

## Director's Report - July 2019

*Submitted by Jill Dugas Hughes*

### Summer Reading

- Research shows that kids who don't read during summer months can lose 2 -3 months of reading skills and children who do read often gain a month of reading proficiency. The 2019 Summer Reading Program "A Universe of Stories" kicked off with a splash. We set an ambitious goal to read 10,000 books as a community. They can "check-in" with library staff to record the number of books read each week. Community members are encouraged to attend programs and participate in the summer reading challenge activities for all ages- kids through adults! Staff are also encouraged to participate in a special "staff" summer reading challenge. July highlights are listed in the department reports.
- We are especially grateful to the Friends of the Library who provided funds for programs, prizes, and crafts. We also have received gifts from 16 Handles, Chipotle, CMOST, Crisp Canoli, Dunkin' Donuts, East Greenbush Bowling Center, FunPlex Fun Park, Greenbush YMCA, Kinderhook Bank, Market 32, miSci, Regal Cinemas, RPI, Shoprite, Staples, Stewart's Shops, Taco Bell, Tang Museum, Target, Tri-City Valley Cats, and Via Aquarium.
- We held 27 more programs in July than 2018 and attendance increased 7%! Outside meeting room usage also continues to climb. 16% more groups utilized the meeting rooms in July 2019.

### Personnel

- Neal Calvin, Building Maintenance Worker began Part-Time; effective July 19, 2019.
- Richard P. Burns, Building Maintenance Worker began Part-Time; effective July 24, 2019.
- Elizabeth Putnam, Head of Adult Services was accepted and received a scholarship for the New York Library Association Developing Leaders Program. The program focuses on soft-skills and totals 37.5 contract hours of professional development over a period of nine-months.

### Trustee Development

Trustee, Lynne Oudekerk and I attended a CORE Trustee training held at the Upper Hudson Library System on July 11.

### Community Outreach

- We were listed as a cooling station by Rensselaer County during the July weekend heatwave.
- I attended a community outreach event celebrating the opening of the East Greenbush Office for Assemblyman Jake Ashby. We hosted a table, filled with different craft activities for children.
- Sully (unofficial library mascot) will once again visit local businesses all summer. Children can visit the libraries to read clues about where to find Sully and come back to the library to receive a prize for finding him!

### Volunteer Update

To date, 275 volunteers have worked 275 hours at the library; an increase of 10% in volunteer hours and 3% in the number of volunteers. In July, 80 volunteers worked 664 hours at the library.





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#### Facilities

- Interior and exterior windows were cleaned.
- The parking lot was re-stripped and new crosswalk striping was added to connect the new sidewalk to the old.
- Sign with easy maintenance garden installed by St. Peters Health



## Reference Department Report - July 2019

*Submitted by Elizabeth Putnam*

### Summer Reading

The adult summer reading challenge is in full swing with 206 registered participants; a significant increase over last year's 160 registrations. Adult summer reading will wrap up on Monday, August 19<sup>th</sup> with a finale celebration and presentation, *Sending Humans to Mars*, by Valerie Rapson, Chief Astronomer at MiSci.

### Novelist Staff Training Activity

Thanks to Karrie McLellan for designing a training worksheet to help reference staff explore and experiment in NoveList, our reader's advisory database. As we become more expert in using this resource (a very welcome challenge, since NoveList feels like a playground for book lovers), we're better able to help patrons use it as well. The results can be seen in the increasing user statistics for NoveList, which have grown each month since our subscription began in January, and nearly doubled from June to July.

### Morning Book Discussion Group

The National Network of Libraries of Medicine recently invited libraries to apply to receive book discussion kits featuring books with health or medical themes. We were awarded 8 large print copies of *It's All Relative: Adventures Up and Down the World Family Tree* by AJ Jacobs, along with tote bags and brochures directing readers to reliable online health information. These materials were distributed to members of the library's morning book group in June and discussed by the group in July. The book's theme on genealogy and genetic history led to a great meeting and an opportunity to promote the library's related resources such as Ancestry.com and Medline Plus.



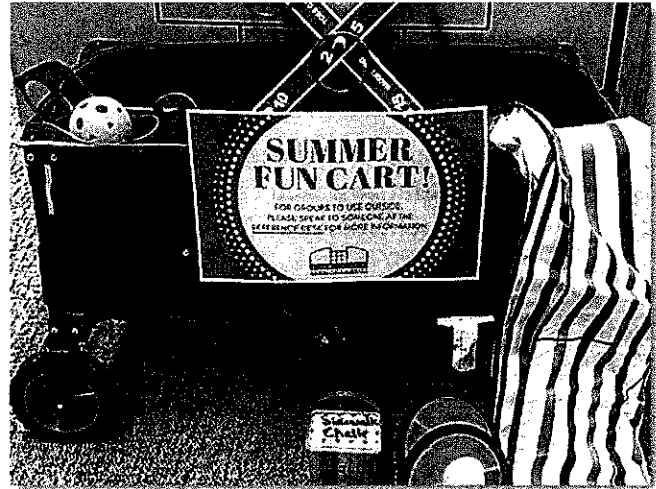
### Services for Agency Program Groups

In June, we implemented a new strategy to welcome and connect with patrons who visit as part of an adult agency program. This effort included distribution of a welcome packet with library information and a schedule of activities designed for group visitors (see June department report).



We have also been logging day group visits to get a better idea of how many groups are using the library and to discern patterns of use that will help us select peak days and times to schedule programs. On weekdays in July, a total of 5 local agency programs brought over 320 adult patrons to the library. Our new Open Recreation program offerings, created with adult program patrons in mind and with input from agency program staff, were not as well attended as we had hoped, with 62 patrons participating in 14 sessions that featured movies, crafts, games, and exercise/dance.

For July, we added a Summer Fun Cart to our offerings for agency program groups. The cart, filled with balls, frisbees, yard games, bubbles, and picnic blankets, may be signed out for two hours for use on the library lawn.



#### Professional Development and Service

July 2 / Catherine / Food for Thought: Exploring Nutrition Information Resources / Medical Library Association online class / 4 hours

July 8 / Elizabeth / Census Data Made Easy: Tool Tour pt. 1/ US Census webinar / 45 minutes

July 9 / Elizabeth / Unlocking Themes to Improve Your Readers Advisory/ NoveList webinar / 1 hour, 15 minutes

July 10 / Elizabeth / The American Community Survey and Your Community by the Numbers / US Census webinar / 30 minutes

July 26 / Catherine, Elizabeth, Laurie / NoveList training worksheet, created by Karrie McLellan with NoveList resources, readings, and search exercises / 1.5 hours each





## Resource Sharing & Access Report - July 2019

*Submitted by Dawn Geurds*

### Highlights:

- Hired part-time evening and weekend custodial worker Neal Calvin, who started training on Friday July 19.
- Hired part-time evening custodial worker Rich Bruns, who started training on Wednesday July 24.
- Attended a Department Head meeting on Tuesday July 31.
- July 2019 has been on the warmer side.

### Statistics:

- Answered 14 reference questions by e-mail.
- Requested 22 ILLS
- Received 19 ILLS
- Sent out 9 ILLS
- 1,102 items requested within UHLS.
- 5,414 items were placed on the Hold Shelf.
- 2,173 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 391 expired holds were not picked up by the patrons that requested them.
- 5 items were found on the library's shelves that were marked lost in transit.
- 13 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 33 times.
- Library was open 26 days / 280 hours



## Youth Services Report - July 2019

*Submitted by Molly Chatt*

### Summer Reading

Summer Reading has been keeping everyone in Youth Services busy this past month! In an effort to serve as many age groups and families as possible, we often have multiple programs each day. While the majority of programs are filled to capacity with waiting lists, we have noticed that there is a larger number of "no-shows" for our events, even with email reminders to registrants. We will be trying figure out ways to tweak our registration process next year to help with this issue.

