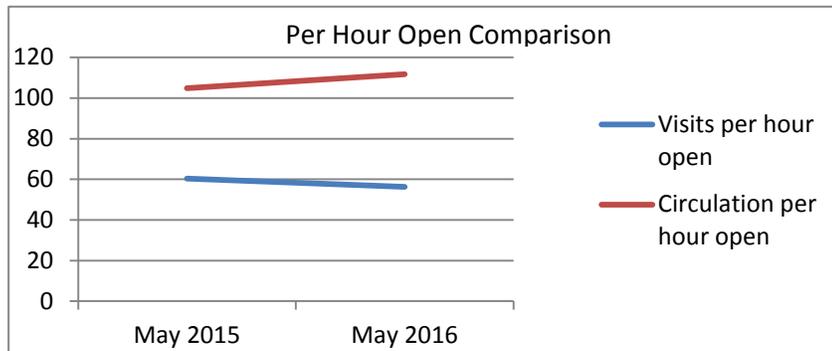




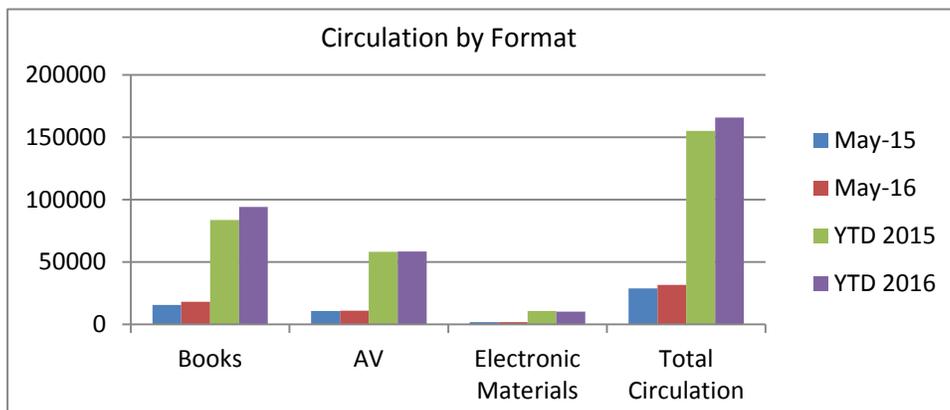
June 21, 2016- Director's Report

Visitors to our Library:

May is typically slower than April, and this year was no different. 4,950 fewer people came through our doors this month than last month. 20,943 April 2016; 15,993 May 2016; 16,673 May 2015. Despite the slower foot traffic, our circulation per hour open increased (105 items per hour open 2015/112 items per hour open in 2016). Circulation continues to be on the rise.



Collections and Cardholders:



- Total book circulation YTD: 94,305. This is 13% higher than last year (83,794). May 2016 book circulation was 18,171; an increase of 16% over May 2015.
- Total YTD AV circulation: 58,167. This is relatively consistent/slightly decreased (58,430). May 2016 AV circulation was 11,166; an increase of 3% over May 2015.



- Total YTD electronic materials circulation: 10,797. This is 3.9% higher than last year (10,394). May 2016 electronic materials circulation was 1,835; a decrease of 3.4% over May 2015.
- Items added to the collection (May 2016): 632
- Items withdrawn from the collection (May 2016): 1,107
- Items added to the collection YTD: 4,235
- Withdrawn items from the collection YTD: 5,755
- Total items YTD: 95,625
- Other year-to-date circulation increases of note:
 - Adult Fiction (+12%)
 - YA non-fiction (+168%)
 - Juvenile fiction (+14%)
 - Juvenile non-fiction (+ 27%)
 - Juvenile CD's (+12%)
 - e-Audiobooks (+16.8%)
- Other year-to-date circulation decreases of note:
 - YA audiobooks (-30%)
 - Juvenile audiobooks (-16%)
 - Juvenile video (-7%)
 - e-videos circulation (-12.5%)
- Other collection highlights:
 - A new collection was added to the children's room – Playaway Launchpads, funded by the Friends of the Library
 - Item records with call number errors were corrected using a report of non-Dewey call number prefixes generated by UHLS and also using an ad-hoc report for weeding by call number.
 - Final edits were made to the SCAT (Statistical CATegories) table by Sue, including the addition of East Greenbush unique non-Dewey prefixes. The SCAT table is used to configure statistical reports based on call number when using Decision Center and Statistics.
 - Kathy completed a project of removing multiple barcodes from some items in our AV collections that were causing issues with requests.

