

Director's Report - September 2019

Submitted by Jill Dugas Hughes

Highlights

Children's Festival and Booksale

We had another successful Fall Children's Festival and Booksale. We estimate approximately 1,000 attendees! Our busiest event yet! Molly and I will be meeting with the Friends to evaluate the event. For 2020 we would like to implement additional security/safety protocols to ensure we can handle such large numbers.

Hawthorne Ridge Fall Festival

Susan, Karrie and I attended the Hawthorne Ridge Fall Festival on September 22. We provided checkout for a mobile collection of 100 titles, library card sign-up, and tech assistance on demand.

Ongoing Booksale

Due to patron requests, library staff and Friends have coordinated an ongoing library book sale. So far it has been successful with minimal stress on volunteer/staff resources.

2018 Construction Grant Project Heat Pumps/Shed

- The 2018 construction grant project is now complete, with the installation of the ceiling fans, exhaust fan, and power/lighting in the shed. I will be submitting the final paperwork to the state and we should be receiving our final payment shortly.

2019 NYS Construction Grant Award

- At their 10/10/19 meeting, UHLS Board approved a recommendation from the Services Committee for the distribution of this year's construction aid awards and we have been awarded \$81,426 which is 53.41% of our total project cost of \$152,465. Note that this year the UHLS Board revised the criteria it uses to define an "economically disadvantaged community" resulting in our library being funded at a level above the 50% threshold.

Carpet Cleaning

- The carpets were successfully cleaned September 13-14.

General Liability Policy

- We have renewed our General Liability policy with Rose and Kiernan. Bob and I met with our insurance agent, Brian Cook and have reviewed coverage rates. They agreed to shop the market for 2020 rates.

Digital Streaming- Hoopla

- We are going to launch a new digital streaming service called Hoopla in December. Hoopla digital is a one-stop-shop for all things digital entertainment! Hoopla offers library cardholders instant access to over seven hundred thousand titles (and growing), across 6 formats: Audiobooks, eBooks, Comics/Graphic Novels, Movies, Television, and Music.



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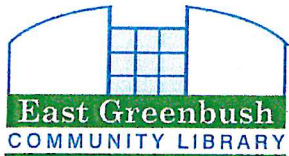
- Patrons will be able to stream or download any title for free with a valid East Greenbush library card. Patrons will not experience the frustration of holds or waiting list, as Hoopla provides simultaneous access to all titles on the service.
- Current content numbers are as follows (as of July 2019):
 - eBooks: 317,287
 - Music (albums): 241,931
 - Audiobooks: 70,055
 - Comics: 14,467
 - Movies: 13,126
 - Television (seasons): 2,061
- There are no maintenance fees, annual fees or platform fees to move forward with Hoopla digital. We will only pay for what patrons use. We will begin with a one-time deposit of \$3,000 which is based on our service population. Our patron usage/circs will draw from this deposit until it is exhausted. This deposit goes towards usage and does not expire. Until depleted, the deposit will carry over from month to month or even year to year.
- Pricing Per Circ
 - We have different pricing per circ based on content and format. Currently, the average cost per circ throughout all participating libraries is around \$2.00-2.10. 90% of Hoopla titles are priced at \$1.99 or under and 98% is priced at \$2.99 or under.
 - eBooks/Comics \$.49, \$.99, \$1.49, \$1.99 & \$2.99, 3.99
 - Movies/Television \$.49, \$.99, \$1.49, \$1.99 & \$2.99, 3.99
 - Music \$1.49 & \$1.99
 - Audiobooks \$.49, \$.99, \$1.49, \$1.99 & \$2.99, 3.99
- Borrowing Times: time starts from the moment the title is borrowed. There is automatic return, no late fees! If a patron borrows a title, there is no waiting period for a customer to re-borrow the same title.
 - eBooks/Comics/Graphic Novels - 21 days
 - Movies/Television - 72 hours (some content 48 hours)
 - Music - 7 days
 - Audiobooks - 21 days
- We will begin with 5 checkouts per library card monthly to assess/use Hoopla and ensure we can support the budgetary requirements.
- Staff testing has confirmed ease of use/navigation. Cardholders can sign up for a login, browse for titles and be watching, listening, or reading a title within minutes.
- Streaming device compatibility: Hoopla digital works with Roku, Apple TV, Amazon Fire TV, Google Chromecast, Android and Amazon Alexa (smart speaker).