Kimberly Kern, our Summer Reading Assistant, has been extremely helpful in handling many of our events, and is also responsible for our new weekly Book Buddies program. This program pairs up a Volunteer with an early-elementary aged student. The younger child practices reading out loud to their teen volunteer, and they spend time together playing games and making crafts as well. We are looking into ways to expand this program for next year due to its continued popularity.

### *Sully hiding at the Crisp Cannoli*



### Events

Our 3<sup>rd</sup> annual Big Truck Day was a great success! We had more vehicles this year for the kids to look at. In addition to the EG fire truck and the two big trucks from the town, the Bruen Rescue Squad brought an ambulance and the EG Police Department brought a squad car.



**Big Truck Day**





### Tweens & Teens

This month 63 Volunteers worked for 620 hours helping out with Summer Reading! They staff the Summer Reading Headquarters and assist with the weekly programs of Storytime/Playtime, Farmers' Market Crafts, and Book Buddies. Volunteers also shelve books in the Children's Room, which is a constant task during the busy summer months.

### ***Volunteers helping at the Stuffed Animal Sleepover!***



### 10,000 Book Challenge

We are well on our way to our library-wide goal of reading 10,000 books this summer. As of the end of July, kids and teens have read about 8,000 books!

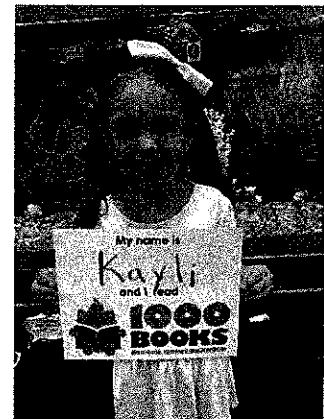
### ***10,000 Book Challenge station!***



### 1000 Books Before Kindergarten

10 new children registered for the 1000 Books Before Kindergarten program this July. 23 children checked in this month to record another 100 books read and 2 children finished the program this month.

### ***Another 1,000 Books Before Kindergarten graduate!***





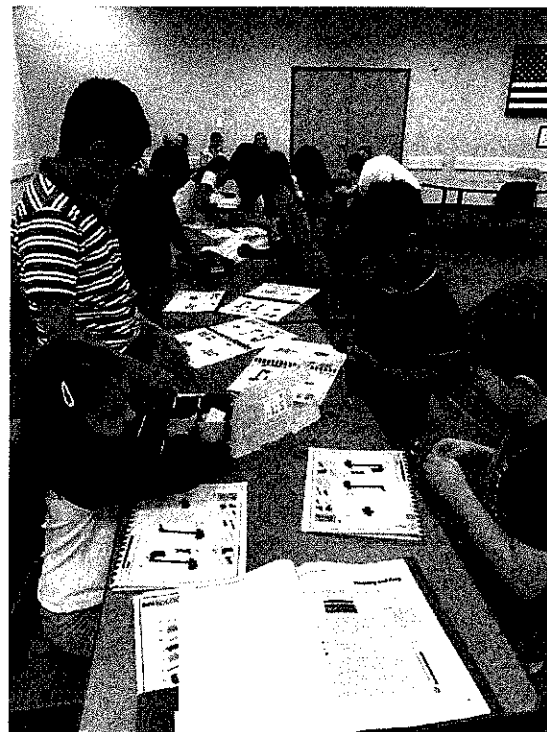
CHILDREN'S PROGRAMS	AGES	#SESSIONS	CHILDREN	ADULTS
Music Together	1-5	2	42	28
Dog Days: Meet Auggie	4-8	1	22	10
Mad Science: Brixology Legos	7+	1	27	14
Movie Night: WonderPark	All ages	1	30	20
Summer Storytime	0-5	10	234	191
Playtime	0-5	5	199	138
Book Buddies	5-8	5	37	25
Farmer's Market Crafts	All ages	4	71	54
Evening Storytimes	3-7	2	38	27
Board Game Buddies	4+	1	8	4
Reading w/ ValleyCats	3+	1	36	21
Breakout Rooms	8+	3	27	0
My Mother the Astronaut w/ Traveling Lantern Theater	5+	1	39	26
Mad Science: Glow Show	5-10	1	23	12
Building Buddies	5-12	1	18	15
Reptiles w/ Uncharted Wild	4+	2	85	67
Price Chopper Cooking Club	4-8	2	45	33
Universe of Crafts	3-10	1	17	11
Big Truck Day	All ages	1	125	65
Book Bingo	5+	1	27	16
Magic Show w/ Jim Snack	4+	1	63	42
Star Lab w/ miSci	5-10	4	72	53



Click Clack Moo w/ WMHT	3-7	1	18	13
Reach for the Stars w/ Jill Leinung	7-10	1	7	3
STEM workshop w/ RPI	8+	1	10	3
Stuffed Animal Sleepover	3+	1	23	18
Engineering Mission w/ miSci	8+	1	18	6
Wizard of Oz w/ Puppet People	5+	1	40	21
LOOK w/ Pride Center (parenting program)	Adults	1	0	1
Town Campers (OUTREACH)	5-8	3	59	15
Stories w/ Y Campers (VISIT)	5-7	3	147	21
<b>Total Children's Programs</b>		<b>63</b>	<b>1607</b>	<b>973</b>



*Kids got to meet Auggie, Bell Top's therapy dog!*



*Mad Science Lego Brixology*



TWEEN/TEEN PROGRAMS	# SESSIONS	# TWEENS/TEENS
Teen Movie: Spider-man	1	14
Breakout: Attack of the Locks	2	12
Cosmic Cupcakes	1	16
Galaxy Jars Craft	1	16
Harry Potter Interactive Movie	1	21
Star Lab w/ miSci	1	11
Stuffed Animal Sleepover	1	17
Engineering Mission w/ miSci	1	6
Anime Night	1	18
<b>Total Teen Programs</b>	<b>10</b>	<b>131</b>



*Teens making glitter jars!*

#### Department Statistics

Reference questions -- children's & teen desks	1660
Computer Assistance	46
Miscellaneous questions -- program signups, board games, directional, meeting rooms	416
Games Computer Sessions	691
Volunteers	63 – 620 hours



## Technical Services Report - July 2019

*Submitted by Susan Dague*

The Cataloging Advisory Council did not meet this month.

I attended a NovelList webinar on readers' advisory on the 17<sup>th</sup>.

We completed a project for the adult services department of converting selected reference books to circulating copies.

Number of items processed: 548 (total -- unknown)

Audio (adult + YA + juvenile)	17	
Juvenile Fiction	236	
Juvenile Nonfiction	17	
Electronic (adult + YA + juvenile)	6	
Fiction (adult + YA)	123	
Miscellaneous (equipment)	2	
Unknown (on order records)	238	
Nonfiction (adult + YA)	38	
Print Subscriptions (adult + YA + juvenile)	95	
Video (adult + juvenile)	14	

= 786

Number of items withdrawn: 307

Added for the year to date: 5,200

Withdrawn for the year to date: 3,989

Total items: 94,502



## Digital Services Report – July 2019

*Submitted by Karrie McLellan*

### Online Presence:

- **Library Market Calendar**
  - We briefly had an issue where patrons using a mobile device to sign up for a program as soon as registration opened (9am) were not able to register because of a caching setting. The site acted as if it was not yet 9am. This was resolved quickly.
  - This month, updates were released at once without the usual advance release notes to prepare us. There were several unwelcome changes that happened on a busy event registration day. The issues did not break the calendar, they just made it inconvenient for staff to use. Most issues were fixed within 24 hours.
  - Library Market is working on improving the current report interface and options to make them more usable for staff. The next version of Library Market will feature a new reports module, built from the ground up.
  - Signed the invoice to add e-commerce to our calendar to facilitate future meeting room payments.
- **Social Media:** We have been using the free version of a service called DlvR.it to manage auto-posting events and blog posts to social media. As part of our upcoming marketing strategy, we have subscribed to the pro version in order to create all of our social media posts through DlvR.it and fix the issue we are having with duplicate posts. They agreed to give us nonprofit pricing despite the fact that we do not have their required 501(c)3 paperwork.
- **Purchased the domain eglib.org for three years.**
- **Intranet:** Working on managing the home page view to minimize scrolling through long announcements.
- **Website**
  - current literature suggests the use of “breadcrumbs” is essential to website navigation and improves SEO ratings. Breadcrumbs are the progression of pages visited. A nonlibrary example: Home Depot>Appliances>Refrigerators. We purchased a plugin that will allow us to install and style breadcrumbs for our site.
  - Fixed an issue where our top menu (in blue) disappeared on mobile.
- **Intranet:** Working on a “read more” truncation for long announcements.
- **NoveList:** Working with EBSCO to set up the “On the Shelf” feature. This will let patrons (and librarians) know when a book that came up in a search is available in our catalog.
- **Schedule3W:** Email function isn’t working properly. It will only use message boxes and not the email preference the user has specified. Opened a support ticket.