Programs:

TOTAL Library Sponsored Programs May 2016:

62 library programs were held and 1,2990 people attended.

- Last May, 46 programs were held and 1,120 people attended.

Adult Services Programs May 2016:



25 programs/439 attendees

- Our Public Scholar program funded by the New York Council for the Humanities, featuring Wendy Galgan speaking on Sherlock Holmes, was a great success with 48 enthusiastic Holmes fans attending. Also popular were the music program, the monthly movie, the Greenbush Historical program on growing up in Greenbush, and the raptor program. The English Conversation Group drew no one this month, and the JobNow programs also had zero attendance, so it is time to re-evaluate the need for these. (2) Book a Librarian Programs were held.

	# of attendees
ADULT SERVICES PROGRAMS	
The Game Is Afoot: Sherlock Holmes in Film and Fiction	48
High Tech History	11
National Health Care Decisions Program	0
English Conversation group 5/3	0
Life Insurance 101	0
Creating a Web Portfolio (JobNow)	0
Coloring for Adults 5/6	4
Frenemies	7
Monday Morning Book Group: <i>Dead Wake</i> by Erik Larson	15
English Conversation Group 5/10	0
Ask the Expert	2
Coloring for Adults 5/11	8
NY State Boating Class Part 1	7
A Song for All Seasons (Helderberg Madrigal Singers)	50
AARP Driving Class	35
English Conversation Group 5/17	0
Monthly Movie -- <i>Joy</i>	77



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Preparing for Career Exams (JobNow)	0
NY State Boating Class Part 2	7
Greenbush Historical Society: Growing Up in Greenbush in the 1940s/1950s	58
Red Cross Blood Drive	40
English Conversation Group 5/24	0
Silent Wings – Live Raptors	65
Career Clinic	3
English Conversation Group 5/31	0

TOTAL Youth Services Programs May 2016:

35 programs/860 attendees

Children’s Program Attendance:

31 programs ~ 454 children & 376 adults

Teen Program Attendance:

4 programs ~ 30 teens

- Outreach:
 - Rensselaer County Literacy Run- Molly and Elizabeth staffed a table promoting the library and its programs at the Literacy Run (statistics included in the Adult monthly report).
 - Parker Preschool ~ ages 3-5 ~ 11 children & 7 adults- the students at Parker Preschool were here for their annual library field trip with storytime and tour by Molly.
 - Genet Kindergarten visits ~ 2 sessions ~ 64 children & 5 adults- The kindergarteners visited the library for storyhour with Jen and Molly, received a library tour from Rose, and then checked out a book with their first library cards.
- Teen Programs:
 - Middle School Makers~ grades 6-8 ~ 12 teens
 - Pokémon w/ Flipside Gaming ~ grades 6-8 ~ 6 teens
 - Teen Video Gaming ~ grades 6-12 ~7 teens
 - Steampunk Snap Circuits and Littlebits ~ grades 6-8 ~ 4 teens
- Children’s Programs:
 - Baby Bookworms ~ 0-18 months ~ 4 sessions ~ 33 children & 33 adults
 - Toddlertime ~ 18-36 months ~ 9 sessions ~ 243 children & 197 adults



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- Preschool Storytime ~ 3-5 years ~ 8 sessions ~ 120 children & 93 adults
- Saturday Storytime ~ all ages ~ 2 sessions ~ 21 children & 25 adults
- Art Club ~ Grades K+ ~ 13 children & 8 adults
- Two Old Potatoes & Me w/ WMHT ~ ages 4-7 ~ 16 children & 14 adults
- Miles the Reading Dog ~ 2 sessions ~ 6 children & 4 adults
- Pride Center – LOOK – Loving Our Selves & Our Kids ~ families with kids & teens ~ 2 children & 1 teen & 3 adults

Reference Questions:

- 2,817 Reference questions were asked in May 2016.