Training

10/1 Bells Training Board

10/2 CDLC Awful Library Books

Sexual Harassment Training



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Meetings

9/3 Admin & Service
9/5 Library Election and Budget Vote
9/6 Castleton, Nassau Schodack prep meeting
9/9 Groff Networks
9/11 Bill Halpin re: Electrical
9/12 Neal Donohue re: Accordion Door
9/12 Schodack Budget Presentation with Castleton and Nassau
9/17 Board Meeting
9/17 EG Stakeholders Meeting Town of EG
10/1 Admin
10/2 Scott Stevens- Phone Project
10/3 Service
10/3 Brian Cook- Rose & Kiernan
10/3 Goff Networks- re SharePoint
10/4 DA Meeting
10/7 PR Coordination Meeting
10/8 Joe Flynn re: Flipcause
10/8 Martha Sherwood, Greenbush Historical Society

Policies

Draft Smoke & Tobacco Free Policy

UHLS News

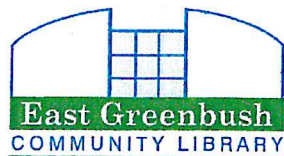
2018 FY Financial Review

Michael Zovistoski, Partner with UHY, the independent CPA firm attended the October UHLS Board meeting to present the annual financial review on 10/9/19.

UHLS Contract Delivery Service – As you know, one of the most important services UHLS provides to us is the contracted delivery service, which moves physical library material back and forth member libraries based on user requests in Sierra. We have been using the same contract delivery service for more than a decade with a very high success rate. Unfortunately, we've experienced some service continuity issues with the company during the last several months, which has resulted in more than a few delays. But generally, in spite of the delays, the deliveries were all completed within an acceptable service window. Just in the last few weeks however, the delivery company has had some significant internal upheaval which impacted our service and has forced us to announce a temporary change in the delivery schedule (all libraries will still receive their daily delivery, just at a different time of the day). They are hoping to return to a normal service schedule very soon. Additionally, UHLS is also actively planning for temporary and/or permanent alternatives for delivery should a change be necessary, to ensure continuity of this critical service.

2019 NYLA Conference

The NYLA annual conference is only a month away! This year the conference is right in our own backyard in Saratoga Springs from November 13-16. Online registration is still open, but you can also register



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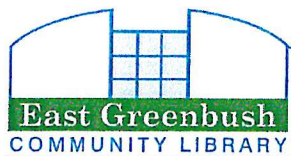
in-person at the conference or just attend for a day. Attendance at the annual conference is not only a valuable continuing education and networking opportunity for library professionals, staff, and trustees, but it is also another way to support NYLA and all of the important work the organization does for all of New York's libraries, because a significant portion of NYLA's operating funds come from conference revenue. The full conference program, registration information, and other details are available on the NYLA website at www.nyla.org. For future planning purposes, the 2020 annual conference will also be held in Saratoga Springs November 4-7, 2020. I hope to see some of you at NYLA.

CORE Library Leadership Training

- Based on the strong attendance and positive feedback, UHLS will hold another session of CORE Library Leadership Training on Thursday, November 7, from 9:00 am-1:00 pm. CORE Library Leadership Training is a specialized training opportunity for our library's Leadership Team - the Board President and the Library Director. Michael and I are registered to attend this program.

Memorial Donations - Mr. Craven

- We are honored to have been receiving memorial donations in honor of John Francis Craven (1934-2019). Mr. Craven retired as principal of Red Mill Elementary School in 1989. I have been in touch with his family who are hoping to dedicate the donations towards library teen services. We will meet to finalize in the coming months.



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Reference Department Report - September 2019

Submitted by Elizabeth Putnam

September Highlights

- Laurie represented our library at UHLS's Library Expedition party at the Crossings park in Colonie on September 10.
- We shifted the Library of Things to a more prominent shelving location closer to the front of the library to bring attention to the range of fun and useful items available for checkout, including: cookie cutters, a SAD (Seasonal Affective Disorder) therapy lamp, metal detector, board games, yoga blocks, a Kindle pre-loaded with local interest titles and eBook-only shorts by popular authors, and much more.
- Our patrons enjoyed the Free Monthly Movie *Rocketman* (84 in attendance) and Celtic tunes by the trio Triskele (69 attendees). A new session of Yoga with Camie began in September and runs each week at full capacity.
- Full-time department staff were involved in professional development and training throughout the month. Elizabeth is participating in NYLA's Developing Leaders Program, Catherine has been working through a six-week intensive Reader's Advisory course, and Laurie attended the UHLS/SALS Program Swap event. (See full list below.)
- Preparations are underway for our upcoming Winter Reading Challenge (Jan), the Day Before the Awards Film Fest (Feb), TaxAide season (Feb), and Census 2020 (Apr).