### UHLS:

- After Thursday night updates, some Sierra users are reporting that saved Sierra login is purged. Opened a ticket with UHLS, who consulted Innovative.

### Library Computers/Hardware:

- Discovered that our computers using Deep Freeze Cloud were not getting all of their antivirus updates on time. It turns out the method DFC uses to retain those updates is now blocked by BitDefender as insecure. There is a workaround that will require after-hours work monthly for now, but I am considering subscribing to Deep Freeze antivirus, as it is designed to work seamlessly with DFC.



- Upgraded catalog computers to Windows 10. A few staff laptops are the only computers in the building running on an operating system earlier than Windows 10.
- Got a quote for additional people counters to place at the doors to the teen and children's rooms and submitted it for consideration.
- Got a final quote for the new phone system. Seeking additional quotes for the same features/equipment.
- Got a quote for new AV setups in Meeting Room B and the Hurr room.
- Getting quotes for new network switches for the server room.
- Our digital signage project was temporarily derailed by the fact that Google refuses to acknowledge us as a nonprofit because we do not have 501(c)3 paperwork. Without nonprofit status, the price of the project becomes unaffordable on an ongoing basis. Found a workaround that cut Google out of the equation and simplifies the setup process for the kiosk machines. There is no learning curve because it is the same procedure used to secure our public catalog computers. Additionally, we purchased PowerPlayer software that will make updating the slides on the TV monitor in circulation much easier and able to be controlled from anywhere. That digital sign is already up and running. Meeting room signs are ready as soon as we get electrical outlets in place.
- Exploring media cart options to simplify equipment requests and setup in the meeting rooms in advance of the new paid reservations.

#### Meetings/Workshops:

- 7/8: Selena presented the program "Cord-Cutting 101", which covered options aside from cable and satellite for enjoying movies and TV. The program was extremely popular, and we plan to present it again in the fall.

#### Statistical Notes:

- Huge increase to hits on our website, likely due in part to all of the young patrons eager for the newest Sully clue.

#### Current/Upcoming Projects:

- Phone system upgrade
- 2020 Technology Plan
- Digital Signage
- IWP configuration
- "Unboxing" videos
- LibraryAware subscription drive
- SMS broadcast software

#### In progress, but holding:

- 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)
- Laptop loan policy update
- Calendar changes RE: Hurr room change with new meeting room policy.





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Back-Burnered Projects:

- Website
  - HTML 5 compliance testing
  - Considering slider replacements
  - Migration to new host
  - Bringing adult content to main page
- Investigate consistently subpar fiber internet speed





## Circulation Report – July 2019

*Submitted by Marion Pierson*

The Circulation Advisory Council did not meet in July.

Circulation staff were kept busy in July as Summer Reading continued and summer hours began. Holly hosted a space-themed Craftereve on July 15<sup>th</sup> in keeping with the Summer Reading theme, *A Universe of Stories*. Cookbook Club did not meet in July.

### Statistics

**Patrons:** 130 new patrons registered at the library in July.

East Greenbush Residents	59
Schodack Residents	20
Other	48
UHLS MyCard	3

**Checkouts:** According to the UHLS monthly report there was a 5% decrease in circulation.

July 2019	37,260
July 2018	39,250

**Volunteers:** 12 volunteers worked 30.25 hours.

Outreach volunteers	8
Adult	4

**Notary Services:** Roseann and Marion notarized 10 documents for community members.



Outside Groups – July 2019

*Submitted by Kathy Rossello*

<b>49 Programs Reserved: 39 Programs Held - 8 Cancellations - 2 No Show</b>		
<b>Title</b>	<b>Date</b>	<b>Expected Attendance</b>
Capital Hudson Iris Society	6/1/2019	35
Dance Practice	6/1/2019	12
Dance Practice	6/3/2019	12
Tuesday Ramblers	6/4/2019	25
Capital Region Martial Artists	6/4/2019	30
Dance Practice	6/4/2019	12
Dance Practice	6/4/2019	12
Rensselaer County Dept for Aging - HIICAP Volunteer Recruitment	6/5/2019	25
Dance Practice	6/5/2019	12
Homebuyer Orientation	6/5/2019	50
Dance Practice	6/6/2019	12
Stop NY Fracked Gas Pipeline	6/6/2019	15
Patrick Clark	6/8/2019	10
Capital Region Romance Writers Association	6/8/2019	45
Dance Practice	6/8/2019	12
Cross Stitch Plus	6/10/2019	15
Tuesday Ramblers	6/11/2019	25
Capital Region Martial Artists	6/11/2019	20
Capital Community Voices	6/11/2019	12
Babywearing 101	6/12/2019	30
Stop NY Fracked Gas Pipeline	6/12/2019	60
Illiterati Book Club	6/13/2019	15
American Needlepoint Guild	6/13/2019	15
Rensselaer County Department of Health Local Early Intervention Coordinating Council	6/14/2019	50
Free Public Seminar on the Probate Process	6/14/2019	25
CDLUG (Capital District Linux Users Group)	6/15/2019	40
Fearless Fretter old time music jam	6/17/2019	15
Good Buy Book Club	6/17/2019	10
Tuesday Ramblers	6/18/2019	25
Capital Region Martial Artists	6/18/2019	35
The Writer's Bloc	6/18/2019	6
Living Resources "Open Interviews"/Mini-Recruitment	6/19/2019	16
Travel Buddies	6/19/2019	30












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Card Makers	6/20/2019	15
Columbia Lacrosse Club	6/20/2019	50
Meet the Author: Reed Alexander	6/23/2019	25
Tuesday Ramblers	6/25/2019	25
Citizen's Climate Lobby Monthly Meeting	6/26/2019	18
Capital Area Flute club rehearsal	6/29/2019	20
<b>Total Expected Attendance (Approved)</b>		<b>916</b>
<b>8-Cancellations</b>		
New York State Fracked Gas Pipeline	6/6/2019	15
When Illness Strikes Someone You Love	6/10/2019	15
Fresh Air Program New Host Orientation	6/10/2019	30
Capital Region Martial Artists	6/12/2019	30
Cross Stitch Plus	6/17/2019	15
Card Makers	6/21/2019	16
Capital Region Martial Artists	6/25/2019	35
Embroiders' Guild of America - NY Capital District Chapter	6/26/2019	10
<b>Total Expected Attendance (Cancelled)</b>		<b>166</b>
<b>2-No Shows</b>		
Dance Practice	6/2/2019	12
Dance Practice	6/2/2019	12
<b>Total Expected Attendance (No Show)</b>		<b>24</b>



