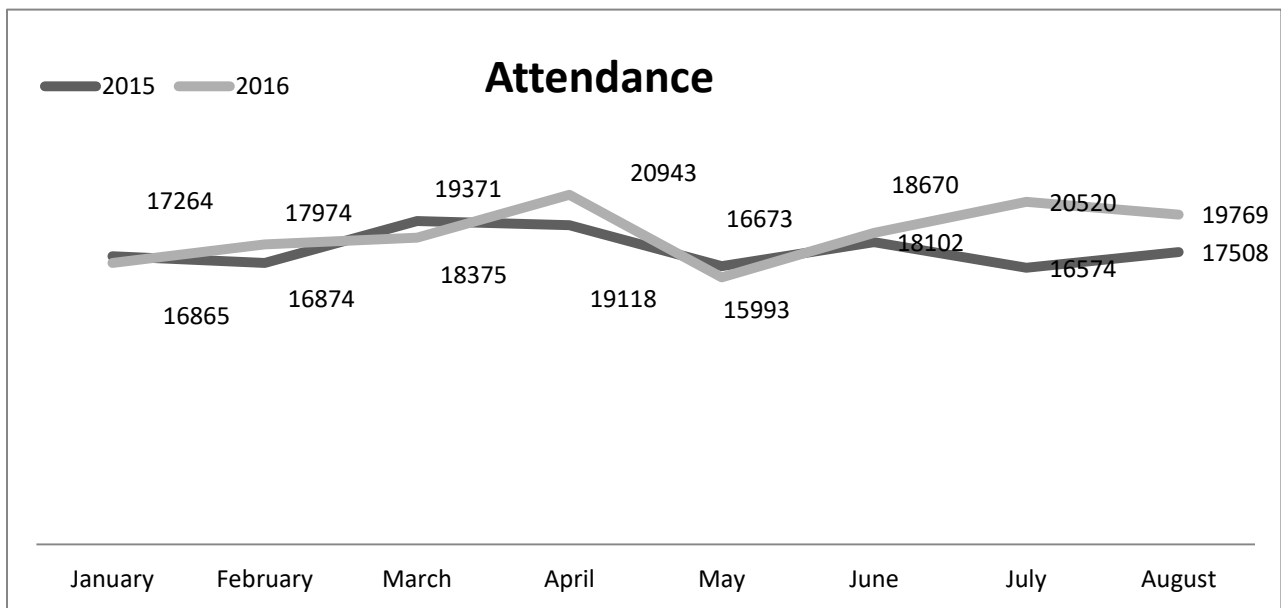




## Director's Report FOR JULY & AUGUST September 20, 2016

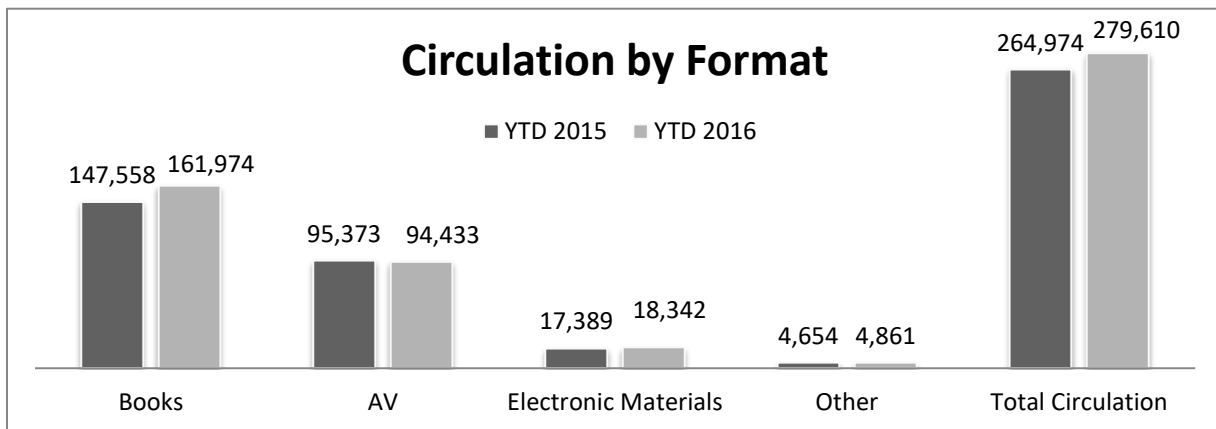
### Visitors to our Library:

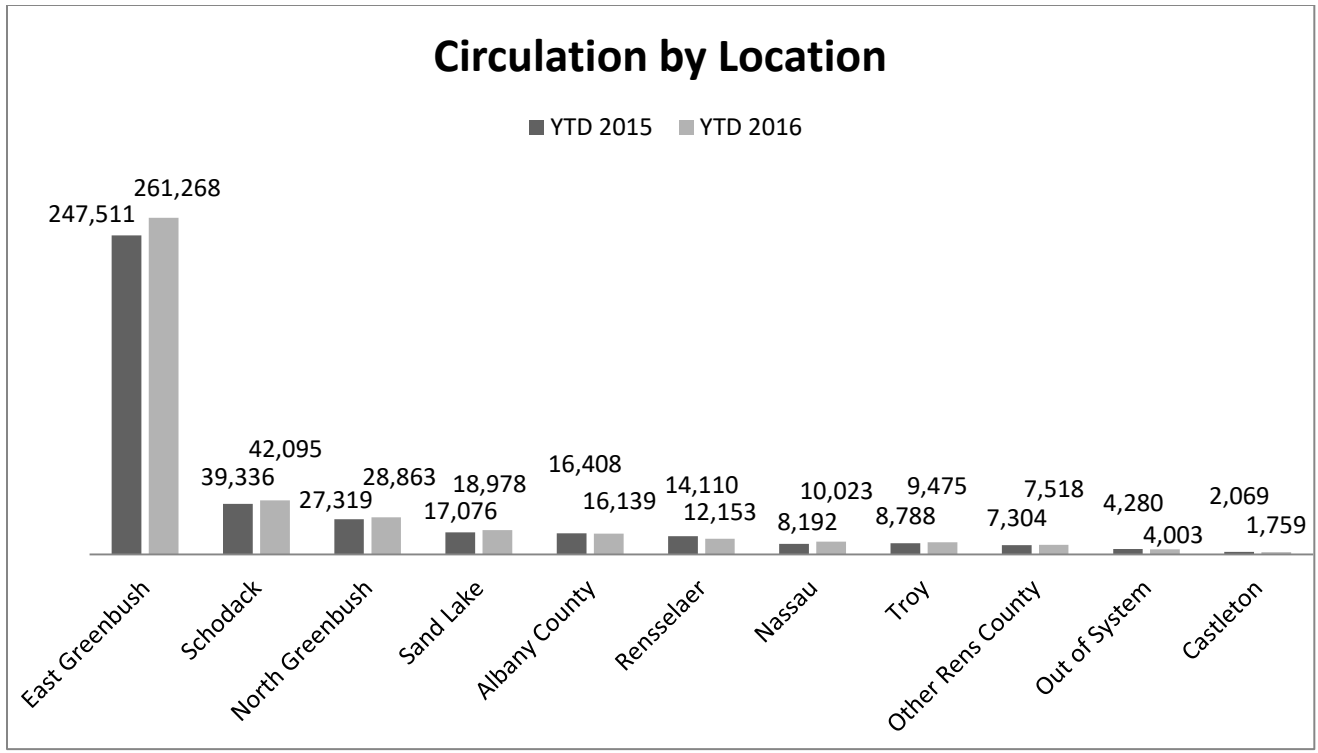
Attendance continues to rise modestly, with a significant jump this summer. 13% more people visited the library in August 2016 (19,760) compared to August 2015 (17,508); and 24% more people visited in July 2016 (20,520) compared to July 2015 (16,574). Overall, library attendance is up 5%: YTD 2016 (149,009) compared to YTD 2015 (141,484). This translates into approximately 953 more people through our doors per month.