Organizations we partnered with this month to deliver programming:

- | | | |
|-----------------------------|--------------------------------|-------------------------------------|
| • AARP | • Greenbush Historical Society | • Questar III BOCES |
| • American Red Cross | • Hannaford Pharmacy | • Sisters in Crime/Mavens of Mayhem |
| • Eddy Alzheimer's Services | • League of Women Voters | • Society for Creative Anachronism |
| • Greenbush Garden Club | • The Legal Project | |

Professional Development and Service

September 5 / Elizabeth / 2020 Census / In-person training provided by the Census and UHLS / 2 hours

September 5 / Laurie / 2020 Census / In-person training provided by the Census and UHLS / 2 hours

September 11 / Elizabeth / Become a Tech Hero, Pt. 1 / Tech Talk and CDLC / 1 hour

September 17 / Elizabeth / NYLA Developing Leaders Program: Partnerships and Collaborations / NYLA webinar / 1.5 hours

September 18 / Catherine / 2020 Census / In-person training provided by the Census and UHLS / 2 hours

September 20 / Laurie / Project Outcome: Learning Good Data Visualization / PLA / 1 hour

September 25 / Elizabeth / Measures that Matter, parts 1-3 (A View into the Current Library Data Landscape; Detailing the Data-Based Story of Public Libraries; Moving Towards More Meaningful Measures) / WebJunction / 3 hours

September 26 / Laurie / Adult Program Swap: Passive Programming meeting / UHLS / 2 hours

September 26 / Elizabeth / Tools for Transformation: Creating Accessible, Culturally-Relevant, Domestic Violence and Trauma-Informed Services and Organizations / National Center on Domestic Violence, Trauma, and Mental Health / 1.5 hours

September 26 / Elizabeth / Trauma-Informed Services in the Library: Understanding and Serving Our Community / WebJunction / 1 hour

| 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 | 1382 | | | | 12260 |
| Reference Questions - Over 5 min. | 87 | 84 | 72 | 63 | 43 | 61 | 72 | 55 | 50 | | | | 587 |
| Reference Questions - Computer | 474 | 373 | 468 | 420 | 444 | 515 | 413 | 375 | 346 | | | | 3828 |
| Meeting rooms/Programs/Other | 281 | 179 | 183 | 121 | 132 | 161 | 215 | 133 | 150 | | | | 1555 |
| Total Reference Questions | 2275 | 1983 | 2245 | 1848 | 1875 | 1961 | 2186 | 1929 | 1928 | | | | 18230 |
| PROGRAMS | | | | | | | | | | | | | |
| Total Adult Program Sessions | 38 | 35 | 41 | 31 | 37 | 31 | 42 | 31 | 35 | | | | 321 |
| Total Adult Programs | 24 | 19 | 23 | 19 | 20 | 18 | 18 | 12 | 21 | | | | 174 |
| Total Attendance at Adult Programs | 428 | 850 | 844 | 484 | 450 | 342 | 436 | 316 | 561 | | | | 4711 |
| Average Attendance per Program Session | 11.3 | 24.3 | 20.6 | 15.6 | 12.2 | 11.0 | 10.4 | 10.2 | 16.0 | | | | 14.6 |
| Staff-Led Programs | 6 | 6 | 5 | 3 | 4 | 9 | 19 | 16 | 9 | | | | 77 |
| Attendance | 149 | 484 | 50 | 29 | 79 | 103 | 166 | 97 | 98 | | | | 1255 |
| Volunteer-Led Programs | 6 | 3 | 5 | 6 | 6 | 5 | 7 | 5 | 5 | | | | 48 |
| Attendance | 92 | 437 | 20 | 83 | 105 | 83 | 98 | 61 | 96 | | | | 1075 |
| Programs with Paid Presenters | 0 | 2 | 4 | 4 | 2 | 0 | 2 | 2 | 3 | | | | 19 |
| Attendance | 0 | 44 | 93 | 85 | 27 | 0 | 69 | 93 | 124 | | | | 535 |
| Community Member-Led Programs | 3 | 0 | 7 | 2 | 11 | 0 | 1 | 0 | 1 | | | | 25 |
| Attendance | 65 | 0 | 212 | 45 | 95 | 0 | 9 | 0 | 15 | | | | 441 |
| Programs Led or Sponsored by Partner Organization | 23 | 20 | 23 | 16 | 14 | 17 | 13 | 8 | 17 | | | | 151 |
| Attendance | 121 | 312 | 537 | 242 | 136 | 156 | 94 | 65 | 228 | | | | 1891 |
| One-on-One Programs (not including Digital Literacy) | 2 | 5 | 7 | 3 | 0 | 1 | 1 | 1 | 2 | | | | 22 |
| Attendance | 5 | 182 | 265 | 62 | 0 | 3 | 2 | 4 | 37 | | | | 560 |
| One-on-One, Drop-In Tech Help | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | | | | 35 |
| Attendance | 13 | 7 | 9 | 15 | 21 | 13 | 27 | 14 | 8 | | | | 127 |