		% of Total Card Holders	July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
<b>VISITS, VOLUNTEERS, AND BORROWERS</b>								
	Borrowers: Valid library card holders	100%	8,313	8,367	-1%	57,892	58,458	-1%
	Active Schodack Cardholders	10%	867	925	-6%	5,487	Not Available	
	Active EG Cardholders	28%	2,295	2,265	1%	14,162	Not Available	
	Registered Schodack Cardholders	26%	2,172	2,234	-3%	15,200	15,536	-2%
	Registered EG Cardholders	73%	6,099	6,133	-1%	42,481	42,707	-1%
	Visits		16,114	20,075	-20%	105,975	122,253	-13%
	Hours Open		280	268	4%	1,987	1,943	2%
	Volunteer Hours		664	560	19%	1,277	1,162	10%
	Number of Volunteers		80	84	-5%	275	266	3%
		% of Total Holdings	July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
<b>OUR COLLECTION AND HOW IT'S USED</b>								
	Checkouts	45%	42,781	45,023	-5%	235,784	258,915	-9%
	Holdings	100%	94,881	96,949	-2%	Not Applicable		
	Physical Items Added	1%	786	864	-9%	5,632	5,760	-2%
	Physical Items Withdrawn	0%	308	640	-52%	3,991	4,969	-20%
		% of Total Checkouts	July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
	<b>Checkouts By Audience</b>							
	Adults	52%	22,078	23,069	-4%	138,592	145,592	-5%
	Teens	4%	1,687	1,151	47%	7,809	6,395	22%
	Children	44%	19,014	20,803	-9%	96,652	106,928	-10%
	<b>Checkouts By Format</b>							
	A/V (Physical & Digital)	27%	11,576	41,920	-72%	77,096	116,642	-34%
	Books (Physical & Digital)	66%	28,180	27,924	1%	151,953	155,718	-2%
	Print	62%	26,493	26,458	0%	144,051	146,058	-1%
	Digital	8%	3,241	3,247	0%	21,978	19,687	12%
	Physical	87%	37,260	39,250	-5%	211,664	229,692	-8%
	Database	5%	2,280	2,526	-10%	9,335	9,536	-2%
<b>Collections Most Checked Out</b>								
1	Juvenile Fiction (12,650)							
2	Adult Fiction (6,049)							
3	Adult Video (4,953)							
		% of Total Physical Items Checked Out	July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
<b>Physical Items Checked Out and Renewed at EGRN by Bstat (Pcode4)</b>								
	East Greenbush	43%	16,022	16,628	-4%	87,445	94,875	-8%
	Schodack	17%	6,507	6,433	1%	36,812	38,057	-3%
	Castleton	1%	412	258	60%	2,069	1,592	30%
	Nassau	3%	1,067	1,131	-6%	5,936	7,403	-20%
	N. Greenbush	12%	4,386	4,841	-9%	24,356	27,368	-11%
	Sand Lake	6%	2,387	2,521	-5%	13,874	15,439	-10%
	Rensselaer	3%	1,267	1,641	-23%	8,911	9,669	-8%
	Troy	4%	1,391	1,379	1%	9,071	9,628	-6%
	Other Rensselaer County	3%	1,046	1,289	-19%	5,880	6,799	-14%
	Out of System	0%	123	184	-33%	1,150	1,235	-7%
	Albany County	7%	2,648	2,905	-9%	16,039	17,510	-8%
	Online	0%	4	40	-90%	121	117	3%
	<b>TOTAL</b>	<b>100%</b>	<b>37,260</b>	<b>39,250</b>	<b>-5%</b>	<b>211,664</b>	<b>229,692</b>	<b>-8%</b>
		% of Total Meeting Room Use by Public and Library	July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
<b>EVENTS Library Sponsored</b>								
	Total Events	58%	115	88	31%	512	472	8%
	Total Attendance	81%	3,147	2,752	14%	13,750	12,876	7%
<b>MEETING ROOMS</b>								
	People who utilized the Library's Meeting Rooms	19%	728	485	50%	7,293	6,285	16%
	Number of Events Held	42%	83	58	43%	597	481	24%
	Number of Literacy Volunteer Tutoring Sessions	8%	15	5	200%	59	66	-11%
	Number of English as a New Language Classes	4%	8	7	14%	47	41	15%
<b>REFERENCE</b>								
	Number of Questions		3,863	4,002	-3%	21,496	23,244	-8%
	Notary Services Provided		10	22	-55%	94	94	0%
	ILL Received		19	22	-14%	138	133	4%
	ILL Provided		9	10	-10%	98	110	-11%
			July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
	Borrowed from other UHLS Libraries		5,623	5,372	5%	33,425	35,272	-5%
	Loaned to other UHLS Libraries		3,451	3,981	-13%	25,456	26,935	-5%
		% of Total Computer Use	July 2019	July 2018	% Change	YTD 2019	YTD 2018	% Change
<b>COMPUTER USE &amp; WIFI</b>								
	Number of Sessions	51%	2,295	2,350	-2%	15,599	14,511	7%
	Average Unique Users Monthly Wireless	49%	2,232	2,263	-1%	16,412	15,357	7%
<b>SOCIAL MEDIA/WEB ENGAGEMENT</b>								
	Facebook followers		2,445					
	Facebook User Reach		22,552					
	Tweets		37					
	Twitter User Reach		4,930					
	Web Page Sessions		9,551	9,225	4%	56,354	56,643	-1%



## Director's Report - August 2019

*Submitted by Jill Dugas Hughes*

### Library Card Sign-up Month

September is Library Card Sign-up month. Children are invited to visit the library to receive their first library card, complete with a goody bag, library card pouch, and an invitation to decorate Mr. and Mrs. Potato Head in the children's room.

### Personnel

- James Webb began working part-time as a building maintenance worker on August 7, shortly before Neal Calvin's last day (August 10).
- Staff were encouraged to use Skillshare, a free training subscription solution offered by the Capital District Library Council. Skillshare offers thousands of online classes in design, business, technology, photography, writing and more. Library staff are eligible to request access to a two-week license. Time may be expanded if there is no waitlist.

### 10,000 Book Summer Reading Challenge

Our library-wide goal of reading 10,000 books during July and August was surpassed. EG readers read 14,833 books this summer! We held a week-long celebration at the library the last week in August. Library visitors received goody bags as a thank you. We raffled library merchandise baskets (free tickets for everyone who borrowed books that week). We have already begun discussions for a larger goal and participation strategy for 2020! What a terrific community of readers we have in East Greenbush! Library patrons (especially the kids!) proudly wore their 10,000 Books "We did it" stickers and donned their celebratory bracelets.

### Children's Room Mascot Redesign

The youth services team came up with an exciting idea to get children involved with creating a new mascot to replace Sully. Kids are invited to submit their designs (forms located in the Children's Room). The library will work with school district art teachers and youth/parents to choose a winning design. We will be working with a company who will create a large stuffed mascot to replicate the drawing. The plan is to launch the new mascot in the spring.

### Financial Management

- New York State Construction Grant Application "Enhancing Community Connections" in the amount of \$76,232 was submitted to the Upper Hudson Library System on September 6. The grant includes updates to the meeting rooms and main library; including a new phone system, electrical door divider, window shades, art gallery space, new wiring, AV infrastructure update to include web conferencing and distance learning, as well as painting. We should have preliminary notification of award in October.
- I will be presenting with Nassau and Castleton Libraries at the Schodack town board meeting on September 12.
- Our Annual Review was received from Marie Stark, CPA in August and distributed to the board during committee meetings. There was nothing concerning in the report and upon receipt, the 2018 Annual Financial Update Documents was completed and submitted to the Office of the State Comptroller.



- We received a Rensselaer County Contract for services in the amount of \$250 in August.
- I am investigating Pilot payments with Bill Film, Director of the Bureau of Tax Services for Rensselaer County. I hope to have a full report for the administrative committee in October to review.

### Budget/Election

The library budget and trustee election were held on Thursday, September 5, 2019 and passed with a 3-1 margin. Congratulations to Mari Harris for winning a new five-year term with 152 votes. Camille Engel received 134 votes. We also received an unexpected gift of \$100 from a voter after they voted!

Budget Year	Ratio	Total Yes Votes	Total No Votes	Total Number of Votes	Tax change %
2020	3:1	188	64	252	2.45%
2019	5:1	241	50	291	2.01%
2018	4:1	160	45	205	2.91%
2017	4:1	179	49	205	2.50%
2016	3:1	261	102	228	.094%
2015	3:1	216	74	363	1.56%
2014	2:1	229	120	290	2.50%
2013	2:1	331	140	349	2.54%
2012	2:1	287	153	471	2.85%
2011	2:1	262	158	440	3.36%
2010	2:1	268	158	420	1.46%

### Volunteer Update

To date, 326 (325 Jan-Aug 2018) volunteers have worked 1,534 hours (increase 2%) at the library.

