



Library Director's Report

April 20, 2001

Submitted by Jill Dugas Hughes

MARCH HOURS/SERVICES

- Library was open 27 days / 186 hours for the public and drive-thru window
- Capacity: 20 People/30 Min. Visits
- Materials Quarantine: 48 Hours
- Library Hours:
 - Monday: (3/8/21): 9am-4pm
 - Tuesday: 11am-6pm
 - Wednesday: 11am-7pm
 - Thursday: 11am-6pm
 - Friday: 11am-6pm
 - Saturday: 10am-4pm

TOP INITIATIVES

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| <ul style="list-style-type: none"> • COVID-19 response and planning • 2021 QuickBooks update project: to include detailed program budgets, account numbers, and grant/donor information • NYS Annual Report to Department of Library Development • 2020 Audit • Hold Shelf Project • May/June Print Newsletter | <ul style="list-style-type: none"> • Summer Reading Programming • Health & Wellness Staff Initiative • Staff Manual Update Project • NYS Annual Financial Update Documents to Office of the State Comptroller • Farmers Market • Community Partnership Priorities • Pen to Pandemic |
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FACILITIES

- Paint continued in the main library (2 days, 15.5 hours). We are at approximately 95% completion for the main library.
- Paul oversaw the installation of new roof panels in the cooling tower.

GRANTS

- Molly applied for and received a \$500 grant from Stewarts Foundation for the Youth Services Summer Reading Program.
- NYS Construction Grant Progress:

Total Project Budget	\$152,465 (Individual Budget Lines have been revised based on actual expenditures and new project estimates)	Status
Grant/Project Overview	Update technological infrastructure and public programming spaces to provide increased power, connectivity, and dynamic/flexible learning spaces	
\$12,938 Budget \$0 Spent \$12,938 Remaining	Art Gallery/LED Lighting Multipurpose Room & Meeting Room(s) A/B	Not Started Yet As soon as we finalize Dividing Room Door Costs and AV purchases, we will proceed with art gallery project
\$32,469 Budget \$0 Spent \$32,469 Remaining	AV Upgrades Hurr Education Center & Meeting Room B • Motorized Screen • Digital Ceiling Mounted Projector • Digital TV wall mounted monitor • Wireless screen sharing hardware • Sound	Not Started Yet As soon as we finalize Dividing Room Door Cost, we will finalize AV purchases
\$16,500 Budget \$14,384 Spent \$2,116 remaining \$1,985 Encumbered	Connectivity • Networking Upgrades (Meraki Switches, Connectwise, VEAM) • Mobile Credit Card/USB Cash Drawers • Mobile Hotspots • Parking Lot WiFi • Safe Space/People Counter-Children's Room	Complete- Just waiting on final invoices
\$2,181 Budget \$2,181 Spent \$0 Remaining	Digital Signage Meeting Rooms A/B, Circulation, Multipurpose Room, Hurr Education Center	Complete
\$20,000 Budget \$11,393 Spent \$8,607 Remaining \$4,000 Encumbered	Painting <i>note- all painting costs will be covered by library's matching funds</i> Main Library (95% complete) Entryways/Hallways (front entryway complete) Hurr Education Center (complete) Meeting Rooms A/B (not started) Multipurpose Room (not started) Staff Bathrooms (complete)	In Progress (see left for specific area details)

	Offices (not started) Children's Room (complete) Teen Room (complete)	
\$16,877 Budget \$16,877 Spent \$0 Remaining	Phone System Main Library & Drive-Thru Window • New Phone System • Video IP Door Phone at Drive-Thru Window • Paging Speakers in additional locations	Complete
\$40,000 Budget \$0 Spent \$40,000 Remaining	Room Divider Meeting Room A/B • Power Operated, Sound-Barrier Room Divider between Meeting Rooms	Beginning soon- Meeting scheduled with vendor for April. Budget increased to include estimated increases. Budget should be able to be finalized within next 2 months.
\$4,500 Budget \$3,222 Spent \$1,278 Remaining	Video Conferencing Meeting Room Cloud Audio, Web, Video conferencing software and mobile which is mobile and may be used in any meeting space • Lifesize Share- portable device that allows any authorized device (phone, tablet, laptop) to connect wirelessly to a display (projector, TV screen, etc.) • Meeting Owl Pro with Owl Care support (audio/video hardware for small meetings) • Logitech Video Conferencing Bundle with Expansion Mics for Large Meeting Rooms	Almost complete
\$7,000 Budget \$0 Spent \$7,000 Remaining \$4,956 Encumbered	Window Coverings Multipurpose Room & Meeting Room A Replace current broken, manual window coverings with Power sun-shades with a Black Out Shade Option	In Progress Shades Ordered. Coordination between electrician and window covering company for installation.

Income Sources	Income/Budget	Received to-Date	Expenditures to-Date	Remaining	Notes
NYS Construction Grant Award	\$99,709	\$89,738	\$0	\$99,709	Final 10% payment upon project completion; Capital Reserve Account
Friends Grant Contribution	\$2,598	\$2,598	\$2,161	\$437	Gift & Grant Account
Library Contribution	\$50,158		\$45,897	\$4,261	
<i>2019 Operating Account</i>	<i>\$17,193</i>		<i>\$17,193</i>	<i>\$0</i>	Operating 2019
<i>2020 Operating Account</i>	<i>\$20,811</i>		<i>\$20,811</i>	<i>\$0</i>	Operating 2020
<i>2021 Operating Account</i>	<i>\$3,606</i>		<i>\$3,606</i>	<i>\$0</i>	Operating 2021
<i>Capital Reserve</i>	<i>\$4,287</i>		<i>\$4,287</i>	<i>\$0</i>	Capital Reserve
<i>Hurr Reserve</i>	<i>\$4,261</i>		<i>\$0</i>	<i>\$4,261</i>	Hurr Reserve

FARMERS MARKET

The Farmers Market will be held on Wednesdays (rain or shine), June 9, 2021- September 29, 2021. Masks and social distancing are required.

Hours:

- June, July, August (4:00 pm-7:00 pm)
- September (4:00 pm-6:30 pm)

Current vendor list includes:

- Euro Delicacies
- Grafton Mountain Soaps
- Homemade Jams & Jellies – Delicious Jams, Jellies & Berries
- Kona Ice – Shaved Ice
- Love Moore Farm – Vegetables & Poultry
- Mort's Maple
- Vine & Fig Farm, LLC
- Our Old House Bakery – Artisan Breads & Baked Goods
- The Nut Lady – Baked Nuts & Chocolates
- Goodway Gourmet Bakery – Rum Cakes
- Swartz Dairy & Produce – Fresh Vegetables & Produce
- Pop's Corn – Fresh Made Kettle Corn
- Ward Micro Farm – Micro greens

If you have any suggestions for a vendor, please direct them to fill out the attached application:

<https://eglibrary.org/wp-content/uploads/Farmers-Market-Application-2021-min.pdf>

Information for visitors is located here:

<https://eglibrary.org/wp-content/uploads/Greenbush-Farmers-Market-2021-Visitor-Information.pdf>

<https://eglibrary.org/newsletter/farmers-market/>

<https://cdymca.org/farmers-market/>

<https://eastgreenbushlibrary.librarymarket.com/farmers-market-15>

The YMCA lead manager for the Market this year is Shannon Romanowski. We have appointed circulation staff member, Marcia Rossetti as the Library Market Manager for the 2021 season. New for this year--- the library will be setting up a “pop up library” at the market and circulating library materials. community will be able to apply for library cards on the spot, if they don’t already have one as well as complete many other circulation activities typically only held indoors. We will use our new mobile Square equipment to accept credit card payments outside. Additionally, we are purchasing a portable power source to assist with technology power needs. We are also planning other library programming and activities to coincide with the Market.

LIBRARY PROGRAMMING

All programs offered are virtual to-date. We will slowly phase back in in-person programming (beginning with outdoor book clubs) on May 3 (pending board approval).

Summer programming will be outdoor and a tent will be rented for this purpose. Department Heads are drafting safety protocols to ensure that programs will be held safely, and tent space is reserved for library sponsored program participants. The patio and tables/chairs will continue to be offered to all patrons to enjoy during non-program times.