### Collections and Cardholders:

Circulation continues to increase overall. 173 more items were checked out in August 2016 than August 2015. This is a 7% increase in circulation. However, in July 2016 1,216 fewer items circulated than July 2015. Overall, we are seeing a 6% increase in circulation compared to last year YTD. 754 items were added to the collection and 506 items were withdrawn. Currently we hold 96,578 items in our collection. We registered 96 new library cards in August 2016; 14% less than August 2015 (112). In July 2016, we registered 122 new library cards; compared to 112 in July 2015 (9% increase).

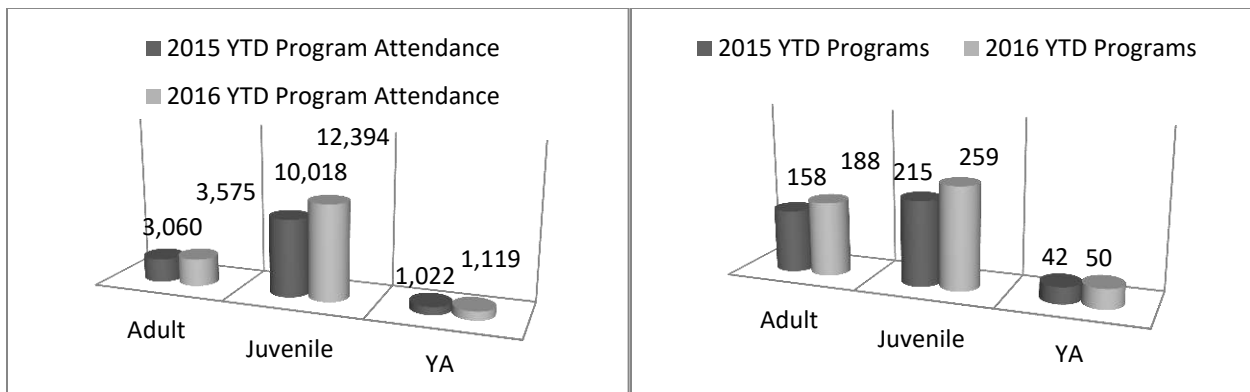




**Programs:**

**TOTAL Library Sponsored Programs August 2016: 55 (August 2015: 34)  
July 2016: 77 (June 2015: 76)**

**Year-To-Date Programming Overview:  
Total Program Attendance TTD: 2016 (17,088); 21% increase over 2015 (14,100)  
Number of Programs Held YTD: 2016 (497); 20% increase over 2015 (415)**



**Adult Services Programs July/August 2016:**

- We had 155 adults register for the 2016 summer reading program, a significant increase over 2015 (117). 20 people attended the Grand Finale and 36 completed the entire game

card. The Summer Music Series was successful, with over 50 attendees during each program. The monthly movie program continues to be popular (*Hail Caesar!*; 52 attendees- July) and *The Finest Hours*; 56 attendees- August). Coloring for Adults is a steady program and Peace Crane making was a popular new program. One program, Adirondack Rustic Furniture, had to be rescheduled- the presenter failed to show up because he mistakenly looked at his August calendar. Overall, a successful summer for Adult Programming.