### Facilities

- The carpets will be cleaned September 13-15 during closed hours.
- The cooling tower received necessary repairs.

### Technology

Thanks to a generous donation from a local hospital, via UHLS, we were able to replace all of our 19" monitors with 22" monitors. Several staff members have taken advantage of the second monitor to ease workflows when working with spreadsheets and design work.

### Tutoring

We expect tutoring to increase as we head into the school year. We made minor tweaks to our tutor registration process, and tutors are requested to reregister for the 2019-2020 school year. Registration still takes place at the adult reference desk. Tutoring packets still contain the agreement/registration form, map of tutoring





locations, tutoring policy, and library code of conduct. Tutors should still reregister yearly. We are planning to open up the meeting rooms for open tutor space around exam time in December.

#### Lending

- The number of teen checkouts continues to climb. Year-to-date, we have seen an increase in 21% of lending for the teen collection. The new sidewalk, new furniture, full-time youth services/teen librarian all contributed to these changes.
- Online Readers' Advisory Database, NoveList, unveiled new capability: "On the Shelf" search. It is a useful tool to quickly search the EG library to see if we own the title recommended.



## Reference Department Report - August 2019

*Submitted by Elizabeth Putnam*

### Summer Reading

The adult summer reading challenge finished with an August 19<sup>th</sup> finale celebration (16 attendees), and MiSci presentation *Sending Humans to Mars* (23 attendees). In total, 208 people participated in the adult challenge (181 patrons and 27 staff), over 80 participants shared their favorite reads by filling out “shelf-talkers” (book recommendation forms that are placed on the shelf with the recommended book), and 7 raffle prizes were awarded.

We worked hard to keep our book and media displays stocked for summer readers. August displays included: summer reading space-themed books, beach reads, and “school books” (books with “school” in the title).

### Programs

Our top program of the month was a New Orleans style summer celebration with Captain Squeeze and the Zydeco Moshers. Seventy patrons enjoyed the festive atmosphere and flavorful tunes of this crowd-pleasing band. One patron took Laurie aside to express her surprise and delight that the library offers music from as far away as New Orleans!

We continued our Summer Fun Open Recreation program series for agency program groups throughout the summer. In August, over 220 adult patrons from 4 local agencies visited the library; of these patrons, 53 participated in the 13 Open Recreation sessions featuring featured movies, crafts, games, and exercise/dance.

Organizations we partnered with this month to deliver programming:

- **AARP**
- **The Legal Project**
- **Questar III BOCES**
- **Sisters in Crime**

### Professional Development and Service

Aug 19-20 / Elizabeth / Developing Leaders Program Kick-off Retreat / NYLA in-person training / 12.5 hours

Aug 22 / Catherine / Book Club Reboot/ ALA webinar / 1.25 hours

Aug 23 / Elizabeth, Catherine, Laurie, Lauren / Library system networking event and viewing of the film “The Public”/ UHLS event, hosted by the EG Library / 3 hours ea.

Aug 27 / Laurie / Book Club Reboot/ ALA webinar / 1.25 hours

Aug 30 / Barbara / Completed NovelList training worksheet, created by Karrie McLellan with NovelList resources, readings, and search exercises / 1.5 hours



REFERENCE SERVICES													
Year 2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Reference Questions-Standard	1433	1347	1522	1244	1256	1224	1486	1366					10878
Reference Questions - Over 5 min.	87	84	72	63	43	61	72	55					537
Reference Questions - Computer	474	373	468	420	444	515	413	375					3482
Meeting rooms/Programs/Other	281	179	183	121	132	161	215	133					1405
<b>Total Reference Questions</b>	<b>2275</b>	<b>1983</b>	<b>2245</b>	<b>1848</b>	<b>1875</b>	<b>1961</b>	<b>2186</b>	<b>1929</b>					<b>16302</b>
PROGRAMS													
<b>Total Adult Program Sessions</b>	<b>38</b>	<b>35</b>	<b>41</b>	<b>31</b>	<b>37</b>	<b>31</b>	<b>42</b>	<b>31</b>					<b>286</b>
<b>Total Adult Programs</b>	<b>24</b>	<b>19</b>	<b>23</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>18</b>	<b>12</b>					<b>153</b>
<b>Total Attendance at Adult Programs</b>	<b>428</b>	<b>850</b>	<b>844</b>	<b>484</b>	<b>450</b>	<b>342</b>	<b>436</b>	<b>316</b>					<b>4150</b>
Average Attendance per Program Session	11.3	24.3	20.6	15.6	12.2	11.0	10.4	10.2					14.4
Staff-Led Programs	6	6	5	3	4	9	19	16					68
Attendance	149	484	50	29	79	103	166	97					1157
Volunteer-Led Programs	6	3	5	6	6	5	7	5					43
Attendance	92	437	20	83	105	83	98	61					979
Programs with Paid Presenters	0	2	4	4	2	0	2	2					16
Attendance	0	44	93	85	27	0	69	93					411
Community Member-Led Programs	3	0	7	2	11	0	1	0					24
Attendance	65	0	212	45	95	0	9	0					426
Programs Led or Sponsored by Partner Organization	23	20	23	16	14	17	13	8					134
Attendance	121	312	537	242	136	156	94	65					1663
One-on-One Programs (not including Digital Literacy)	2	5	7	3	0	1	1	1					20
Attendance	5	182	265	62	0	3	2	4					523
One-on-One, Drop-In Tech Help	4	3	4	4	4	4	5	31					286
Attendance	13	7	9	15	21	13	27	12					153



### August 2019 Programs

(12 programs, 31 sessions, 316 attendees, 10.2 average attendance per session)

Date	Program Title	Category	Type	Attendance
8/2/2019	Open Recreation: Movie Day!	Movies & Games	Library Staff-Led	1
8/5/2019	ENL: English as a New Language	Education & Employment	Partner Organization	5
8/5/2019	Safe Space for Writing with Sisters in Crime	Books & Writing	Partner Organization	3
8/6/2019	Drop-In Tuesday Tech Time	Computers & Technology	Volunteer Led	5
8/6/2019	Open Recreation: Get on Your Feet!	Health & Wellness	Library Staff-Led	2
8/7/2019	ENL: English as a New Language	Education & Employment	Partner Organization	7
8/7/2019	Open Recreation: Crafts	Arts & Crafts	Library Staff-Led	3
8/7/2019	A New Orleans style summer Celebration with Captain Squeeze and Zydeco Moshers	Music & Performances	Library Paid	70
8/9/2019	Open Recreation: Lego Day!	Movies & Games	Library Staff-Led	0
8/12/2019	ENL: English as a New Language	Education & Employment	Partner Organization	9
8/12/2019	Crafter Eve - Decorative Garden Rocks	Arts & Crafts	Library Staff-Led	8
8/12/2019	AARP Smart Driver Course	Legal & Financial	Partner Organization	32
8/13/2019	Drop-In Tuesday Tech Time	Computers & Technology	Volunteer Led	2
8/13/2019	Open Recreation: Get on Your Feet!	Health & Wellness	Library Staff-Led	3
8/14/2019	ENL: English as a New Language	Education & Employment	Partner Organization	2
8/14/2019	Open Recreation Space	Arts & Crafts	Library Staff-Led	6
8/14/2019	Legal Project Free Legal Consultations	Legal & Financial	Partner Organization	4
8/15/2019	Food for Thought Cookbook Club - Hamil-Tea!	Food & Cooking	Library Staff-Led	20
8/16/2019	Open Recreation: Movie Day!	Movies & Games	Library Staff-Led	8
8/19/2019	Safe Space for Writing with Sisters in Crime	Books & Writing	Partner Organization	3