To find recent or upcoming library programs visit the following location on our website:

<https://eglibrary.org/virtual-events/>

Other helpful library resources are located here: <https://eglibrary.org/popular-subjects/ee/>

SAFETY PROTOCOLS

Face Masks: Many staff and members of the community have successfully received their COVID vaccinations. However, it is important that we continue to practice social distancing and wear face masks. Our current policies require face masks indoors, and whenever social distancing is not possible outdoors. Facemask use will be required outside whenever social distancing is not feasible. Most outdoor programs will have a mask requirement.

<https://health.clevelandclinic.org/already-vaccinated-heres-why-you-shouldnt-stop-wearing-your-face-mask-yet/>

Quarantine: Evolving COVID-19 research has consistently concluded that the virus is spread through the air and unlikely to spread through surface contamination. Upper Hudson Library System has stopped quarantining library materials, and as documented in our current Safety Plan, we follow all quarantine recommendations as determined by the UHLS. The materials quarantine was reduced to 24 hours on April 12 and will be eliminated on April 26. officially cease on April Library Materials Quarantine was reduced to 24 hours on 4/12. Information regarding surface COVID transmission and CDC recommendations will be communicated to the public on our website. Even though COVID is unlikely to spread through surface transmission, many other colds/viruses do. We will continue to sanitize computer keyboards and mice for public computers. The updated Safety Document presented for the Board's approval removes the requirement for staff to use individual keyboards and mice. However, staff who would like to continue to use their own keyboards and mice at shared workstations are encouraged to do so. Regular handwashing is encouraged.

https://www.theatlantic.com/ideas/archive/2021/04/end-hygiene-theater/618576/?utm_source=pocket-newtab

QUICKBOOKS UPDATE PROJECT

The chart of accounts and gift/grant accounts reorganization have been completed. The next step is to transition from the desktop Quickbooks version to the online Quickbooks version. We will be using an outside consultant to help with the migration.

MAY/JUNE PRINT NEWSLETTER

The May/June Print Newsletter was compiled under the design and coordination of Susan. This issue will be received in the beginning of May and highlights the following topics:

- Summer Reading Program
- Farmers' Market
- Project Linus
- Gale Database
- Board Trustee Camie Engel
- News – Big Books collection, Pen to Pandemic recap, 2 pick-up locations

COMMUNITY PARTNERSHIPS

In collaboration with Adult and Youth Services, we begun to define community partnerships, our roles and workflow for accepting requests and determining the level of marketing and program commitment. An online form to receive requests was proposed, accompanied by a workflow process for vetting partnerships and defining level of partnership.

Defined the Library Market Coordinator position, marketing needs, and communication methods for the Farmers' Market. Developed preliminary communications methods on Teams and social media.

NEW INITIATIVE- EMPLOYEE HEALTH & WELLNESS PROGRAM

Staff committee reconvened on March 26th to develop the implementation plan for the 2021 Employee Health and Wellness Program - **Me Time on Work Time...Live Your Best Life!** To accompany this program, we designed a new **Staff Wellness Team Channel** (intranet).

To support our employees in these initiatives, the Health & Wellness Committee has curated resources and hands-on workshops for employees who wish to gain skills and/or focus in the following areas:

- alleviating heavy workloads
- boosting happiness and health at work
- increasing happiness with teammates
- decreasing uncertainty at work
- increasing financial security
- reduction of long work hours

This central resource will contain program information and resources for all our wellness initiatives. It is a positive and welcoming space where we invite everyone to share their creativity and ideas, to participate in discussions and activities which in turn will help strengthen our network of support.

Programs will be offered in 4-month increments based on themes. The first program is an adaptation of Mental Health American's 4Mind4Body Challenge which we customized to incorporate interactive online dashboard, live polls, and links to library resources. Employees can participate online or by traditional paper method or both!

HOLD SHELF UPDATE

On April 12, we added a second pick-up location for holds. We are now providing hold pick-ups at the Drive-Thru Window and the Circulation Desk. Special thanks to Karrie and Marion, as well as the entire circulation department who ably and flexibly helped the Upper Hudson Library System work out the online database kinks. After a week technical challenges, the process is now working as planned. If an EGRN item is on hold for a patron to pick up at the Circ desk, the hold slip will print Hold Slip Checkout Desk above the patron's name and the date. If it is for the drive-thru it will print Hold Slip Drive-thru. If an item from another library is checked in at the Circ desk but needs to be held at the drive-thru, a transit slip will print with the destination EGRN-D. If it is checked in at the drive thru but destined for the Circ desk, a transit slip with the destination EGRN will print. These items will need to be checked in again at the corresponding hold shelf to generate a hold slip. We are continuing to place all holds at the drive thru since many items were in transit before the switch last Monday. Starting on this Monday 4/19, we will place holds on the shelf that is indicated on the hold slip. There will be a bit of a learning curve for the community, and circulation staff will work with them to make sure they get their items wherever they come pick them up rather than send them to a different service desk. These interactions will be used as an opportunity to let members know about the change and that they should choose which location they want when they place the holds. Staff

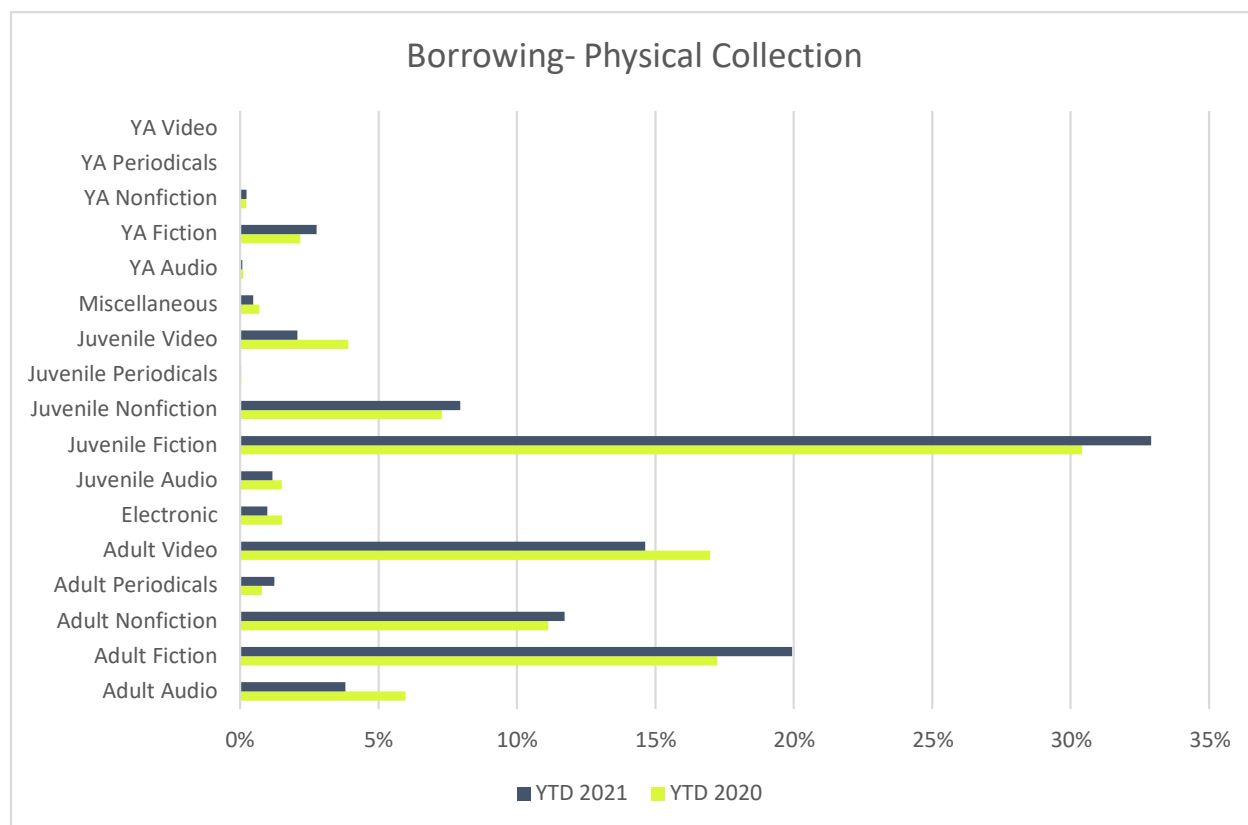
will also ask members if they want default location changed in their Sierra record. Home library eg is checkout desk, home library ed is drive thru.