Online Presence:

- We are continuing to explore options for accepting credit cards in the library and online. Fully integrating ecommerce into Sierra is an expensive proposition, though there are non-integrated solutions that may be more feasible.
- The new development website is installed and running at <http://dev.eastgreenbushlibrary.org>. It is password protected so that it is not visible by the public. I am exploring the possibilities of the current theme in order to present realistic design possibilities to our website committee. Still meeting with stakeholders about their ideas for the next website iteration.
- Our VolunTeen site (hosted at UHLS) is installed and running at <http://volunteen.eastgreenbushlibrary.org>, thanks to John Love from Bethlehem.
- The eCommerce Point of Sale software from EnvisionWare is a bit too expensive to work into next year’s budget. We are considering using Square to get started with accepting credit cards, even though it has fewer features than we are looking for. We are actively working on this project and hope to present a final proposal to the Board in September/October.
- We are not renewing our subscription the WebBooks software from Library Insight. It is cumbersome, and the function it serves can be more easily managed manually. Any WebBooks installations on our website will cease to function starting July 1st.

2016 Database Usage	Number of Searches					
	Jan	Feb	Mar	Apr	May	Total
Ancestry Library Edition (searches)	1354	687	924	1337	709	5011
HeritageQuest Online	466	317	211	469	420	1883
	1820	1004	1135	1806	1129	6894
Pronunciator (sessions)	64	23	30	18	22	157
JobNOW	384	149		539		1072
GALE databases (searches)	98	216	62	133	64	573



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ProQuest – Gannett Newsstand	5	0	0	1		6
ProQuest – -Elibrary Elementary	0	0	7	1	5	13
Scholastic – Go! and BookFlix (sessions)	6	48	87	59	90	290
Overdrive Users	443	430	423	418	441	2155
All Audiobooks	593	626	592	588	533	2932
All eBooks	1461	1304	1378	1415	1173	6731
Streaming video	17	15	16	10	11	69
Nook Periodicals	127	104	119	130	118	598
Overdrive Items Checked Out	2198	2049	2105	2143	1835	10330

Room Use:

- The new A/V equipment for the large meeting room was installed June 8-10. The electrician updated and moved the ceiling electrical outlet, rerouted an Ethernet cable to the ceiling, disconnected the electric for the current screen, and reconnected the electric to the new widescreen after it was installed. Audio Video Corporation installed the new widescreen, projector, and associated cabling. Training on the new system will follow.
- 74 organizations used our meeting rooms (attendance: 510 in meeting rooms, and 104 in the EERC room). This was in addition to library-sponsored programs (62 total programs with 1,299 in attendance).

Shared Resources:

- The Sierra upgrade went smoothly. Text messaging notifications for cardholders has been implemented and online patron registration is under discussion.
- Interlibrary loan May 2016: We provided 22 ILLs to out of network libraries and received 8 ILLs
- 3,116 items were delivered through the courier service to fill requests for our patrons.
- 2,783 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 930 items were requested within UHLS.
- 356 expired holds were not picked up by the patrons that requested them.
- 8 items Lost in Transit were found on the shelves

Public Computers:

- Our issues with Windows Update on the laptops have been resolved. The laptops that needed reformatting have been returned to the laptop cart. Because BSOD (Blue Screen of Death) errors are becoming more common on our public laptops, Karrie has found a more efficient way to reformat the laptops to cut service time from days to hours.
- Karrie updated the staff laptops to Windows 10 in preparation for the first set of Connect 2 U modules. There were some minor glitches, but they seem to be stabilized.



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- We have transitioned most of the building's laptops from AVG antivirus to Bitdefender antivirus. AVG had many nagging popups and was contributing to the slowness issue. Bitdefender uses computer resources much more efficiently and does not generate popups.
- Received training on the new HVAC software. It can now be accessed securely from outside the building, if necessary.
- A Kindle Fire (1st generation) and Sansa mp3 player were donated to the library. The tablet was added to our staff collection, and the mp3 player is going to be used by YS.
- Computer use is down 5% and Wireless computer use is up 132%. This is continuing to place a demand on our wireless network speed.

Volunteers:

- 19 volunteers worked a total of 80 hours in May.

Facility

- The outdoor patio has officially been opened. We have completed a spring landscaping cleanup, and planted annual flower pots. Smaller bushes were planted around entryway sign to replace diseased larger bushes. Watering places an extra daily demand on maintenance time.
- Cooling tower inspected and legionella test completed.
- All heat pump air filters and exhaust fan motor belts were changed.