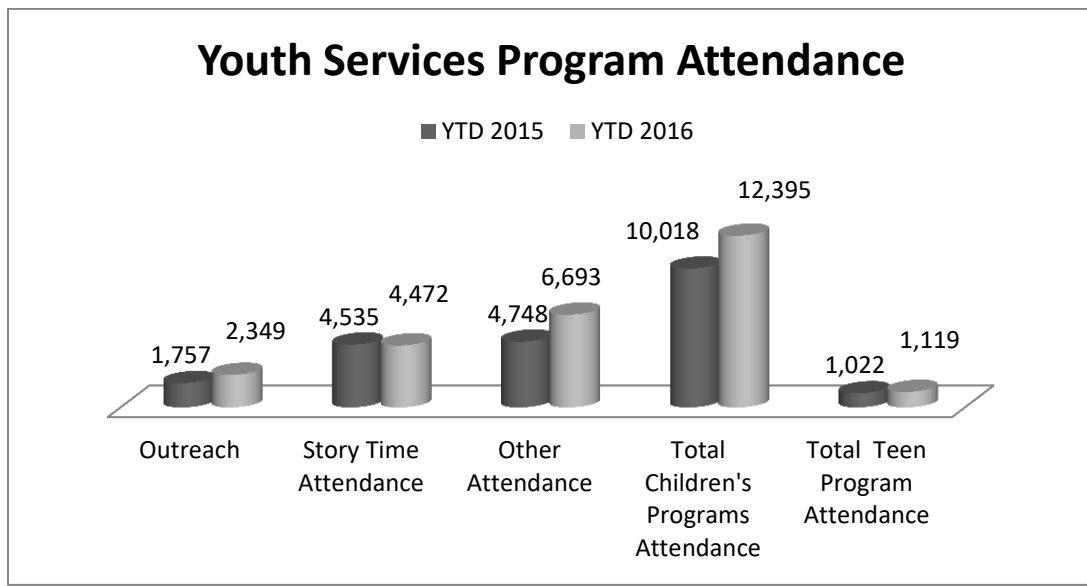
- Adult Program Attendance
  - July: **11 programs/306 attendees**
    - Brazilian Romance with Sonny and Perley (58)
    - Coloring for Adults x2 (19)
    - The Significance of Four (12)
    - Marty Wendell and His Tour Band (51)
    - Healthy Living for Your Brain and Body (12)
    - Monday Morning Book Discussion: *The Japanese Lover* by Isabel Allende (18)
    - The Jazz Connection (57)
    - Introduction to Decorative Painting (10)
    - Monthly Movie- *Hail Caesar!* (53)
    - The Blessings of the Mother Tree (16)
  - August: **9 programs/179 attendees**
    - Time Management (20)
    - Coloring for Adults x2 (20)
    - Peace Cranes x2 (23)
    - Adult Summer Reading Finale (21)
    - Adirondack Rustic Furniture (10)
    - AARP Driving Class (29)
    - Monthly Movie- *The Finest Hours* (56)

#### **Youth Services Programs July/August 2016:**

- Despite an unexpected staffing challenge, the Youth Services team had a very successful summer. 89 children's programs were held and 26 tween programs were held. A total of 5,111 people attended children's programs and 535 tweens. We also had 110 tweens volunteer 831 hours!
- The East Greenbush Town Campers took busses to the library every Tuesday in July/August to check out books, play games, and hang out in the air conditioned library. Six sessions were held with 640 attendees. Additionally, Molly and Rose read stories to the youngest campers (2 sessions in July/46 attendees).
- The YMCA Campers walked over for a weekly story hour (7 sessions/304 attendees)
- Tutor time visited for a special story time and tour with Rose in August (27 attendees)
- Molly and Marcia hosted a table at the East Greenbush Town Festival in partnership with the Friends of the Library. They handed out information about the library and did crafts with children (28 attendees)
- **July Children's Programs: 50 programs ~ 1645 children & 942 adults**  
(Includes visits/outreach)
  - Baby Bounce ~ 0-24 months ~ 2 sessions ~ 37 children & 32 adults
  - Family Storytime ~ all ages ~ 8 sessions ~ 249 children & 174 adults
  - Pajama Storytime ~ 2-5 years ~ 23 children & 15 adults
  - Playtime @ the Library ~ all ages ~ 4 sessions ~ 167 children & 126 adults
  - Music Together ~ birth – 4 years ~ 2 sessions ~ 28 children & 19 adults
  - Lego Club ~ ages 5+ ~ 29 children & 22 adults
  - STEM fun with little Bits ~ ages 8-12 ~ 23 children & 11 adults