NEW RUGGED SCANNER HAS ARRIVED

A new cordless barcode scanner that is designed for use in harsher environments has been installed at the drive-thru station. In the past year, we have had several mechanical issues with the previous scanner(s) which were intended for indoor use.

STATISTICAL HIGHLIGHTS

- Database usage decreased 61% over last month.
- Overdrive Digital Audiobook borrowing increased 13% and Hoopla Digital Audiobooks borrowing increased 42% over last month
- Overdrive eBooks borrowing increased 2% and Hoopla eBooks borrowing increased 0.5% over last month.
- We are continuing to see the same trends in the percentages of the physical collection that are being borrowed as we saw last month.
 - Fiction- in all areas- Juv, YA, and, Adult are all seeing significant increases.
 - Nonfiction is also increasing, although not as significantly as Fiction.
 - Video (all collections) and Audio (all collections) are all seeing significant decreases.



January		Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic Information	Hours Open	Reference Questions
2021		18,223	5,301	4,695	1,771	25	778	1,549	136	1,884
% Change		-37%	24%	-68%	-10%	-99%	-71%	-24%	-54%	-49%
2020		28,926	4,281	14,607	1,971	2,192	2,666	2,043	293	3,673
February		Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic	Hours Open	Reference Questions
2021		18,832	5,182	4,709	1,277	17	731	3,436	134	2,140
% Change		-35%	22%	-66%	-34%	-99%	-68%	41%	-52%	-28%
2020		29,065	4,249	14,030	1,946	2,017	2,320	2,439	278	2,959
March		Physical Circulation	Circulation of Electronic Material	Library Visits	Program Attendance	Public Internet Computer Users	WIFI Sessions	Successful Retrievals of Electronic	Hours Open	Reference Questions
2021		21,926	5,471	5,882	1,971	23	806	1,323	186	2,823
% Change		62%	3%	-8%	130%	-97%	-43%	6%	33%	55%
2020		13,512	5,294	6,383	856	834	1,426	1,243	140	1,824

FACILITIES UPDATES

- The Heat Pump Filters were replaced 2/25-2/26 (MERV-11). MERV-13 filters are still back-ordered.
- Main library painting 95% complete
- Expansion of the parking lot Wi-Fi is now complete!
- We have moved ahead with engaging Sen Source to install a people counter sensor and Safe Space subscription for the Children's Room.

Annual Report Questions and Revisions

**Answers to Questions are in Blue and Revisions are in Red

Part 1: General Library Information

Question(s) (1.47.1) Library Budget Subject to Vote (Prior Year)

Should the “N/A” be “East Greenbush Community Library”?

Answer: Yes! This has been fixed. “East Greenbush Community Library”

Also, why is it 2018 and 2019 for successful budget vote when we had Budget vote in 2020?

Answer: We report whether all or part of the library’s budget was subject to public vote during a prior year (prior to calendar 2020). asks about the 2020 Budget, which was voted on by the community in 2019. We held a Budget Vote in 2020, but it was for the 2021 Budget, and will be reported on in next years’ Annual Report.

Question (1.48.3) Population of the geographic area served by this contract

This number should be population recorded on the most recent published census (2010). The population originally documented was an estimated census figure. It has been corrected to 12,794

Part 2 Library Collection

Question(s) (2.1-2.30) Holdings

Difference between PRINT MATERIALS/Cataloged Books and ADDITIONS TO HOLDINGS/Cataloged Books, Other Print Materials, etc.?

Answer: “Holdings” is another term for “Collection”. For each category of holdings, we report the total number held at the end of the year. Total holdings for each category equal the previous year holdings plus current year additions (new items added to the collection) minus current year withdrawals (weeded items from the collection).

Our holdings increased by almost 50,000-is that in line with prior years or does it relate to pandemic?

Answer: Most of the increase in holdings is for Electronic Materials (often called digital lending, ebooks, digital audiobooks, etc). This number increased substantially for 2 reasons:

1. Electronic Material lending has been increasing long before the pandemic. Most of the electronic materials holdings are part of a shared Overdrive Collection with other UHLS libraries. The collection is shared, but each library contributes funds toward electronic resources. Each year we have been allocating more resources towards digital materials trying to meet the demand (meaning less wait time for patrons). As a system (UHLS), we

have been unable to even come close to meet the demand. This was before the pandemic.

2. Once the pandemic hit, we made the decision to spend even more resources than anticipated on Electronic Materials. When the library facility was closed, we reallocated funds for physical items to digital items.

Part 3 Library Programs, Policies, and Procedures

Question: 3.1 Library visits

Does that number include drive up window? If not, what constitutes a visit?

Answer: There were 65,378 visits in 2020, which constitutes 112,031 fewer visits than 2019. Reported visits include the total number of persons entering the library for whatever purpose during the year (persons attending activities, meetings, program sessions, collections, etc.) as well those who are borrowing materials at the drive-thru window. We have a people counter which measures the traffic in/out the front door. In/out is counted as "1 visit." We do not have a people counter sensor at the drive-thru window, so visits which require staff assistance (borrowing materials or picking up activity kits) are counted via paper tally form. We do not keep a tally of people who only use the drive-thru window to return materials. During the pandemic, we added a return bin in the front vestibule of the library. Those visits were not calculated. The people counter is located inside the library, not in the vestibule.

Question 3.11: Accessibility

What programs does the library provide to homebound persons, persons in nursing homes and/or persons in jail? Did this change during the pandemic?

Answer: We have a program called Books with Wheels; a delivery service for homebound East Greenbush and Schodack residents who are temporarily or permanently unable to visit the library in person. Patrons may apply for this service online or by calling the library. Once we have received an application, we schedule a delivery (typically 5-8 large print books that match reading preferences) with a Books with Wheels volunteer. The date is scheduled for approximately 1 month after the application submission. Currently we have one Volunteer who assists with this program, and books are distributed through a partnership with Hawthorne Ridge.

Books with Wheels was in place prior to the pandemic.

The programs which were added/enhanced during the pandemic included phone/chat reference, increased digital resources, enhancement of digital library card applications to allow for use beyond 10 days, online programming, and outreach calls to patrons in the very early months of the shut-down.

We do not provide services to persons in jail. Upper Hudson Library System works directly with the prisons to provide library services.

Question 3.27: Program Attendance

What does the All Other Program Attendance number include? Virtual programming? Does this report count website/ social media hits?

Answer: All Other Program Attendance includes Meeting Room Use. 12,419 was erroneously added to (3.27- All Other Program Attendance) instead of (3.28- Total Program Attendance). The Annual Report has been revised to the following:

All Other Program Attendance (3.27): 2,670

Total Program Attendance (3.28): 12,419

Question 3.47/3.50 Summer Reading Program

What summer camps did we collaborate with in 2020, YMCA and Town?

Answer: Correct, The YMCA and Town of East Greenbush Camps

What collaborators did the library work with in 2019 (23 of them) that fell away during 2020 (when the number was 0)? Was this change entirely attributable to the pandemic?

Answer: Pre-pandemic (e.g., 2019), we worked with local businesses/organizations to host Summer Reading Programs/Scavenger Hunts with former Library Mascot "Sully." Although we promoted our new Library Mascot "Charlie" with family scavenger hunts in Summer 2020, the hunts were all outdoors and not in coordination with any local businesses/organizations, due to COVID concerns with gathering. Once we have in-person programming back in place we will be better equipped to partner for Summer Programming!

Question (3.58/ 3.64) Early Literacy Programs & Adult Literacy Programs

What health care agencies/ agencies did the library collaborate with on Early Literacy Programs in 2020? What about Other Collaborators for Adult Literacy Programs? Do you see these continuing post-pandemic?