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September 2019 Programs

(21 programs, 35 sessions, 561 attendees, 16 average attendance per session)

| Date | Program Title | Category | Type | Attend |
|-----------|--|------------------------|----------------------|--------|
| 9/3/2019 | Drop-In Tuesday Tech Time | Computers & Technology | Volunteer-Led | 2 |
| 9/4/2019 | Open Recreation Space | Arts & Crafts | Library Staff-Led | 12 |
| 9/5/2019 | Music to Vote by: FOG Band presents Your Favorites/ | Music & Performances | Community Member-Led | 15 |
| 9/6/2019 | Open Recreation Space | Arts & Crafts | Library Staff-Led | 12 |
| 9/9/2019 | Monday Evening Book Discussion | Books & Writing | Volunteer-Led | 4 |
| 9/9/2019 | AARP Smart Driver Course | Legal & Financial | Partner Organization | 20 |
| 9/9/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 5 |
| 9/10/2019 | Drop-In Tuesday Tech Time | Computers & Technology | Volunteer-Led | 3 |
| 9/10/2019 | Greenbush Garden Club - Wildflowers in your Home Garden | History & Genealogy | Partner Organization | 29 |
| 9/11/2019 | Legal Project Free Legal Consultations | Legal & Financial | Partner Organization | 1 |
| 9/11/2019 | Society for Creative Anachronism Bardic Practice | Music & Performances | Partner Organization | 2 |
| 9/11/2019 | Open Recreation Space | Arts & Crafts | Library Staff-Led | 12 |
| 9/11/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 6 |
| 9/12/2019 | Visit with Eddy Alzheimer's Services | Health & Wellness | Partner Organization | 2 |
| 9/13/2019 | Open Recreation Space | Arts & Crafts | Library Staff-Led | 2 |
| 9/15/2019 | Greenbush Historical Society presents The Restoration of the Van Rensselaer Cemetery | History & Genealogy | Partner Organization | 49 |
| 9/16/2019 | Red Cross Blood Drive | Health & Wellness | Partner Organization | 26 |
| 9/16/2019 | Safe Space for Writing with Sisters in Crime | Books & Writing | Partner Organization | 4 |
| 9/16/2019 | Monday Morning Book Discussion | Books & Writing | Library Staff-Led | 18 |
| 9/16/2019 | Crafter Eve - Decorative Jars | Arts & Crafts | Library Staff-Led | 21 |
| 9/16/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 8 |
| 9/17/2019 | Drop-In Tuesday Tech Time | Computers & Technology | Volunteer-Led | 3 |
| 9/17/2019 | Mat Yoga with Camie | Health & Wellness | Library Paid | 27 |
| 9/18/2019 | Free Monthly Movie – Rocketman | Movies & Games | Volunteer-Led | 84 |



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| | | | | |
|--------------|--------------------------------|------------------------|----------------------|------------|
| 9/18/2019 | Open Recreation Space | Arts & Crafts | Library Staff-Led | 1 |
| 9/18/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 7 |
| 9/23/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 6 |
| 9/24/2019 | Mat Yoga with Camie | Health & Wellness | Library Paid | 28 |
| 9/25/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 7 |
| | Food for Thought Cookbook Club | | | |
| 9/26/2019 | - Harvest Herb Presentation | Food & Cooking | Library Staff-Led | 17 |
| 9/27/2019 | Open Recreation Space | Arts & Crafts | Library Staff-Led | 3 |
| 9/28/2019 | Flu Shot Clinic | Health & Wellness | Partner Organization | 36 |
| 9/29/2019 | Triskele, in concert | Music & Performances | Library Paid | 69 |
| 9/30/2019 | ENL: English as a New Language | Education & Employment | Partner Organization | 8 |
| | The League of Women Voters | | | |
| 9/30/2019 | Environmental Speakers Series | Local Interest | Partner Organization | 12 |
| Total | | | | 561 |