- Fun on the Library Lawn ~ all ages ~ 39 children & 20 adults
  - Mammal Museum w/ George Steele ~ ages 5+ ~ 38 children & 20 adults
  - Professor Klutzo ~ ages 3-7 ~ 25 children & 18 adults
  - Valley Cats Visit ~ ages 3+ ~ 37 children & 21 adults
  - Brownies & Board Games ~ all ages ~ 2 sessions ~ 56 children & 35 adults
  - Parachute Play ~ ages 3-6 ~ 19 children & 15 adults
  - Wizard Academy ~ ages 5-12 ~ 57 children & 34 adults
  - Mathletes ~ ages 5-10 ~ 46 children & 37 adults
  - Pokémon w/ Flipside Gaming ~ ages 8-12 ~ 22 children & 6 adults
  - Flight Science w/ WMHT ~ ages 8-12 ~ 14 children & 8 adults
  - Merrily the Mermaid w/ Schenectady Children's Theater ~ ages 4+ ~ 25 children & 31 adults
  - Rainforests w/ Scotia Glenville Museum ~ ages 5-8 ~ 28 children & 14 adults
  - Outdoor Concert w/ Miss Lisa ~ ages 2-6 ~ 33 children & 22 adults
  - Bubble Bonanza ~ ages 2+ ~ 65 children & 47 adults
  - Tortoise & the Hare w/ Puppet People ~ ages 3-7 ~ 63 children & 42 adults
  - Snack Attack w/ Honest Weight Co-op ~ ages 8-12 ~ 13 children & 5 adults
  - Get Growing w/ Jill Leinung ~ ages 6+ ~ 16 children & 7 adults
  - Birds w/ Dyken Pond ~ ages 5+ ~ 16 children & 11 adults
  - Art w/ the Tang Museum ~ ages 6+ ~ 18 kids & 9 adults
  - Good Night Gorilla w/ WMHT ~ ages 3-7 ~ 18 kids & 15 adults
  - 1,000 Books Before Kindergarten- 141 children registered to-date and one child has reached the 700 books read milestone! 33 participants have completed the first 100 books.
- **August Children's Programs: 29 programs ~ 963 children & 588 adults**  
(Includes visits/outreach)
    - Family Storytime ~ all ages ~ 4 sessions ~ 150 children & 116 adults
    - Pajama Storytime ~ ages 2-5 ~ 15 children & 15 adults
    - Playtime @ the Library ~ all ages ~ 2 sessions ~ 113 children & 78 adults
    - Lego Club ~ ages 5+ ~ 32 kids & 20 adults
    - Frog Prince w/ Heldeberg Marionettes ~ ages 3-7 ~ 48 children & 30 adults
    - Nano Science w/ CMOST ~ ages 8-12 ~ 26 children & 14 adults
    - Insect Olympics w/ Anita Sanchez ~ ages 5+ ~ 31 children & 15 adults
    - Family Movie Night ~ all ages ~ 12 children & 8 adults
    - Daniel Tiger w/ WMHT ~ ages 3-7 ~ 24 children & 16 adults
    - Brownies & Board Games ~ all ages ~ 20 children & 12 adults
    - Library Lawn Olympics ~ ages 5+ ~ 12 children & 4 teens & 6 adults
    - Price Chopper Cooking Club ~ 2 sessions ~ ages 4-8 ~ 41 children & 25 adults
    - Pokémon w/ Flipside Gaming ~ ages 8-12 ~ 19 children & 8 adults
    - Flight Science w/ WMHT ~ ages 8-12 ~ 14 children & 8 adults
    - Summer Reading Finale w/ Scotty Nut Nut ~ all ages ~ 119 children & 95 adults
    - Dino Play ~ ages 18 months+ ~ 25 children & 23 adults
    - Pop-Ups on Parade ~ ages 3-8 ~ 17 children & 10 adults
    - 1,000 Books Before Kindergarten is going well, there were 29 check-in in August
- **July Teen Programs 12 programs ~ 205 teens/ 6 adults**  
(Includes visits/outreach)
    - Cupcake Bash ~ grades 6-12 ~ 17 teens
    - Nano Science w/ CMOST ~ grades 6-12 ~ 9 teens