Answer: These partnerships began pre-pandemic and continued throughout the pandemic. We will continue to address community needs by nurturing and expanding community partnerships.

(3.58) Health care agencies/Early Literacy Program partnership: In February, 2020 (pre-pandemic we celebrated Children's Dental Health Month with a special Storytime Guest from Southwoods Pediatric Dentistry. "Tooth Tales! (ages 2+) Read a story, learn how to keep your teeth healthy, and keep the sugar bugs away!".

(3.64) Adult Literacy Program partnership: Adult Literacy Programs include tutor and student training in use of the library and its resources, such as computers, library materials, job information, test resources, databases, workforce development (literacy instruction, resume preparation, job search assistance, GED test preparation), and all other types of literacy assistance for adults. Partners included the Community Loan Fund (Grant Writing Workshop), Your Career Fit Matters/Marsha Lazarus (Virtual Job Search Workshops, One on One Job Search Assistance, Virtual Resume Workshop), Legal Project (Virtual Legal Clinic, One on One Legal Consultations and Referrals).

Part 4 Library Transactions

Question (4.12/4.13) Electronic Use

Successful Retrieval of Electronic Material and Use of Electronic Material- "Use of" is 72, 693 and "successful retrieval" is 38,103: is there a relationship between those two numbers? Do we know if a retrieval is unsuccessful?

Answer:

(4.12) Use of Electronic Material includes materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Use of Electronic Material counts circulation only for items that require a user authentication, and have a limited period of use (Overdrive, Hoopla)

(4.13) Successful Retrieval of Electronic Information includes the number of full-content units or descriptive records examined, downloaded, or otherwise supplied to user, from online library resources that require user authentication but do not have a circulation period. Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed. Some electronic services do not require downloading as simply viewing documents is normally sufficient for user needs. Usage includes both inside and outside the library. OPAC use and website visits are NOT counted in this statistic. (Gale databases, NOVELNY databases, Ancestry, Novelist, Encyclopedia Britannica, Tech-Talk, Library Aware). We do not have a record if a "retrieval" is unsuccessful.

Question (4.19) Does the Library offer Virtual Reference?

What virtual reference services are now available to patrons and how are they accessed?

Answer: Currently we provide phone, and email virtual reference. During the pandemic we also provided chat virtual reference. Virtual Reference Hours (available during shut-down) (phone/email started 5/16) M/W 1-8p, Tu/Th, 10a-8p, Chat (started in May) M-F 9-11a (chat service ended 5/30). We provided 521 virtual reference hours (staffed by librarians while the building was closed (March-June). Once the building opened back up, we continued to have some staff monitor email reference remotely. Staff inside the

building began responding to “virtual” reference phone calls. Currently, we have staff working at the library and at home responding to email and phone reference questions. Phone calls are answered at the library during open hours.

Question 4.20 Interlibrary Loan

We borrowed 45, 962 but only loaned 27, 895-does that mean anything with respect to our inventory and what patrons are looking for?

Answer: Unfortunately, this is a challenging statistic to use for that purpose because of the way lending works among the Upper Hudson Library System for several reasons.

- 1) When a member places a hold, that triggers an electronic “hold” on the “Bibliographic Record” in the system. Each library “pulls” a digital hold list daily and the first library to “fill” a hold, is the lending library. Unfortunately, the system does not automatically check first to see if the patron is picking up the hold at your library before allowing another library to fill the hold. We “pull” one hold list each morning, and sometime an additional later in the day if there is time. Libraries with more staff or less workload may be able to pull more “hold” lists to fill holds.
- 2) The “borrowed” number includes all holds which are picked up at the East Greenbush Community Library, regardless of the chartered to serve area of the library member. We have a significant number of patrons (close to 60%) who do not reside in East Greenbush who regularly use our location as their main library. Example: this past month, lending by East Greenbush Residents was 43% of total physical materials borrowed, while Schodack Residents made up 20% of total physical materials borrowed and Residents from other communities (non-East Greenbush or Schodack) totaled 36%!

Part 5 Technology & Communications

Question (5.7) Does the Library File for E-Rate benefits?

I see that the library does not file for E-rate benefits. What are they? Is it something we should explore?

Answer: E-rate benefits are administered by USAC's (Universal Service Administrative Co.) Schools and Libraries Programs. On May 7, 1997, the Federal Communications Commission (FCC) adopted a Universal Service Order implementing the Telecommunications Act of 1996. The Order, commonly referred to as "E-rate" (Education Rate) ensures that all eligible schools and libraries have affordable access to modern telecommunications and information services. According to USAC, E-rate recipients "must enforce a policy of Internet safety and certify compliance with the Children's Internet Protection Act (CIPA) to be eligible for E-rate benefits.

In order to satisfy CIPA requirements, libraries must have:

An Internet safety policy

A technology protection measure, such as a filter

A hearing or meeting about the Internet safety policy and technology protection measure, as advertised through a public notice

Libraries cannot use E-rate funds to purchase filtering software or appliances.

This is a subject which has been hotly debated in the library community in terms of access and censorship. Currently, we do not participate in the E-Rate program.

In the past, we received e-Rate funds through the Upper Hudson Library System for telecommunications (they did not require compliance with CIPA). However, 2018 was the final year of eligibility for telecommunications discounts from the federal E-rate program.

Part 6 Staff Information

Question (6.4) Budgeted Positions

Did we lose a librarian this year? Went from 10.5 to 9.2 in this category. Is that something we need to/can restore?

On February 19, a PT Librarian in the YS department resigned. That position is still empty and should be restored as we begin providing more services to the community. Additionally, we stopped scheduling all substitute librarians. We will most likely need to use substitute staffing again this summer.

In addition to the PT librarian position, we also have a PT Library Clerk and PT Senior Library Clerk positions which are unfilled, due to the pandemic.

Section 7. Minimum Public Library Standards 2021

Question (7.1-7.7) Operational Policies

This reminded me about the Board's responsibility to review/approve the operational policies (once every five years). Are we on target with that?

Answer: We have been working our way through a review of all the library's operational policies over past several years. We are making progress, although the pandemic caused us to reprioritize the creation of new policies, procedures, and operational plans (including the COVID-19 Reopening Plan, Safety Plan, Pandemic Plan, COVID-19 Paid Leave Policies) over revisiting and revising older policies. During the shut-down, a Staff Manual revision committee was developed, staff were surveyed, and recommended revisions/improvements have been presented to me and will be shared with the Service Committee next. The Administrative Committee is working on reviewing our Financial Policies.

Part 8 Public Service Information

Question 8A (CV4) Online Card Registrations

I thought that allowing library users to complete their library card registration online was a change to the library's procedures that occurred due to COVID?

Answer: Online library card registrations were available prior to COVID. However, previously, a patron would have to physically visit the library within 10 days to make the card permanent. Once the pandemic hit, we did not have an expiration date on making the card permanent, because many online resources provided by the library require a valid library card. Once the building opened back up to the public we added back in a expiration date for card applicants to either visit the library in person, or submit paperwork verifying their identity/residency online by a certain date.

Part 16 Federal Totals

Question: I would like some more clarification on the Federal and state coding sections at the end. It wasn't very clear.

Answer: Each year public libraries submit an annual report to NYS, Department of Library Development (DLD). Prior to submission to DLD, the Upper Hudson Library System (UHLS) reviews member library annual reports for potential errors. Individual Library Boards are required to approve Annual Reports as well. DLD then compiles information from each library and library system and submits a NYS Annual Report to the Federal Government, Institute of Museum and Library Services (IMLS). The fields at the bottom of our Annual Report (Federal) are pre-calculated based on earlier entries.

Question: Are there federal grants for libraries that our library could be eligible for? I noticed that we currently do not have any federal grant money listed in the report.

Answer: Although it is possible to apply for Federal Grants, they are most often granted at the State Level (DLD) and then distributed via the Systems (UHLS). Here is the link to IMLS Grants: <https://www.imls.gov/grants/apply-grant/available-grants>

Other

Question Out of curiosity, does this report inform the consideration for state funding for libraries?