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Resource Sharing & Access Report - September 2019

Submitted by Dawn Geurds

Highlights:

- Re-processed the Teen Manga Collection
- Attended US Census Training on Thursday September 5
- Carpets were cleaned on Friday September 13 and September 14
- The Children's Festival on Saturday September 21, the temperature was in the 80's
- Autumn began at 3:50 am on Monday September 23.
- Trying to expand the maintenance department to fill in the gaps.

Statistics:

- Answered 10 reference questions by e-mail.
- Requested 20 ILLS
- Received 17 ILLS
- Sent out 20 ILLS
- 931 items requested within UHLS.
- 4,515 items were placed on the Hold Shelf.
- 2,369 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 511 expired holds were not picked up by the patrons that requested them.
- 1 item was found on the library's shelf that was marked lost in transit.
- 9 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 29 times.
- Library was open 28 days / 272 hours

Youth Services Report - September 2019

Submitted by Molly Chatt

Early Literacy & Storytimes: Fall storytimes and early literacy programs have begun! One new addition is Discovery Play on Friday mornings for toddlers and preschoolers. We open up the large meeting room to families and provide a variety of toys for free play, as well as self-guided stations with early literacy tips.

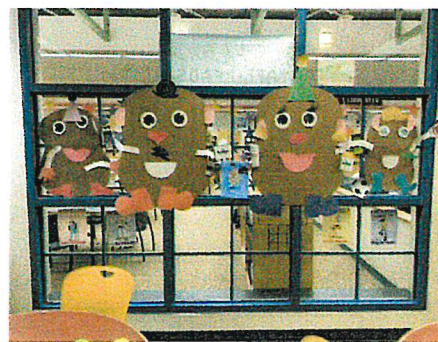
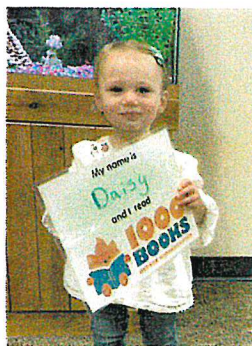
Tweens & Teens: The school year is off to a good start, we kicked it off with a Back to School Bash on September 13th, with 43 middle and high schoolers enjoying ice cream, trivia, and the video game truck. There were 175 teens in the teen room during the 18 days librarians staffed the area in September.

Children's Festival & Booksale: The 13th Annual Children's Festival & Booksale was a huge success! It was our busiest one yet, with approximately 1,000 people in attendance. Families enjoyed face-painting, balloon animals, bounce houses, donuts & apples, and of course the children's book sale! Many thanks to the Friends for all their hard work.

1000 Books Before Kindergarten: 7 new children registered for the 1000 Books Before Kindergarten program this September. 36 children checked in to record another 100 books read and 5 children finished the program this month.

September Is Library Card Sign-Up Month: This month 80 kids registered for their first library card. Each child received a goody bag and was able to add to our Mr. Potato Head window display. The addition of a library card registration table outside during the Children's Festival was a success and resulted in almost 20 new library cards.

Meetings & Continuing Education: Molly attended the Youth Services Advisory Council at UHLS on 9/13/19. Molly is a member of the Family & Consumer Science Program Development Committee at the Cooperative Extension of Rensselaer County, and attended a meeting on 9/9/19. Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES, and she attended a meeting on 9/26/19.



Children's Programs



| PROGRAM | AGES | #SESSIONS | CHILDREN | ADULTS |
|----------------------------------|-----------|-----------|-------------|------------|
| Music Together | 0-5 | 3 | 83 | 65 |
| Homeschool Meet Up | 5-12 | 1 | 15 | 8 |
| Baby Meet Up | 0-18 mos. | 3 | 44 | 34 |
| Movers & Shakers | 1-3 | 6 | 158 | 148 |
| Wonderful Wednesdays | 3-5 | 3 | 66 | 54 |
| Fantastic 4s & 5s | 4-5 | 3 | 64 | 29 |
| Discovery Play | 1-5 | 2 | 36 | 28 |
| Saturday Storytime | All ages | 2 | 31 | 25 |
| Farmer's Market Crafts | All ages | 1 | 10 | 5 |
| Children's Festival | All ages | 1 | 500 | 500 |
| Total Children's Programs | | 25 | 1007 | 896 |



