be taking on an additional storytime in May as well.

GRANTS: Jenna applied for and received a Stewarts Holiday Match grant for \$489. It will be used to purchase additional littleBits for the library's collection. littleBits are easy-to-use electronic building blocks which snap together with small magnets for creating inventions. We currently use them during Maker Fridays in the teen room, as well as for special STEM programs for older elementary school students.

WINTER READING PROGRAM: Statistics for our first ever Winter Reading Program were not very robust. Only 37 children registered, with 12 completing the program to receive their free book. We reached out to the East Greenbush school librarians for their help in promoting it with their students and unfortunately did not receive much initial response. We will probably not try it again next year unless we are able to arrange for more collaboration with the schools. The books we purchased as prizes will be used for summer reading prizes this year.

MEETINGS AND CONTINUING EDUCATION: Molly attended the Youth Services Advisory Council (YSAC) meeting at UHLS this month on 3/9/18. Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES, and she attended a meeting on 3/15/18.

Youth Services Report - March 2018

Submitted by Molly Chatt

1000 BOOKS BEFORE KINDERGARTEN: 5 new children registered for the 1000 Books Before Kindergarten program this March. 26 children checked in this month to record another 100 books read. 3 children finished the program this month.



They finished the 1000 Books Challenge!



Impromptu teen-led storytime in the Teen Room!



Teens working on their bullet journals during Maker Friday.

Technical Services Report - March 2018

Submitted by Susan Dague

The technical services department purchased a new disc repair machine courtesy of a Friends grant. We now can repair Blu-ray discs and video game discs as well as the usual DVDs and CDs. Our old machine was given to the circulation department to use for on-the-spot DVD and CD repairs.

The Cataloging Advisory Council met on the 1st. Rob is testing the removal of unused location codes which have no items attached. Innovative discourages this practice due to labor involved and the potential for errors in making sure all instances of the location code are removed, but unused location codes unnecessarily lengthen the list of available codes and increase the chances one may incorrectly choose an otherwise unused code.

I joined the adult services department's meeting about the use of display space in the library on the 22nd since I'm responsible for our audiobook collection.

I attended the OCLC Ask QC office hours webinar on the 28th. The focus this month was on reporting bibliographic record changes and errors to OCLC.

Statistics

Number of items processed: 689 (total – unknown)

Audio (adult + YA + juvenile)	18
Juvenile Fiction	309
Juvenile Nonfiction	88
Electronic (adult + YA + juvenile)	4
Fiction (adult + YA)	101
Miscellaneous (equipment)	0
Unknown (on order records)	147
Nonfiction (adult + YA)	17
Print Subscriptions (adult + YA + juvenile)	106
Video (adult + juvenile)	46

= 836

Number of items withdrawn: 895

Added for the year to date: 2,236

Withdrawn for the year to date: 2,851

Total items: 96,506

Digital Services Report - March 2018

Submitted by Karrie McLellan

Online Presence:

- Initial configuration of the calendar is complete. Thanks to the committee for their input! Changes in statistics gathering led to changes in the configuration of the calendar, as we will rely heavily on the reporting features of the software to track programs offered and their attendance. Library Market is now working on our site. They will contact me with any questions/clarifications over the next couple of weeks, and training is tentatively set for the end of April.
- Google Search Console update: all issues with our website (mentioned in my previous report) were resolved, but a new issue popped up and is in the process of being resolved.
- The EnvisionWare MobilePrint issue came back twice this month. It turns out that PrinterOn issued another update, which made all jobs fail until the EnvisionWare server was restarted. Unfortunately, there is no warning when this happens – until patrons complain.
- Two of the plugins we use on our website expired, though there was no indication at the point of purchase that we had purchased a one-year subscription. One offered a deep discount on renewal, so we did. The other's price almost doubled! I wrote to the developer and complained, and they agreed to lower the price if we chose to renew and offered price protection for us going forward. We have not yet renewed, but likely will, to display our new calendar in multiple ways (children's event widget, adult event widget, meeting room event digital display, etc.).
- The connection between Library Insight and Facebook no longer works, due to a change in Facebook authentication. Because we are changing our calendar in May, I have not found an automatic workaround. If you need to post about an event on Facebook, please do so manually until the new calendar is live.
- Updated the Slider Images cheat sheet and distributed it to web editors.

Sierra/Encore:

- Sierra and Encore were updated smoothly. No issues reported at this location.
- Received two patron complaints about notifications. One had to do with a hold that was cancelled without patron knowledge, and the other concerned a change in wording on text notifications. Following up with UHLS.