Answer: I do not believe there is a direct link between the data submitted and the amount of state funding provided for libraries. However, the data is used by various agencies/libraries advocacy purposes.



COMMUNITY FEEDBACK

3/19/21
Suggestion Box

Thank you! The library is wonderful!
You can always find the best titles! Five stars

3/19/21 Via
Suggestion Box

Kudos Team,
This is the best place to be for me & my son
more importantly my son Vish Rao

3/19/21- Via
Suggestion Box

Thank you for keeping the library so so well maintained.

3/18/21 Message from Trivia Player to AS Staff	Trivia was great last night! We didn't feel as dumb as we usually do. I think cause there was less contemporary stuff. You guys are really fun on air personalities
3/23/21	Patron [name withheld for board report] wanted me to tell everyone 'Hi' she misses us so much, but is very happy to be able to get her books at the drivethru. (Reminded me several times to tell everyone!!)
3/27/21 Patron Feedback to YS Staff	Mom of two kids told us that her 2 kids loved the Book Bundles, and that they both have discovered and enjoyed new series that they would not normally have chosen themselves
3/30/21 Patron Feedback to AS Staff	"We've enjoyed the cooking classes. The recipes Felicia presents are always good. Zoom classes have been a huge help for us during the past year. In addition to the library, Albany Guardian Society has lots of free Zoom classes too on all sorts of topics. We've also been watching Rick Steve's Monday Night Travel Zooms every week and enjoying them."
3/31/21	A patron came into the library to renew her card. She was very irked that the message she got said she had to come into the library. The text of the message our patrons get is This is a courtesy notice regarding your library account. We must periodically verify your account information in order for your account to remain active. Please contact the library within the next two weeks to renew your account. Some libraries might have messages saying that the patron must come into the library. If they say that the message they got says come into the library, check to see what their home library is and suggest they contact them. Here is the text of some messages. APL, ALTM, NASS, STEP, VOOR: ----- We have noticed that your <library name> card will be up for renewal in about two weeks. Please stop by the Library at your earliest convenience to renew your library card. All we need is an ID and verification of your current address (for example: driver's license).
4/2/21 4/4/21 Via Facebook	Patron dropped off donuts for library staff to say "thanks" "Thanks for the EG Library staff for doing all they can to be open and keeping the community reading." From Facebook.
4/5/21 Patron feedback to Circ Staff	Thank you for all you do here at the Library. (She picked up craft kits for her grand-kids and donated \$20.00!)
4/8/21 Patron Feedback to YS Staff	"We have loved our book bundles! We loved the Notebook of Doom and Pigeons Fight Crime series. We also have been enjoying Arnie the Donut series as well. You have picked some awesome books for us!"

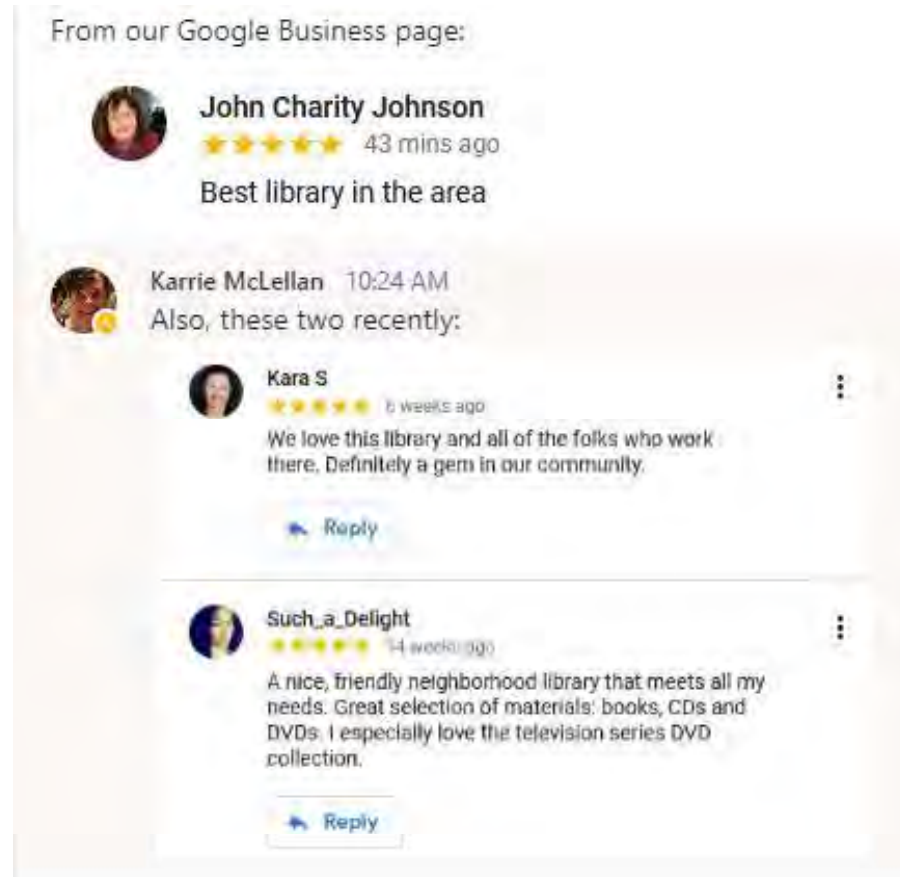
4/8/21 Patron
Feedback to Circ
Staff

"We love the children's book bundles. They always do a great job picking out titles my kids love."

4/13/21
Patron Feedback to
Circ Staff

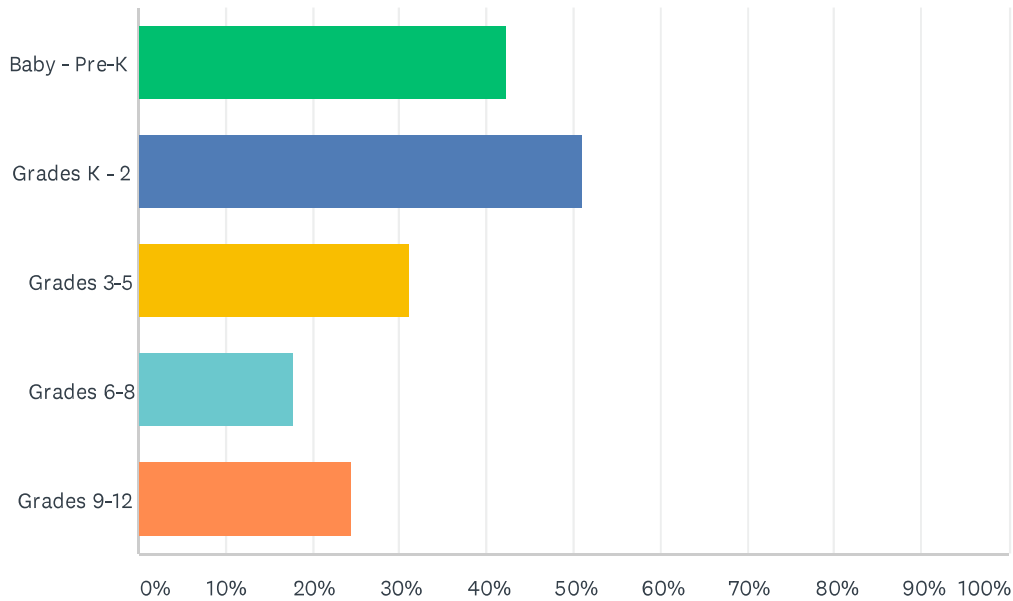
From patron: You [library] are always innovating! (We were talking about pick up locations.)