Staff Development

- May 3: Library Budget Committee meeting was held in lieu of regular committee meetings.
- May 5: Sue Dague attended the Cataloging Advisory Council meeting
- May 9: Dawn Guerds and Sue Dague attended an all day workshop for Interlibrary Loans sponsored by the Capital Region BOCES called Resource Sharing Symposium. The program on Library Simplified, an open source application developed by NYPL to streamline the process of borrowing ebooks across several platforms, was of great interest to public libraries
- May 10 & May 12: Mary Coleman from AFLAC met with staff for open enrollment/renewals.
- May 12: I met with Anne Nagrant, Gale Analytics
- May 11: Sue Dague attended the CORS committee meeting. Improvements made to CDLC's ILL eForm are nearing completion and will be rolled out soon. Joe Thornton from UHLS has been working on this project.
- May 13: Molly attended the monthly YSAC meeting at UHLS.
- May 16: Molly is a member of the Family & Consumer Science Program Development Committee at the Cooperative Extension of Rensselaer County, and attended a meeting



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- May 17: Anne attended the after-school club Gay-Straight Alliance at Columbia High School to promote our new monthly collaborative program with the Pride Center of the Capital Region
- May 17: Department Heads Meeting
- May 17: May Board Meeting
- May 19: Jeff and I met with B&L to go over the water services contract.
- May 19: Lois Papp attended the UHLS Adult Services Advisory Council meeting
- May 19: Molly, Jen, and Karrie met with the Bethlehem Library's tech person on May 19th to discuss how to integrate and use their volunteer scheduling software for our summer reading program
- May 23: Board Budget Committee Meeting
- May 26: Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES. She attended a meeting.
- May 26: Anne and Catherine attended the workshop "Improving Library Services for the LGBTQ Communities at UHLS.
- May 30: Library closed- Memorial Day
- Elizabeth attended several webinars: Libraries and Local Businesses: Best Practices for Supporting Your Entrepreneurs, Digital Skills for Older Adults: Teaching Technology in Public Libraries, and Library Surveys for Success.
- Sue Dague will be beginning ordering Audiobooks shortly.
- Connect 2 U summer modules have been released to staff. The theme for this summer's modules is "Open your Windows this summer", and they will focus on different aspects of Windows 10.

Human Resources:

- The search for a part-time Adult Services librarian has begun. Interviews have been scheduled for the last week in June.
- Health Insurance registration went smoothly for eligible employees.

UHLS Annual Report 2015:

- Local Support, Materials & Personnel Expenses Per Capita:
 - In terms of local financial support, East Greenbush is ranked 3rd Per Capita (behind Bethlehem and Voorheesville). Total Per Capita Support: \$110.06. This includes funding from East Greenbush taxes and our Schodack contractual agreement. Bethlehem (\$138.44 per capita) and Voorheesville (\$154.37 per capita) are both school district public libraries and their funding is from their tax base. Our figure is misleading. In the above calculation, Schodack income is included, but their population is not included in the per capita figure.
 - If we took away Schodack funding, our Per Capita Support would be \$93.91 which would rank us #4, behind Guilderland (\$94.96 per capita).



- If we kept the Schodack funding, and adjusted the per capita figure to include the total population served (29,267) our per capita figure goes down to \$61.94. We would then be ranked #6 (behind Albany (\$85.39 per capita) and Castleton (\$79.65 per capita).
 - East Greenbush was ranked #5 in Per Capita Material Expenses- \$8.08 (behind Voorheesville \$13.69; Bethlehem \$12.19; Guilderland \$9.37; and Rensselaerville \$8.34).
 - If we adjusted our population figure to include Schodack, our per capita ranking would change to #12 (\$4.54 per capita); behind Altamont (\$7.46), Petersburg (\$7), Albany (\$6.75), Schaticoke (\$6.48), Castleton (\$6.03), North Greenbush (\$5.94), Menands (\$5.93).
 - We were ranked #14 in % of Staff Expenditures of total budget (64%); (behind Colonie 79%; Watervliet 79%; Cohoes 78%; Bethlehem 78%; Castleton 76%; Guilderland 75%; Rensselaer 75%; Voorheesville 73%; Troy 72%; Westerlo 69%; Sand Lake 69%; RCS 68%; Hoosick Falls 66%. The average Percent Staff of Total \$ is 66%. East Greenbush is -2% at 64%.
- Circulation and Holdings Per Capita:
 - East Greenbush Community Library has the second highest Per Capita Circulation (24), only behind Bethlehem (25). The next closest library is Altamont (19).
 - If we adjusted our population figure to include Schodack, our per capita ranking would change to #5 (14), tied with Voorheesville, Guilderland, Castleton; and behind Schaticoke (17)
 - We ranked #19 in per Capita Holdings (8 per capita).
 - If we adjusted our population figure to include Schodack, our per capita ranking would change to #26/29 (5 per capita). The average per capita holding is 16.
 - It is important to note the lack of correlation between holdings and circulation. Quality of a collection is much more important than amount, particularly in a consortium/ILL environment.
- Library Use and Programs:
 - Resident Borrowers:
 - East Greenbush is ranked # 5 with number of Resident Borrowers (5,963); behind Albany (86,015), Colonie (28,549), Troy (22,091), Bethlehem (20,808), Guilderland (11,097), Watervliet (6,333), and Rensselaer (6,152). The average among all UHLS member libraries is 7,575.
 - Non-Resident Borrowers:
 - East Greenbush is ranked # 3 with non-resident borrowers (2,415); behind Troy (7,155) and Guilderland (3,148). The average among all UHLS member libraries is 662.