- Teen Writing Workshops ~ grades 6-12 ~ 3 sessions ~ 17 teens
  - Hip-Hop Dance w/ Troy Dance Factory ~ 5 teens
  - Red Cross Babysitting ~ ages 11+ ~ 12 teens
  - Teen Spa Night ~ grades 6-12 ~ 19 teens
  - Pride Center LOOK ~ families ~ 2 teens & 2 children & 4 adults
  - Speed-Stacking ~ grades 6-12 ~ 4 teens
  - Board Game Night w/ Flipside Gaming ~ grades 6-12 ~ 20 teens & 2 adults
  - Art w/ Tang Museum ~ grades 6-12 ~ 3 teens
- **August Teen Programs: 5 programs ~ 132 teens**  
(Includes visits/outreach)
    - Rubik's Cube Workshop ~ grades 6-12 ~ 2 sessions ~ 11 teens
    - Teen Finale @ East Greenbush Bowling Center ~ grades 6-12 ~ 31 teens
    - LOOK w/ Pride Center ~ all ages ~ 3 teens & 2 children & 5 adults
    - Volunteer Appreciation Party ~ grades 7-12 ~ 25 teens



### Online Presence:

- Karrie has entered our schedule exceptions in Google so that when people search for us, our hours on summer Sunday closures, holidays etc. are accurate. Yelp, Bing, and other directories we are listed on do not appear to have this feature.
- A sudden influx of ILL requests used up all of our free contact form submissions allowed for the month. We have been using a free account for years without going near the submission limit. We took the ILL form offline to stem the tide and are addressing the root issue before reinstating the online request forms.
- Work on the new website was put on hold due to troubleshooting of other issues with library computers, but website editor training meetings are underway
- Our current website experienced a login issue when backups filled the server. We are investigating how to prevent future challenges.
- We have 1,501 "friends" on Facebook in August 2016, compared to 1,356 in August 2015.

## **Room Use:**

### **TOTAL EERC ROOM USE July/August:**

47 meetings/115 attendees

- Literacy Volunteers: 4 meetings/8 attendees
- General: 33 meetings/53 attendees
- ESOL Classes: 10 meetings/49 attendees

**YTD: 208 meetings/560 attendees (YTD 2015: 216 meetings/534 attendees)**

### **TOTAL NON-LIBRARY SPONSORED PROGRAM MEETING ROOM USE:**

58 meetings/631 attendees July/August 2016 (52 meetings/735 attendees 2015)

**YTD: 311 meetings/4,361 attendees (YTD 2015: 344 meetings/5,037 attendees)**

## **Shared Resources:**

- Continued issues with Encore crashing. Plans by UHLS to update to the latest service pack should resolve these issues
- Sierra suddenly had difficulty printing fine slips, which took one week of troubleshooting to resolve. We are working with UHLS to make sure this doesn't happen again
- Major Sierra outage all day 7/2. Ill cited a failure at our data center. Another day of extreme slowness on 7/26 was also attributed to data center issues. A move to the Syracuse data center is planned for September
- Requested 11 ILL's, Received 9 ILL's, and Sent out 18 ILL's in July
- Requested 24 ILL's, Received 21 ILL's, and Sent out 23 ILL's in August
- 1,017 items were requested by our Patrons in August and 1,029 in July
- 3,656 items were delivered through the courier service to fill requests for our patrons in August, and 3,414 in July
- 1,998 items were pulled from our shelves and sent to other libraries within UHLS to fill requests for their patrons in August, and 1,559 in August.
- 401 expired holds were not picked up by the patrons who requested them in August and 402 in July
- 3 items were found on the library's shelves that were marked lost in transit in August and 10 in July

## **Volunteers**

- We had a total of 66 volunteers in August; 4 more than last August (62). They worked 368.25 hours; about the same as August 2015 (364).