4/18/21
Feedback on
Google Business
Page



Q1 Tell us a little bit about who is in your family! Check all that apply:

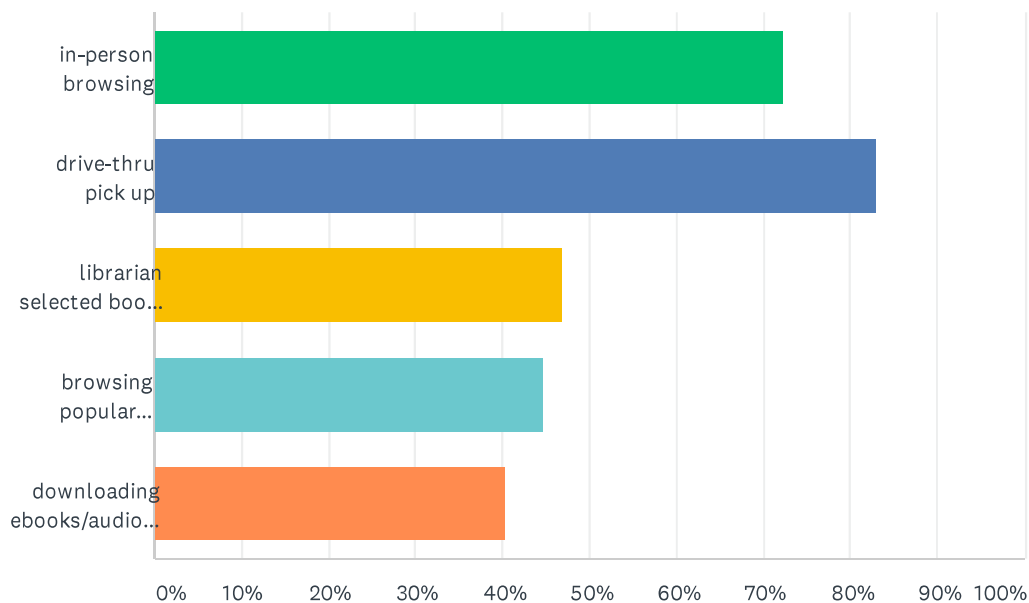
Answered: 45 Skipped: 3



ANSWER CHOICES	RESPONSES	
Baby - Pre-K	42.22%	19
Grades K - 2	51.11%	23
Grades 3-5	31.11%	14
Grades 6-8	17.78%	8
Grades 9-12	24.44%	11
Total Respondents: 45		

Q2 Looking ahead to Summer 2021, which of the following ways do you anticipate your family will borrow materials from the library? Check all that apply:

Answered: 47 Skipped: 1

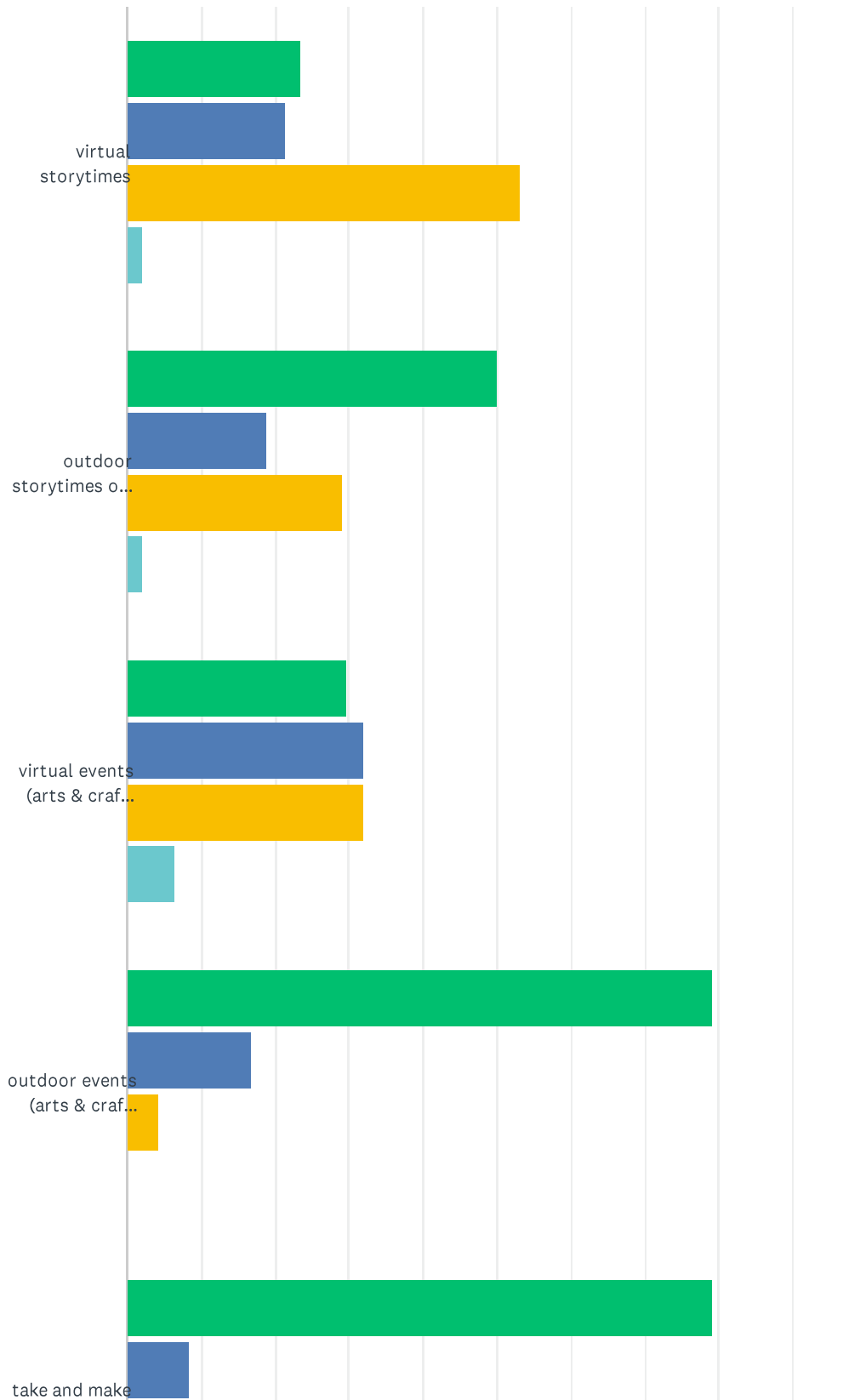


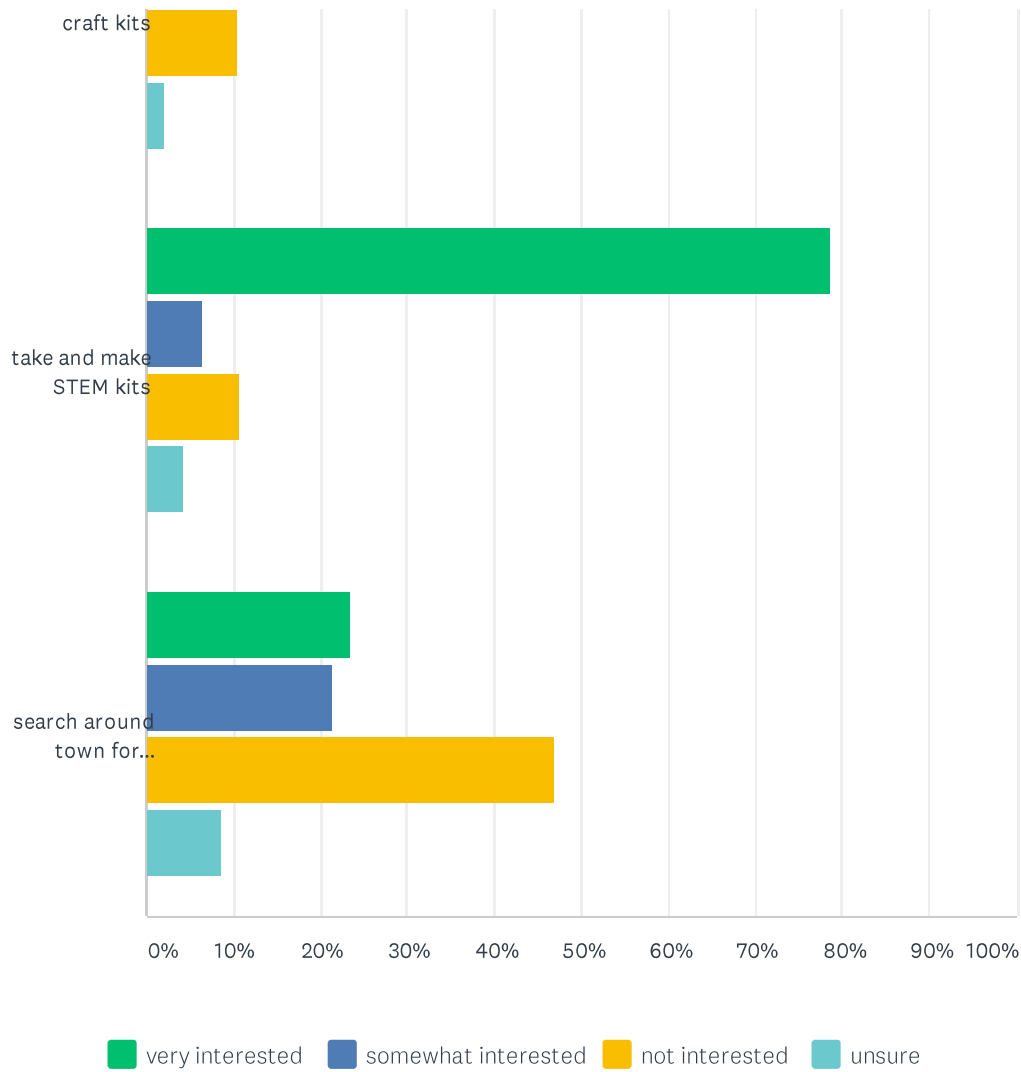
ANSWER CHOICES	RESPONSES	
in-person browsing	72.34%	34
drive-thru pick up	82.98%	39
librarian selected book bundles	46.81%	22
browsing popular collections at outdoor events or farmers' markets	44.68%	21
downloading ebooks/audiobooks	40.43%	19
Total Respondents: 47		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 When thinking about summer 2021, how would you rate your interest in the following programs:

Answered: 48 Skipped: 0

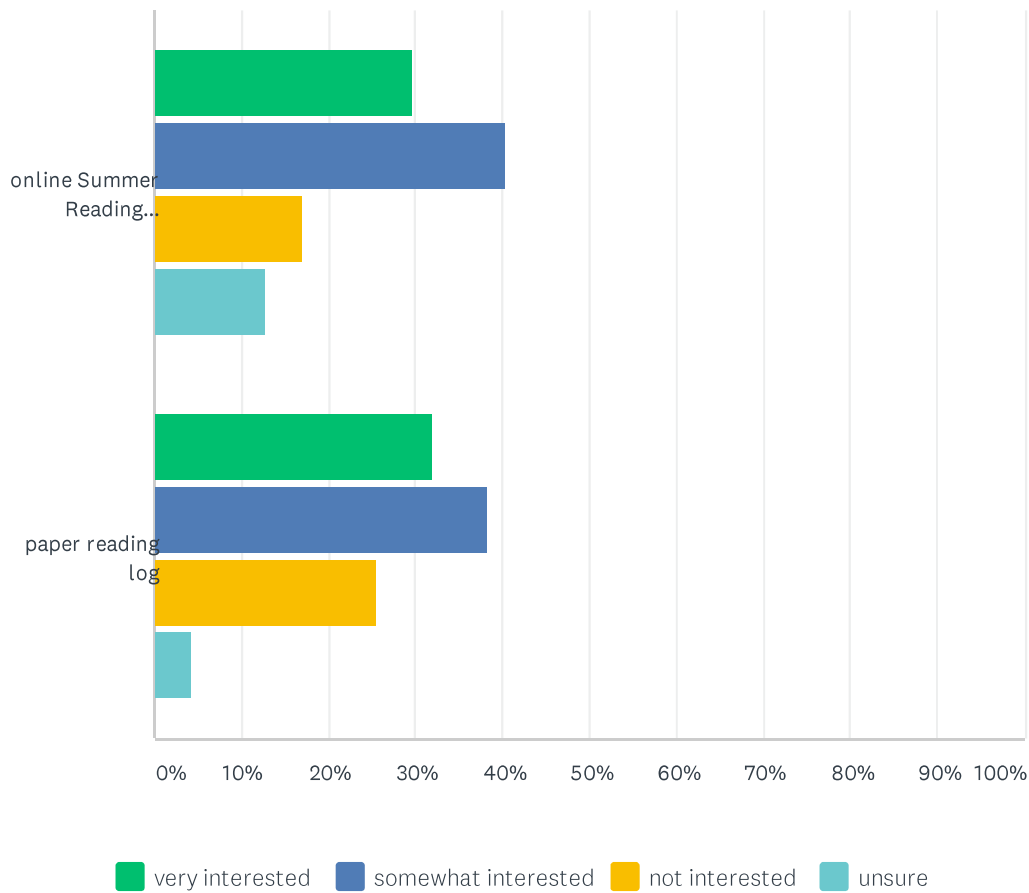




	VERY INTERESTED	SOMEWHAT INTERESTED	NOT INTERESTED	UNSURE	TOTAL
virtual storytimes	23.40% 11	21.28% 10	53.19% 25	2.13% 1	47
outdoor storytimes on the library lawn	50.00% 24	18.75% 9	29.17% 14	2.08% 1	48
virtual events (arts & crafts, science & nature, games, etc.)	29.79% 14	31.91% 15	31.91% 15	6.38% 3	47
outdoor events (arts & crafts, science & nature, games, etc.) on the library lawn	79.17% 38	16.67% 8	4.17% 2	0.00% 0	48
take and make craft kits	79.17% 38	8.33% 4	10.42% 5	2.08% 1	48
take and make STEM kits	78.72% 37	6.38% 3	10.64% 5	4.26% 2	47
search around town for Children's Room mascot Charlie	23.40% 11	21.28% 10	46.81% 22	8.51% 4	47

Q4 Considering a 2021 Summer Reading Challenge, how would you rate your interest in the following options:

Answered: 48 Skipped: 0



	VERY INTERESTED	SOMEWHAT INTERESTED	NOT INTERESTED	UNSURE	TOTAL
online Summer Reading Challenge using the Beanstack app	29.79% 14	40.43% 19	17.02% 8	12.77% 6	47
paper reading log	31.91% 15	38.30% 18	25.53% 12	4.26% 2	47

Q5 Do you have any suggestions or comments on how we can best serve your family this summer?

Answered: 26 Skipped: 22

#	RESPONSES	DATE
1	My kids absolutely loved getting the yard signs for summer reading last year. They miss in person events, but really enjoy the craft kits from the pickup window.	4/3/2021 4:23 PM
2	This survey assumes patrons have children and does not account for adult only households. This bias is often seen with the library unfortunately.	4/3/2021 11:37 AM
3	I would love to see more stem activities!	4/3/2021 7:35 AM
4	We have loved the librarian book bundles. We have been introduced to new series that my 2nd grade has loved, and the librarians have also introduced me to some wonderful mystery books (and series). Thank you!!	4/1/2021 7:40 PM
5	Keep on with the awesome programming! We have so appreciated everything the library is doing for our family and the community! ♥	4/1/2021 10:05 AM
6	Activities for teens, young adult	3/31/2021 8:32 PM
7	You have been doing great things during the pandemic and my daughter (3 yrs) has grown to love the library and children's librarians, even without visiting the the library. Thank you for all that you do!	3/31/2021 8:27 PM
8	What about an outdoor family movie ? You could do limited attendance through online signups and maybe have a vendor available with maybe a pre-order menu ?	3/31/2021 6:40 PM
9	Virtual bingo has been a big hit in our house.	3/31/2021 3:44 PM
10	Would love outdoor events!	3/31/2021 3:07 PM
11	More story time events with Ms Jen and Ms Molly!! My kids look forward to it every Tuesday but we'd love more events. We love the weekly arts and crafts activities. Thank you for all you do!!!	3/31/2021 2:37 PM
12	Love the library and services offered! Escape rooms are always a favorite!	3/31/2021 12:30 PM
13	virtual story times!	3/31/2021 11:57 AM
14	None.	3/31/2021 11:57 AM
15	My kids have had trouble connecting the summer reading program and the chance for prizes. I wish this was set up in some other way.	3/31/2021 11:14 AM
16	No	3/31/2021 10:37 AM
17	For kids who are in grade-5 or more please include more STEM events than art. If these events are in-line with NY standards it helps them to learn upfront what is going to happen in their upcoming grade. Please suggest books to kids which would help them to get inspired. More of non-fictional	3/31/2021 10:27 AM
18	Outdoor events like story time would be SO wonderful.	3/31/2021 10:11 AM
19	The library has been doing amazing work and is keeping my kids sane during these unsure times! My kids wanted to do the spring reading challenge but since they do not have phones (too young) it was very challenging to fill out. They were very jealous of those beautiful baskets in the children's room.	3/31/2021 9:58 AM
20	Outdoor events , masks sound amaZinf	3/31/2021 9:30 AM
21	outdoor events that you register for to limit capacity	3/31/2021 9:25 AM