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8/19/2019	Adult Summer Reading Challenge Finale!	Books & Writing	Library Staff-Led	16
8/19/2019	Sending Humans to Mars	Science & Nature	Library Paid	23
8/20/2019	Drop-In Tuesday Tech Time	Computers & Technology	Volunteer Led	5
8/20/2019	Open Recreation: Get on Your Feet!	Health & Wellness	Library Staff-Led	3
8/21/2019	Free Monthly Movie - Breakthrough	Movies & Games	Volunteer Led	47
8/21/2019	Open Recreation: Crafts	Arts & Crafts	Library Staff-Led	3
8/23/2019	Open Recreation: Movie Day!	Movies & Games	Library Staff-Led	4
8/27/2019	Drop-In Tuesday Tech Time	Computers & Technology	Volunteer Led	2
8/27/2019	Open Recreation: Get on Your Feet!	Health & Wellness	Library Staff-Led	8
8/28/2019	Open Recreation Space	Arts & Crafts	Library Staff-Led	4
8/30/2019	Open Recreation: Movie Day!	Movies & Games	Library Staff-Led	8
<b>Total</b>				<b>316</b>





## Resource Sharing & Access Report - August 2019

*Submitted by Dawn Geurds*

### Highlights:

- Department Heads meeting scheduled for Tuesday August 27 was canceled
- 10,000 Books Celebration Week, was held during the last full week of August

### Statistics:

- Answered 14 reference questions by e-mail
- Requested 24 ILLS
- Received 20 ILLS
- Sent out 18 ILLS
- 984 items requested within UHLS
- 4,994 items were placed on the Hold Shelf
- 1,941 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons
- 407 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
- 20 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 47 times
- Library was open 27 days / 284 hours



## Youth Services Report - August 2019

*Submitted by Molly Chatt*

**SUMMER READING:** Another summer reading program is done! We finished off the Universe of Stories with a Bubble Trouble show with Jeff Boyer at the YMCA on Friday, August 16<sup>th</sup>.

**TWEENS & TEENS:** This month 37 Volunteers worked for 227.5 hours assisting with all aspects of Summer Reading! We celebrated with a Volunteer Appreciation Party on August 20<sup>th</sup>.

**10,000 BOOK CHALLENGE:** We exceeded our library-wide goal with a total of 14,833 books read! We are investigating online summer reading options to make next year's tracking easier and more interactive. The library ended the summer with a week-long celebration with give-aways, raffles, and legos. Many thanks to everyone who pitched in to make the celebration happen!

**1000 BOOKS BEFORE KINDERGARTEN:** 2 new children registered for the 1000 Books Before Kindergarten program this August. 47 children checked in this month to record another 100 books read and 2 children finished the program this month.



*STEM w/ RPI*



*Nature w/ CMOST*



*Making Pet Rocks*





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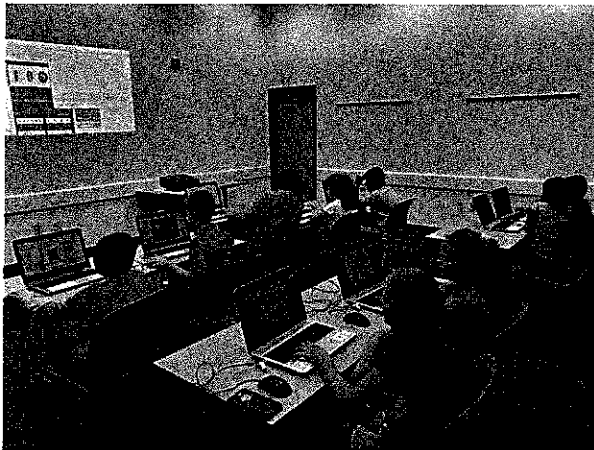
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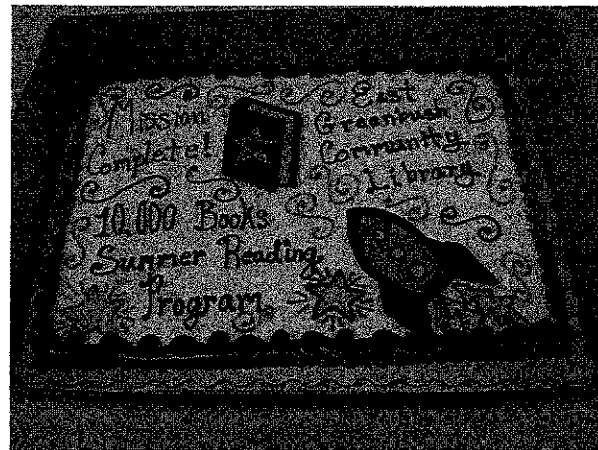
## CHILDREN'S PROGRAMS

PROGRAM	AGES	#SESSIONS	CHILDREN	ADULTS
RPI STEM: Outer Space	8+	1	14	6
Mad Science: Science of Toys	5-8	1	15	9
Nature w/ CMOST	5-8	1	21	14
Video Game Design	9-12	3	21	0
Summer Storytime	0-5	4	128	85
Playtime	0-5	2	59	39
Book Buddies	5-8	2	15	8
Farmer's Market Crafts	All ages	1	6	5
Evening Storytime	3-7	1	14	11
Art w/ Tang Museum	6-10	1	27	14
WMHT Daniel Tiger's Picnic	3-7	1	28	22
Pet Rocks	5-10	1	25	14
Mad Science: Slime Time	5-8	1	24	14
Finale –Bubble Trouble @ YMCA	All ages	1	99	69
LOOK w/ Pride Center (parenting program)	Adults	1	0	3
Town Campers (OUTREACH)	5-8	2	28	8
Stories w/ Y Campers (VISIT)	5-7	5	236	38
<b>Total Children's Programs</b>		<b>29</b>	<b>760</b>	<b>359</b>





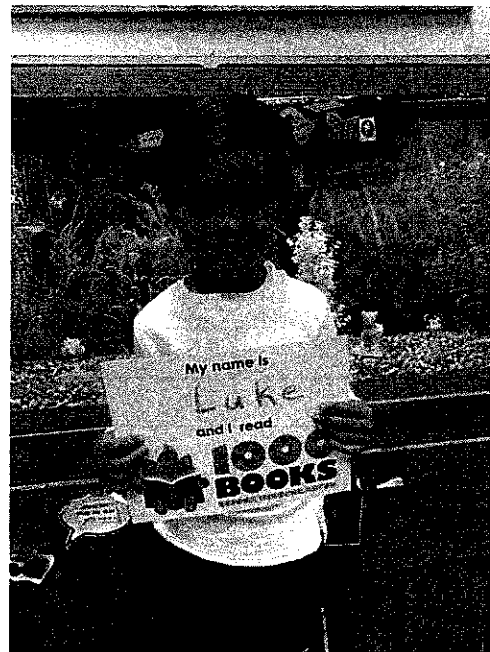
**Video Game Design w/ Tech Valley Gamespace**



**Cake for the finale!**

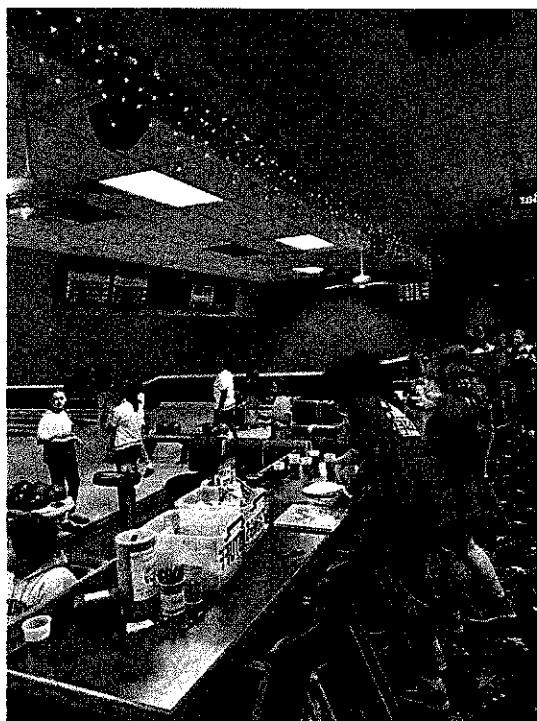


**Sully spent a week at Dunkin' Donuts!**



**Another 1,000 Books Before Kindergarten graduate!**





***Tween/Teen Finale @ EG Bowling!***



***Hallow-August Party!***

#### TWEEN/TEEN PROGRAMS

PROGRAM	# SESSIONS	# TWEENS/TEENS
Teen Board Games	1	11
Hallow-August	1	13
Teen Art	1	13
Teen Bowling Finale	1	35
Volunteen Party	1	22
<b>Total Teen Programs</b>	<b>5</b>	<b>94</b>