- Public Computers:
 - East Greenbush is ranked # 4 with the number of Public Computers (30); tied with Troy, and behind Albany (143), Bethlehem (56), and Guilderland (37). The average among all UHLS member libraries is 16.
- Public Computer Sessions:
 - East Greenbush is ranked # 6 in number of Computer Sessions (28,278); behind Albany (155,542), Bethlehem (44,772), Colonie (31,555), Troy (30,730), and Guilderland (30,461). The average among all UHLS member libraries is 13,447.
- Reference Transactions:
 - East Greenbush is ranked #3 in Reference Transactions (43,690); behind Albany (135,799) and Bethlehem (69,553). The average among all UHLS member libraries is 14,130.
- Annual Hours Open:
 - East Greenbush is ranked # 6 (3371.5) in Annual Hours Open; behind Albany (15,328), Troy (5,200), Bethlehem (3,704), Colonie (3,380), Guilderland (3,376). The average among all UHLS member libraries is 2,727.
- Total Annual Attendance:
 - East Greenbush is ranked # 4 (214,963) in Annual Attendance; behind Albany (861,524), Bethlehem (338,282), and Colonie (240,305). Guilderland follows East Greenbush closely (214,092). The average among all UHLS member libraries is 81,708.
- Total Library Programs:
 - Adult Programs:
 - East Greenbush is ranked # 5 in Total Adult Programs Held (195); behind Albany (1,893), Colonie (369), Guilderland (351) and Troy (331). The average among all UHLS member libraries is 165.
 - We are ranked # 3 in Total Attendance among Adult Programs (3,981); behind Albany (18,478), Colonie (8,796). Guilderland follows East Greenbush closely (3,771). The average among all UHLS member libraries is 1,885.
 - Young Adult Programs:
 - East Greenbush is ranked # 8 in Total Young Adult Programs Held (52); behind Albany (485), Bethlehem (148), Colonie (113), Guilderland (78), Troy (66), Voorheesville (58), and RCS (56). The average among all UHLS member libraries is 45.
 - We are ranked # 4 in Total Attendance among Young Adult Programs (1,147); behind Albany (4,398), Bethlehem (3,409), and Colonie (2,217). Voorheesville follows East Greenbush closely (1,034). The average among all UHLS member libraries is 536.



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- Children's Programs
 - East Greenbush is ranked # 6 in Total Children's Programs Held (322); behind Albany (1,896), Bethlehem (902), Colonie (651), RCS (401), and Guilderland (327). The average among all UHLS member libraries is 220.
 - We are ranked # 4 in Total Attendance among Children's Programs (13,595); behind Albany (34,373), Bethlehem (24,897), and Colonie (21,893). The average among all UHLS member libraries is 4,752.
- Other Programs:
 - East Greenbush is ranked #1 in Other Programs (192). The average among all UHLS member libraries is 11.
 - We are tied for #5 with Berne (424), and behind Bethlehem (2,888), Sand Lake (733), Nassau (476), and Schaticoke (463). The average among all UHLS member libraries is 203. *** We do not count Book Sales or the Farmer's Market in our figures.
- Resource Sharing:
 - Materials Received:
 - East Greenbush is ranked #5 in Materials Received from other libraries (43,279), behind Albany (110,860), Bethlehem (81,452), Colonie (75,478) and Guilderland (51,693). The average among all UHLS member libraries is 18,867.
 - Materials Loaned:
 - East Greenbush is ranked #5 in Materials Loaned (41,698), behind Albany (124,929), Colonie (68,473), Guilderland (57,702) and Bethlehem (56,378). The average among all UHLS member libraries is 18,071.

Respectfully Submitted,
Jill Dugas Hughes, Director