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Tween/Teen Programs

| PROGRAM | # SESSIONS | # TWEENS/TEENS |
|----------------------------|-------------------|-----------------------|
| Back to School Bash | 1 | 43 |
| Teen Mashup | 2 | 21 |
| Anime Club | 1 | 22 |
| Teen Volunteer (TV) Club | 1 | 6 |
| Total Teen Programs | 5 | 92 |

| | |
|--|----------------------------|
| Reference questions -- children's & teen desks | 868 |
| Computer Assistance | 30 |
| Miscellaneous questions – program signups, board games, directional, meeting rooms | 146 |
| Games Computer Sessions | 450 |
| Volunteers | 9 volunteers – 25.25 hours |



Technical Services Report - September 2019

Submitted by Susan Dague

The Cataloging Advisory Council met on the 5th. We discussed the migration of our Sierra server from Syracuse to Amazon Web Services which did not go as smoothly as anticipated, but rather resulted in several problems such as patrons being unable to access *OverDrive*. Four new item types have been added to the catalog called Library of Things #1 - #4 to accommodate libraries wishing to circulate materials in their Library of Things collections with different loan periods. At the same time, UHLS will once again be working with some of the libraries to eliminate more item types currently in use with very few items attached.

I attended OCLC's Virtual AskQC (Ask Quality Control) webinar on the 11th. This month's topic was WorldCat Knowledge Base quality and the connections between the Knowledge Base and bibliographic records.

I attended the Direct Access Program (DAP) meeting sponsored by CDLC on the 18th. The meeting was an overview of the DAP program covering recent changes and providing an opportunity to meet current DAP participants.

Susan and I met with the director of the Greenbush YMCA to discuss the possibility of the Y offering visitor's passes to us which patrons could borrow similar to museum passes per Karrie's suggestion after she was made aware of a library in central New York partnering with their local Y to provide guest passes.

Number of items processed: 381 (total – unknown)

| | |
|---|-----|
| Audio (adult + YA + juvenile) | 9 |
| Juvenile Fiction | 104 |
| Juvenile Nonfiction | 30 |
| Electronic (adult + YA + juvenile) | 3 |
| Fiction (adult + YA) | 121 |
| Miscellaneous (equipment) | 0 |
| Unknown (on order records) | 331 |
| Nonfiction (adult + YA) | 3 |
| Print Subscriptions (adult + YA + juvenile) | 103 |
| Video (adult + juvenile) | 8 |

= 712

Digital Services Report – September 2019

Submitted by Karrie McLellan

Online Presence:

- Library Market Calendar:
 - Additional cleanup is being done on the town field. This will allow it to appear in the registration list.
 - Issue with Monday's hours block (Today's Hours section) stating that we are open 1-5 on the first open Monday after Labor Day. By the time I reported it, it could not be duplicated. It may be related to the caching issue we had that affected the start of Monday morning registrations. It didn't happen again.
 - Changes made to the stock room setup report made it unusable for our purposes, so Library Market created a custom report for us called "Weekly Setup Report."
 - Learned how to add new fields into event registration forms and save images and program descriptions to streamline workflow.
- Social Media: Finished a cheat sheet for using DlvR.it for publishing social media posts. Started training potential users.
- Intranet
 - Added a link to Census 2020 resources.
 - Additional research indicates SharePoint would not be an appropriate place for the Board intranet in its current iteration. Samepage.io looks like a promising option, and the free version may be robust enough for their use. That would require duplication of files for staff and the Board, though. Planning to meet with a vendor that may be able to restructure our SharePoint site to make it work for everyone.
 - Added a link and credentials to our online subscription to VOYA magazine.
- Website:
 - Embedded a new version of the Robby signup form, as the old form had lots of deprecated code in it.
 - A Divi update suspended our ability to edit pages. It turns out there was a new (conflicting) setting that needed to be changed and it was fixed within a few hours.
 - Worked with Laurie to further tweak website forms.
- Microsoft Teams: This is promising as a tool for project management. It integrates Planner, SharePoint, OneNote, and more to keep all project info together.
- NovelList: At staff request, had EBSCO increase the timeout period from 30 minutes to an hour.
- Checking into online subscriptions of Angie's List and Consumer Reports for our patrons.
- Committed to providing Hoopla streaming e-books, audiobooks, music and video to our patrons. Hope to launch just prior to the holidays.
- EventBrite: Successfully tested scanning tickets with library-owned tablets for use with check-in at next year's film festival.
- OverDrive: Rakuten disabled the OverDrive and Libby apps on Mac computers because they are not compatible with the latest update to MacOS (Catalina). Due to a severe backlash from patrons and librarians, they will re-enable access to Mac computers running earlier versions of MacOS and add a disclaimer that the app will not work with the latest version.