## **Facility**

- Several minor roof leaks were found and repaired.
- Front sliding door belts checked and lubed
- Large meeting room door closer repaired
- There are two main heat pumps serving the library. Heat pump 17 needs replacement. Heat pump 18 is handling the workload on the majority of days.

- We have a fungus gnat problem in the staff offices. On 8/29 back office staff was sent home early and the main library was aired out (propped open front and emergency doors, brought in fan) after complaints of headaches, burning lungs and watering eyes due to bug remediation spray. We called a pest company who advised a different type of spray for inside. The pest company is working on remediation of the fungus gnat problem and is proactively providing other pest preventative measures.
- The stop sign between the library and YMCA has been replaced
- Four of the sewer drains were rebuilt along Community Way (split 3 ways)
- The building stucco walls are currently being patched/painted by DeBrino.
- Upcoming facility needs: Replace Heat Pump #17, window washing, carpet cleaning, repair/replace tiles in entry way, new bathroom counters are needed in the public restrooms, painting, replace handicap soap dispensers, replace ceiling tiles in several areas, dusting along window ledges, men's bathroom toilet repair, trim hedges and trees, repair sheetrock in a few places, wash exterior of building, patch driveway hole

### **Library Computers/Hardware**

- The people counter lost its connection to the camera during the Windows 10 upgrade. Luckily, the camera stores the statistics internally. Karrie worked with support to upload the statistics back to the server
- The reference desk computer doesn't seem to hold its IP address any longer. It may need replacement soon
- Many of the laptops experienced the "blue screen of death" errors with this update cycle. All but one was fixed.
- One of the staff computers was completely disabled by Windows 10 Anniversary update and needed to be rolled back to correct the issue. Other computers were updated without issue.
- Corrected an issue in Edge that prevented login to Amazon on one reference desk computer. The fix required changing a setting in Internet Explorer.
- The public Envision Ware print release computer was experiencing an issue where it fails to logout a patron via timeout. Changing a setting in group policy fixed it.
- The microfilm machine's printer will not print. The most likely reason is that the toner has not been used in several years and has hardened. We are now looking to deaccession the machine, either by selling or donating it.
- The network was infected with an email worm that wasn't discovered for weeks and propagated itself into our network file folders. The infection has been cleaned. We are still assessing the origin of the breach as well as why our antivirus and mail security tools did not catch the infection.
- Our public Wi-Fi went down on 8/31 for two hours. Patrons could connect to the network, but received a 502 error instead of the page where they can accept our internet policy. The issue resolved itself, but Karrie has opened a support ticket with Meraki to find out what happened and how to avoid it in the future.
- For the last week in August, our server backups failed to complete because the backup size was larger than our tapes could hold. An urgent call for staff to weed online files in order to get the backup down to a manageable size was issued.
- The public copier had a massive jam of the top feeder that required a service call

- AV installation in the large meeting room failed to recognize input twice in July. The first time it needed a reset, which is simple but requires taking the plate off the wall. The second time, the tech noticed the connector was “flaky.” He replaced it and it works as expected. He also adjusted the projector which was not completely centered on the screen.
- We are not upgrading the Envision Ware server to Windows 10, as some issues have been reported in the EW forum. That machine will be transitioned when Envision Ware is more stable on Windows 10.
- One machine literally burned up as a result of the upgrade. We almost lost the people counter server, but it was recovered and continues to run Windows 10.
- One of the new barcode scanners at Circ lost its beep on upgrade. Vendor agreed it was a hardware issue and will replace.
- Work on the website continues
- We are investigating options for upgrading our thin client system software
- The three AWE early literacy computers in the children’s room have officially died and need to be replaced.
- Karrie collaborated with the ESOL teacher to setup and introduce the new We Present. Staff is still being trained on this equipment.