Reference questions -- children's & teen desks	1137
Computer Assistance	46
Miscellaneous questions – program signups, board games, directional, meeting rooms	178
Games Computer Sessions	671
Volunteers	37 volunteers – 227.5 hours



## Technical Services Report - August 2019

*Submitted by Susan Dague*

### Statistics:

- The Cataloging Advisory Council met on the 1<sup>st</sup>.
- There is a new material type – Audio Enabled Reader – for VOX™ Readers and Wonderbooks which are books geared for children with a permanently attached ready-to-play audiobook.
- Albany Public Library (APL) has implemented centralized ordering as of July 1st. As a result, there are fewer people ordering materials which means you may not see on-order records in the catalog generated from APL as quickly as you may have noticed in the past.
- Kathy attended a NYSLAA executive council meeting in Baldwinsville on the 2<sup>nd</sup>.

Number of items processed: 283 (total – unknown)

Audio (adult + YA + juvenile)	20	
Juvenile Fiction	70	
Juvenile Nonfiction	8	
Electronic (adult + YA + juvenile)	7	
Fiction (adult + YA)	45	
Miscellaneous (equipment)	0	
Unknown (on order records)	269	
Nonfiction (adult + YA)	21	
Print Subscriptions (adult + YA + juvenile)	88	
Video (adult + juvenile)	24	

= 552

Number of items withdrawn: 392

Added for the year to date: 5,685

Withdrawn for the year to date: 4,381

Total items: 94,687



## Digital Services Report – August 2019

*Submitted by Karrie McLellan*

### Online Presence:

- **Library Market Calendar:**
  - An update was released that addressed some issues we had reported. They have also revamped their reporting module. This has caused some issues with the room setup report as we use it. Library Market has agreed to create a custom template for our room setup report that will have all of the fields needed with extraneous fields removed.
  - Town field conflict was resolved.
- **Schedule3W:** An update was released that addressed an issue we reported with the email function within S3W.
- **Social Media:** Working on a cheat sheet for using Dlv.it for publishing social media posts.
- **Intranet:** Implemented a view that truncates long announcements to avoid excessive scrolling. This summary view deactivated links in the announcements on the home page, but clicking on an announcement title will bring up the announcement with working links. For some reason, the new view doesn't take effect unless I login with my credentials and then log back in as another user.
- **Website:**
  - Reworked the awards pages of the readers advisory section to make the award genres clearer and combine pages.
  - Revamped the Education and Employment page.
  - Added clickable "breadcrumbs" to the tops of pages for ease of navigation. While doing this, discovered a low-priority issue that we will need a developer to fix.
  - Worked with Laurie on configuring website forms.
  - Issues with Gale Pages (our Research page) this month. Most of the functionality has been restored, but our logo and other custom database images are missing, and we cannot currently upload more.
- **NoveList:** Implemented the "On the Shelf" feature. This will let patrons (and librarians) know when a book that came up in a search is available in our catalog. It also allows librarians using the Advance List in LibraryAware to see if there are any copies of a future newsletter title in the system.
- There was some confusion about whether we charge for printing ILL articles. Added language to the request form that makes it clear that email delivery is free, but library pickup will incur standard printing fees.
- **OverDrive:** Skip the Line is a new digital "Lucky Day" collection that will be coming soon.

### UHLS:

- Created a "create lists" template in Sierra that will help librarians see how much of our music collection is being used by our patrons.
- Attempted to get item locations available as a search term in Encore, but Innovative states it does not work that way. We were hoping to pull together all EDJ and Basic Education titles together in a saved search, but it seems this wouldn't be possible without an added bibliographic note to BE titles or changing the BE call number prefix.
- Issues preventing access to Encore (security errors) and UHLS (connection reset errors) were reported on 8/31. Support tickets submitted.



- Sierra migration from Innovative servers to Amazon Web Services is scheduled for Labor Day, to be complete before we open on Tuesday.

#### Library Computers/Hardware:

- Tested ClickShare device for possible use with the new AV in meeting room B and Hurr room. This device simplifies wireless connection to the projector from any device.
- Square station started prompting for a password for some functions. In order to keep the admin password private, I created a team password for staff without admin access.
- Reconfigured the circulating laptops so PC Reservation only launches in the patron profile, not admin. This should save time on updates.
- Reinstalled Microsoft Picture Manager on some staff computers.
- Public laptop updates have become problematic. Upgraded from Windows 10 LTSB to Windows 10 LTSC to see if this helps. While doing this, I upgraded to the latest version of Deep Freeze.
- Exploring streaming video options for our patrons. Previewed Kanopy and Hoopla. Hoopla includes many media types – not just video. Trial use for staff upcoming.
- Thanks to a generous donation from a local hospital, we were able to upgrade our staff monitors from 19" to 22". This also frees up monitors for staff who would like a second monitor for display purposes.
- Identified and fixed an issue that was causing computers to install updates while we were still open on Thursdays.
- Applied to be a Grow with Google partner, which will provide us with resources for providing technology education to patrons.
- Configuring a new public print release station, as the current station has become unacceptably slow.

#### Meetings/Workshops:

- 8/12: Met with the director and IT staff from Colonie Library to assist them in configuring their Deep Freeze and Envisionware installations.
- 8/13: Kanopy demonstration
- 8/13: Hoopla demonstration

#### Statistical Notes:

- We don't officially keep track of Facebook unlikes, but this month there were 3x more than usual.
- Laptop usage is way down. It dipped in July, presumably because tutors often use our laptops, but August was a much more dramatic drop.

#### Current/Upcoming Projects:

- Phone system upgrade – comparison quote
- 2020 Technology Plan
- "Unboxing" videos
- LibraryAware subscription drive



In progress, but holding:

- 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)
- Laptop loan policy update
- Calendar changes RE: Hurr room change with new meeting room policy.
- SMS broadcast software
- Digital Signage – need electrical

Back-Burnered Projects:

- Website
  - HTML 5 compliance testing
  - Considering slider replacements
  - Migration to new host
  - Bringing adult content to main page
- Investigate consistently subpar fiber internet speed



## Circulation Report – August 2019

*Submitted by Marion Pierson*

The Circulation Advisory Council met on August 7<sup>th</sup>.

On August 12<sup>th</sup> Holly hosted *Craftereve* and on August 15<sup>th</sup> Holly and Mation hosted twenty-plus attendees at the *Food For Thought* cookbook club. Riding the wave of Hamilton mania our theme was Hamil-tea! Thanks to Susan and Laurie for the amazing graphics and decorations, and especially thanks to Laurie for creating a great presentation of various videos and documentaries about Hamilton the man and Hamilton the play!

In the last week of August the library celebrated exceeding our summer reading goal of reading 10,000 books as a community. There were goody bags at all the service desks and the Circulation Department gave out raffle tickets to all the patrons that checked out materials. They were entered in a daily drawing to win assorted prizes.

The Circulation Department would also like to give a shout-out to the Volunteers who helped out with shelving this summer. They got materials back on the shelves in a timely manner which greatly reduced the stress level for everyone. Thank you!