UHLS:

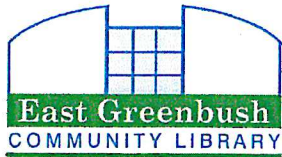
- Migration from Ill's Syracuse servers to Amazon Web Services (cloud) was fraught with issues, despite assurances from UHLS a smooth upgrade should not require member libraries. It also coincided with a security certificate issue with the catalog, creating a perfect storm. Summary of issues:
 - PC Reservation went offline because we needed the new cloud IP address entered in the admin console.
 - UHLS reports were offline
 - Decision Center was offline
 - Patrons could not login to the catalog. Later in the day, they could login, but they could not renew items.
 - Patrons could not login to OverDrive
 - Courtesy/notification emails were not getting to patrons
- Had UHLS change our notification sending email address to donotreply@eglibrary.org to cut down on patron responses unseen by circ because of the flood of email delivery failure notifications also sent to that address.
- Had difficulty using the web version of Sierra at Hawthorne Ridge, so I reported it to UHLS. It turns out the migration changed the link to <https://sierra.uhls.org:63100/sierra/sierraweb>.
- UHLS migrated our volunteer site to a new server. We purchased a security certificate to use https on the login screen and keep users from getting a warning about the site.

Library Computers/Hardware:

- Digital meeting room signage has been deployed, removing the need to create paper signs and replace them every day. There were lots of issues with this project.
 - The signs update themselves directly from our calendar, so they should be extremely low maintenance. This took several days to troubleshoot, but now displays appear to be refreshing at the appropriate rate.
 - Discovered the monitors had a privacy feature which required the viewer to be directly in front of the screen to see it. We replaced the monitors with 19" RCA TVs, and that solved the issue. The monitors will be repurposed.
 - Rebooting the signs if they were malfunctioning would have been work-intensive, so I wrote scripts using PsShutdown, a free tool from Microsoft, to reboot the signs from any service desk computer. Also created scripts to reboot malfunctioning OPAC computers.
- Configured and deployed a newer, faster computer to replace the current public print release station
- Purchased an extra public laptop charger for use by staff only to avoid needing to unplug a charger from the cart. Example: Tuesday Tech Time.
- Purchased a wireless handheld CCD barcode scanner for use at events outside the library.
- Improving our IT disaster recovery plan with the help of UHLS. Right now, we are prepared for a cyberattack, but in the case of the complete destruction of the library we don't yet have a workable plan for temporary operations until new hardware arrives.

Meetings/Workshops:

- 9/6: UHLS Tech Advisory Council meeting
- 9/10: LifeSize product demo (video conferencing software/hardware)



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- 9/22: Hawthorne Ridge Fall Festival

Statistical Notes:

- Statistics for our online presence had significant increases. Social media can likely be attributed to our implementation of Dlvr.it. The website also saw increased traffic, perhaps due to the start of the school year.
- The number of pages printed with our MobilePrint software increased dramatically, though the number of users increased only slightly.

Current/Upcoming Projects:

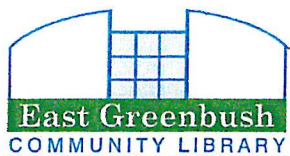
- Phone system upgrade – select vendor
- 2020 Technology Plan
- “Unboxing” videos
- LibraryAware subscription drive
- Board intranet
- Laptop loan policy update
- Calendar E-commerce/Meeting Room Policy Update

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)
- SMS broadcast software

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



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Circulation Report – September 2019

Submitted by Marion Pierson

The Circulation Advisory Council met on September 4th. Much of the meeting centered on the Sierra migration to Amazon Web Services. There were a few glitches, patrons could not login to their accounts, courtesy notices bounced resulting in fines and missed holds for many patrons, and as usual, the East Greenbush Community Library's circulation department handled patron complaints and concerns smoothly, professionally and sympathetically.