### **Staff Development**

- 7/1- Jill attended the UHLS Directors Association Meeting
- 7/6- Jill met with Dennis Dowds, Town of Schodack Supervisor
- 7/7- Jill met with John Lauffer, Utica National Risk Management and Lee Pollock, Rose & Kiernan
- 7/7- Karrie attended the ALA Annual Tech Wrap-up
- 7/7- Sue attended the UHLS Cataloging Advisory Council meeting\
- 7/11- Jill met with Dennis Dowds, Town of Schodack Supervisor; Laurenne Trechault Nassau Library Director, and Melissa Tacke, Castleton Library Director
- 7/12- Department Head Meeting
- 7/13- Jill met with Pam Allers
- 7/13- Jill met with Evelyn Neale
- 7/14- Jill met with Marie Stark, Stark & Basila
- 7/14- Jill attended two webinars: “Project Outcome Regional Training” by PLA and “LCTI Part 1: Building Your Base”
- 7/14- Elizabeth attended a webinar: “Many Paths to Conversation: Techniques for Successful ESL Clubs”
- 7/18- Jill met with Marie Stark- Stark and Basilla
- 7/19- Dawn and Sue attended a webinar: “Unlocking the Interlibrary Loan Code for the United States”
- 7/20- Jill met with Lynne Oudekerk re: Volunteer Appreciation Recognition Event
- 7/20- Jill attended the Foundation Center webinar “Introduction to Fundraising”
- 7/21- Jill attended the LCTI Part 2 webinar “The Best Defense is a Good Offense”
- 7/22- Kathy attended a NYSLAA executive council meeting in Syracuse
- 7/22- Lois, Marion, and Karrie attended “Improving Communication in Libraries Through Better Visual Design” webinar



- 7/28- Jill attended the LCTI Part 3 Webinar: “Message, Marketing, and Media Confirmation”
- 8/2- Jill met with Margaret Story- League of Women Voters
- 8/2- Jill met with Jeff Simonds, School Superintendent, East Greenbush Central Schools and Shay Harrison, School Board President
- 8/4- Jill attended LCTI webinar Part 4: “Connecting with Yes Voters” and Part 5 “Get out the Vote”
- 8/4- Jill, Karrie, Lois, Molly met with Pam Katz from Digital Grandparents to explore a partnership for patron tech training and teen engagement.
- 8/4- Sue attended the UHLS Cataloging Advisory Council meeting
- 8/11- Jill presented budget to the Town of Schodack
- 8/12- Jill met with Ann Nagrant, Gale
- 8/16- Jill and Michael met with the town regarding the proposed sidewalk project
- 8/18- Jill met with Beth Whalen, Bouche & Clarke
- 8/19- Kathy attended a NYSLAA executive council meeting in Syracuse
- 8/23- Jill attended Rensselaer County Chamber of Commerce Networking Luncheon
- 8/24- Jill attended webinar “Building Your Learning Culture- the whole organization approach”
- 8/25- Rose attended the Outreach Partnerships workshop at Colonie Library
- 8/25- Molly attended the Early Literacy Super Spaces workshop at the Colonie Library
- 8/30- Jill attended webinar- “Small Libraries, Big Impact: Libraries as Community Change Agents”
- 8/31- Elizabeth attended and gave a brief presentation of library services at the East Greenbush Central School District Training and Orientation for Parents and Guardians of K-12 English as a New Language Students
- Laurie viewed a webinar in preparation for Indie Authors Day in October
- Selena started taking Book a Librarian appointments, so we were able to help more people in August.
- Dawn completed two online courses: “Introduction to Cataloging for Non-Catalogers and Introduction to MARC Cataloging”
- Karrie attended the following webinars: “We are Tech Workers! Creating a Library Technoculture”, “Training Your Staff on Technology: TechSoup Resources” and “Web Accessibility 101”
- Dawn attended a webinar on Cataloging in Cat Express
- Karrie met with Ken Smith from AARP Tax Aide about their tech needs for next season.
- Elizabeth attended an online course during Aug 8-Sept 2 called “Super Searcher: Enhancing Your Online Search Super Powers/National Library of Medicine”

Respectfully Submitted,  
 Jill Dugas Hughes  
 Director