### Statistics

**Patrons:** 88 new patrons registered at the library in August.

East Greenbush Residents	40
Schodack Residents	9
UHLS MyCard	5
Other	34

**Checkouts:** According to the UHLS monthly report there was a 10% decrease in circulation.

August 2019	32,694
August 2018	36,210

**Volunteers:** 9 volunteers worked 18 hours.

Outreach volunteers	5
Adult	4

**Notary Services:** Roseann and Marion notarized 8 documents for community members.



Outside Groups – August 2019

*Submitted by Kathy Rossello*

**36 Programs Reserved: 25 Programs Held - 11 Cancellations**

**827 Total Expected Attendance: 557 Approved - 270 Cancellations**

<b>25 Approved Programs</b>	<b>Event Date</b>	<b>Expected Attendance</b>
American Needlepoint Guild	08/01/2019	15
U.S. Census Training	08/09/2019	25
Capital Region Romance Writers of America	08/10/2019	50
Tax-Aide Testing	08/12/2019	20
Leap into Readers Advisory	08/13/2019	30
Rensselaer County Retired Teachers Association	08/14/2019	25
Capital Area Flute Club	08/14/2019	20
U.S. Census Training	08/16/2019	25
CDLUG (Capital District Linux Users Group)	08/17/2019	40
Cross Stitch Plus	08/19/2019	15
Fearless Fretter Old Time music jam	08/19/2019	15
Good Buy Book Club	08/19/2019	10
Tuesday Ramblers	08/20/2019	25
The Writer's Bloc	08/20/2019	8
Albany N-Trak	08/21/2019	12
Card makers	08/23/2019	15
Patrick Clark group	08/24/2019	12
Greenbush Child Caring staff training	08/26/2019	45
Travel Buddies	08/26/2019	25
Tuesday Ramblers	08/27/2019	25
Girls Scouts of East Greenbush su136	08/27/2019	15
Toastmaster International Area Training	08/27/2019	15
Embroiders' Guild of America - NY Capital District Chapter	08/28/2019	10
Peer Leadership: Middle School Q&A	08/28/2019	20
Greenbush Child Caring staff training	08/29/2019	40
<b>Total Expected Attendance (Approved)</b>		<b>557</b>












*Inspiring Ideas, Strengthening Community, Enriching Lives*

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<b>11- Cancellations</b>	<b>Event Date</b>	<b>Expected Attendance</b>
Capital Region Martial Artists	08/06/2019	25
U.S. Census Training	08/08/2019	25
U.S. Census Training	08/10/2019	25
Capital Region Martial Artists	08/13/2019	20
When Illness Strikes Someone You Love	08/14/2019	20
U.S. Census Training	08/15/2019	25
U.S. Census Training	08/17/2019	25
Capital Region Martial Artists	08/20/2019	30
Travel Buddies	08/21/2019	30
Tax-Aide Testing	08/26/2019	20
Capital Region Martial Artists	08/27/2019	25
<b>Total Expected Attendance (Cancellations)</b>		<b>270</b>



		% of Total Card Holders	August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
VISITS, VOLUNTEERS, AND BORROWERS								
	Borrowers: Valid library card holders	100%	8,250	8,302	-1%	66,142	66,760	-1%
	Active Schodack Cardholders	11%	894	591	51%	6,381	Not Available	
	Active EG Cardholders	28%	2,291	1,597	43%	16,453	Not Available	
	Registered Schodack Cardholders	26%	2,160	2,221	-3%	17,360	17,757	-2%
	Registered EG Cardholders	73%	6,050	6,081	-1%	48,531	48,788	-1%
	Visits		14,614	19,314	-24%	120,589	141,567	-15%
	Hours Open		284	289	-2%	2,271	2,232	2%
	Volunteer Hours		257	349	-26%	1,534	1,510	2%
	Number of Volunteers		51	59	-14%	326	325	0%
		% of Total Holdings	August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
OUR COLLECTION AND HOW IT'S USED								
	Checkouts	40%	37,904	40,670	-7%	273,688	299,585	-9%
	Holdings	100%	95,092	96,110	-1%	Not Applicable		
	Physical Items Added	1%	552	588	-6%	5,632	6,348	-11%
	Physical Items Withdrawn	0%	392	40	880%	3,991	5,009	-20%
		% of Total Checkouts	August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
Checkouts By Audience								
	Adults	54%	20,586	21,954	-6%	159,178	167,546	-5%
	Teens	3%	1,242	1,068	16%	9,051	7,463	21%
	Children	42%	16,076	17,648	-9%	112,728	124,576	-10%
Checkouts By Format								
	A/V (Physical & Digital)	28%	10,800	13,465	-20%	87,896	130,107	-32%
	Books (Physical & Digital)	66%	25,115	25,429	-1%	177,068	181,147	-2%
	Print	61%	23,129	23,729	-3%	167,180	169,787	-2%
	Digital	11%	3,995	3,472	15%	25,973	23,159	12%
	Physical	86%	32,694	36,210	-10%	244,358	265,902	-8%
	Database	3%	1,215	988	23%	10,550	10,524	0%
Collections Most Checked Out								
	1	Juvenile Fiction (10,922)						
	2	Adult Fiction (5,807)						
	3	Adult Video (4,659)						
		% of Total Physical Items Checked Out	August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
Physical Items Checked Out and Renewed at EGRN by Bstat (Pcode4)								
	East Greenbush	43%	14,095	14,768	-5%	101,540	121,710	-17%
	Schodack	19%	6,159	6,349	-3%	42,971	44,406	-3%
	Castleton	1%	392	283	39%	2,461	1,875	31%
	Nassau	3%	864	973	-11%	6,800	8,376	-19%
	N. Greenbush	12%	3,835	4,593	-17%	28,191	31,961	-12%
	Sand Lake	7%	2,166	1,945	11%	16,040	17,384	-8%
	Rensselaer	4%	1,237	1,649	-25%	10,148	11,318	-10%
	Troy	3%	1,009	1,376	-27%	10,080	11,004	-8%
	Other Rensselaer County	3%	824	1,228	-33%	6,704	8,027	-16%
	Out of System	0%	142	140	1%	1,292	1,375	-6%
	Albany County	6%	1,969	2,841	-31%	18,008	20,351	-12%
	Online	0%	2	65	-97%	123	182	-32%
	TOTAL	100%	32,694	36,210	-10%	244,358	265,902	-8%
		% of Total Meeting Room Use by Public and Library	August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
EVENTS Library Sponsored								
	Total Events	45%	65	63	3%	577	535	8%
	Total Attendance	63%	1,529	1,998	-23%	15,279	14,874	3%
MEETING ROOMS								
	People who utilized the Library's Meeting Rooms	37%	906	616	47%	8,199	6,901	19%
	Number of Events Held	55%	79	62	27%	676	543	24%
	Number of Literacy Volunteer Tutoring Sessions	6%	8	6	33%	67	72	-7%
	Number of English as a New Language Classes	3%	4	5	-20%	51	46	11%
REFERENCE								
	Number of Questions		3,085	3,573	-14%	24,581	26,817	-8%
	Notary Services Provided		8	0	#DIV/0!	102	94	9%
	ILL Received		20	14	43%	158	147	7%
	ILL Provided		18	20	-10%	116	130	-11%
			August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
	Borrowed from other UHLS Libraries		5,167	5,475	-6%	38,592	40,747	-5%
	Loaned to other UHLS Libraries		3,428	4,204	-18%	28,884	31,139	-7%
		% of Total Computer Use	August 2019	August 2018	% Change	YTD 2019	YTD 2018	% Change
COMPUTER USE & WIFI								
	Number of Sessions	52%	2,291	2,486	-8%	17,890	16,997	5%
	Average Unique Users Monthly Wireless	48%	2,139	2,294	-7%	18,551	17,651	5%
SOCIAL MEDIA/WEB ENGAGEMENT								
	Facebook followers		2,459					
	Facebook User Reach		17,650					
	Tweets		34					
	Twitter User Reach		4,536					
	Web Page Sessions		7,984	8,734	-9%	64,338	65,377	-2%