On September 16th Holly hosted Crafter Eve, where attendees made decorative jars, and on September 26th Holly and I hosted the *Food for Thought Cookbook Club*. Eighteen attendees enjoyed garden harvest foods and a presentation, *Using Herbs Throughout the Seasons*, put on by master gardeners from the Cornell Cooperative Extension.

I attended a US Census training meeting at Upper Hudson on the 18th and a webinar, *What's Cooking Fall 2019* on the 28th. On September 27th Laurie, Holly and I met to discuss a rebrand of the cookbook club in 2020, *Cooking the Book*.

Statistics

Patrons: 145 new patrons registered at the library in September

| | |
|--------------------------|--------------------|
| East Greenbush Residents | 83 |
| Schodack Residents | 17 (1 UHLS MyCard) |
| Other | 45 (1 UHLS MyCard) |

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

| | |
|----------------|--------|
| September 2019 | 26,411 |
| September 2018 | 29,567 |

Volunteers: 13 volunteers worked 22.75 hours.

| | |
|---------------------|---|
| Outreach volunteers | 9 |
| Adult | 4 |

Notary Services: Roseann and Marion notarized 12 documents for community members.



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Outside Groups – September 2019

Submitted by Kathy Rossello

38 Programs Reserved: 32 Programs Held - 6 Cancellations

883 Total Expected Attendance: 723 Attended Programs Held - 160 Cancellations

32 Programs Held

| | Date | Attendance |
|--|-----------|------------|
| Tuesday Ramblers | 9/3/2019 | 25 |
| EBAA | 9/3/2019 | 20 |
| Dave Rost | 9/5/2019 | 2 |
| IlliteratI Book Club | 9/5/2019 | 15 |
| Needlepoint Elephant Project | 9/7/2019 | 10 |
| Romance Writers of America chapter meeting | 9/7/2019 | 50 |
| East Bank Arts Alliance | 9/8/2019 | 30 |
| AMC Mohawk Hudson Chapter Executive Committee | 9/9/2019 | 12 |
| Tuesday Ramblers | 9/10/2019 | 25 |
| American Needlepoint Guild | 9/12/2019 | 15 |
| CDLUG (Capital District Linux Users Group) | 9/14/2019 | 40 |
| Capital Hudson Iris Society | 9/15/2019 | 25 |
| Cross Stitch Plus | 9/16/2019 | 15 |
| Fearless Fretters | 9/16/2019 | 18 |
| Good Buy Book Club | 9/16/2019 | 10 |
| Tuesday Ramblers | 9/17/2019 | 25 |
| Girl Scout Troop 1231 – SWAPS | 9/17/2019 | 12 |
| The Writer's Bloc | 9/17/2019 | 8 |
| Girl Scout - Service Unit 132 - Recruitment Event | 9/18/2019 | 25 |
| Rick Percoco | 9/19/2019 | 2 |
| Get Your Affairs in Order (So Your Kids Don't Have To) | 9/23/2019 | 45 |
| Schodack Folk Sessions (learning session) Open to public | 9/23/2019 | 40 |
| Tuesday Ramblers | 9/24/2019 | 25 |
| Kiwanis | 9/24/2019 | 50 |
| Bible Studies | 9/24/2019 | 20 |
| Embroiders' Guild of America - NY Capital District Chapter | 9/25/2019 | 10 |
| Rick Percoco | 9/25/2019 | 2 |
| Girl Scout Service Unit 136 Registration Event | 9/25/2019 | 60 |
| NYS Archives Workshop - Your Role as Local Government Records Management Officer | 9/26/2019 | 25 |
| Capital Area Flute Club | 9/26/2019 | 25 |
| Social Anxiety Support Group of Albany | 9/28/2019 | 25 |
| Albany N-Trak | 9/29/2019 | 12 |



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| Total Attendance for Programs Held | | 723 |
|--|-----------|------------|
| 6 Program Cancellations | Date | Attendance |
| Tax-Aide Testing | 9/9/2019 | 20 |
| Girl Scout Troop 1111 | 9/18/2019 | 10 |
| Tax-Aide Testing | 9/19/2019 | 20 |
| Tax-Aide Testing | 9/23/2019 | 20 |
| East Greenbush Travel Club | 9/24/2019 | 75 |
| Card makers | 9/27/2019 | 15 |
| Total Expected Attendance for Cancelled Programs | | 160 |