Library Computers/Hardware:

- A power outage fried one of the thin client computers. They are now out of warranty, so it cannot be replaced for free. Rather than configure the spare to replace it, I am focusing on getting the new public computers ready for deployment.
- The coin/bill machine at the copier appeared to stop counting money accurately in a way that made it hard to see how to troubleshoot. I posted on the EnvisionWare forum (where similar devices are used) one user suggested it was a display issue. That was the correct answer, and the unit is in working order.

Digital Services Report - March 2018

Submitted by Karrie McLellan

- One of the computers at the reference desk started failing, and it appears to be the hard drive. In attempting to update a spare from the closet, it became evident that the latest major Windows update is incompatible with some of them. This will push purchasing replacement computers higher on our priority list.
- Last month, I believed the configuration of the first test public computer to be complete. With more testing, we discovered that the lockdown software was causing many errors on the test machine, as well as performed unpredictably with EnvisionWare products. Aside from the unaffordable software “Deep Freeze”, I have identified two other possible lockdown software candidates. Currently those for compatibility in our environment.
- A BIOS update to protect the new public computers from the Spectre/Meltdown vulnerability became available on 2/20, so it is being applied to the machines as they are configured.
- The new license key for BitDefender antivirus (public computers) didn’t work with our existing installation. It turns out the reseller sold us the wrong kind of key. It has now been resolved and we have access to the additional licenses.
- Fixed an issue that was causing Adobe Acrobat 10 to not open. The same computer was running extremely slowly, due to a combination of an antivirus update and lack of computer reboots.
- Developed a cleaning procedure for the public computers for Jill to pass on to maintenance staff.
- Selena started a spreadsheet that I will use to track which employees have credentials to our many accounts (software, hardware, and online accounts).
- During the film festival, the projector on cart 2 experienced flickering. In troubleshooting, I learned that if the laptop is set to the wrong resolution, that can cause flickering with the Blu-Ray player. I set the laptop to the preferred resolution and let the Blu-Ray player run an entire movie plus two hours. The flickering did not come back. However, it is recommended that we have a backup projector with an HDMI input on hand for next year’s event.
- YS laptop was showing what appeared to be a recurring virus. After some research, it turned out to be a false positive on a Windows system file (needed) and I added an exclusion so BitDefender would stop deleting it on startup.
- Collaborating with Molly and Mary Fellows (UHLS) to provide technology for a regional teen librarian meeting scheduled for late April.
- Collaborated with Rawdon to set up our VPN (secure remote connection to our network). This will allow employees to connect with their work computers when they are not in the building.
- Received notification that our Meraki MX84 firewall appliance has a fault that cannot be resolved. They are replacing the hardware for free, but we will need to have Accu-Networks come after hours to perform the swap.
- Purchased four new computers for staff use. They should arrive in early April, and I will configure them for deployment as time allows.

Digital Services Report - March 2018

Submitted by Karrie McLellan

- Collaborated with Susan to see if our intranet had better solution for a staff directory than our Excel spreadsheet.
- Working with YS to find a better solution for power outlets in the Teen Room.

Meetings/Workshops Attended/Taught:

- 3/21: UHLS Tech Advisory Council meeting

Statistical Notes:

- Wireless, PC, and laptop usage all went up this month, along with the people count.
- Visits to the website also increased.
- Large number of submissions to MobilePrint this month is likely due to wireless printing being down twice. Number of users remained flat, so those users were submitting jobs multiple times.

Current/Upcoming Projects:

- Ongoing website tweaks
- LibraryAware subscription drive
- Thin client migration – configuring updates and testing lockdown software for public computers

Back-Burnered Projects:

- EnvisionWare upgrade
- HTML 5 compliance testing for website
- New business hours plugin (new calendar may help with this)
- Considering slider replacements
- Website migration

Circulation Report - March 2018

Submitted by Marion Pierson

The Circulation Advisory Council meeting was again cancelled due to snow.

This March I attended Department Head and Strategic Planning meetings. Circulation staff member Holly Huzar hosted AS programs, *Food for Thought Cookbook Club* and *Crafterevening*.

After the weekends there is a backlog of books that need to be taken off "New" status so Circ staffer Kim Ruffo is assisting the Technical Services Department by processing them during her circulation shifts on Monday and Wednesday evenings.

Circulation staff was asked to come up with some ideas to celebrate National Library Week April 8th -14th. Patrons will be encouraged to fill out a post-it about why they love their library. Everyone who does will receive a raffle ticket to win fabulous prizes!

New Patrons Registered

The circulation staff registered 84 new patrons in March.

East Greenbush residents	32
Schodack residents	18
Other	34

Volunteers

15 volunteers worked 33.25 hours in March.

Adult Volunteers	5
Outreach Volunteers	9
Court Ordered	1

5 notary services were provided.

288 reference questions were answered.