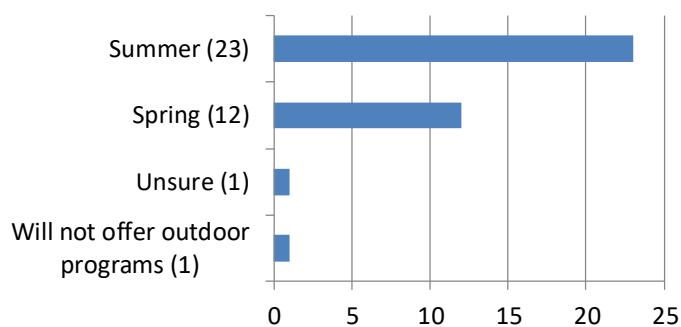
22	We appreciate programs that include both specific books for kids to check out and credit for reading books of the child's choice. Our family reads aloud together every day, and having credit for reading the books we are already reading would be helpful in addition to finding some new books through the summer reading program	3/31/2021 9:25 AM
23	You have been offering a nice variety of options so far and the STEM ones have been much enjoyed.	3/31/2021 9:23 AM
24	More outdoor events for children, please.	3/31/2021 9:21 AM
25	No	3/31/2021 9:18 AM
26	We would LOVE in person story time in some capacity. We really miss it!	3/31/2021 9:11 AM

Outdoor Programs Survey – Results

Responses were received from 25 out of 29 UHLS member libraries.

Question 1:

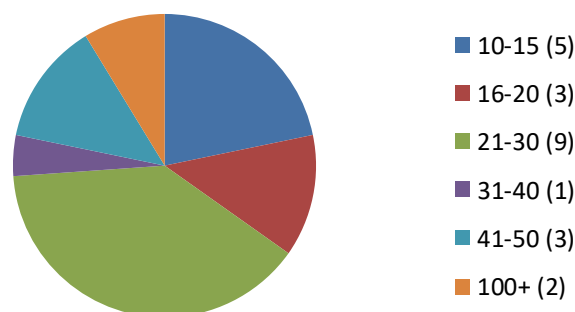
Does your library plan to offer any outdoor programs for children, teens, or adults during the spring or summer?



Question 2:

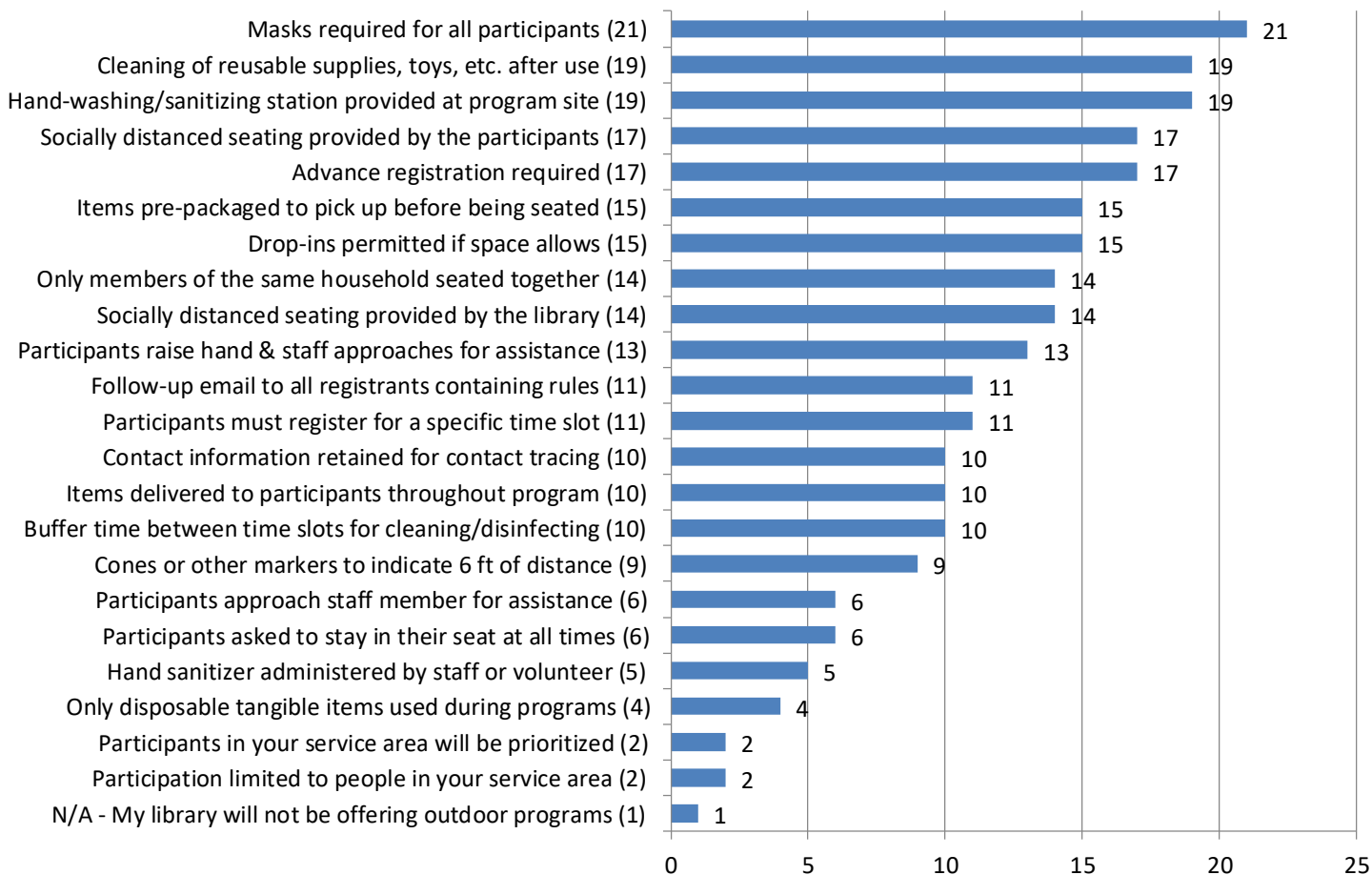
What is the maximum number of participants you will accommodate at one time in your largest outdoor program space?

Note: Some libraries will use alternate spaces such as parks, ball fields, or parking lots.



Question 3:

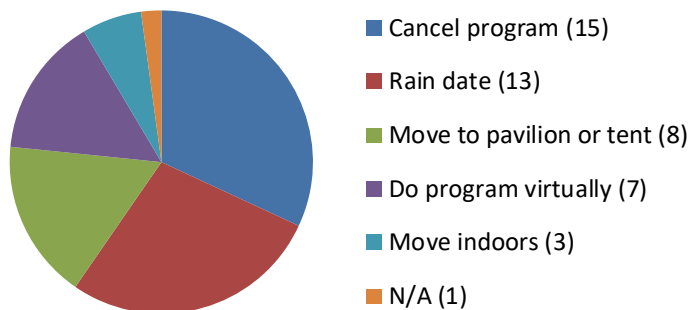
What protocols does your library plan to have in place for outdoor programs?



Question 4:

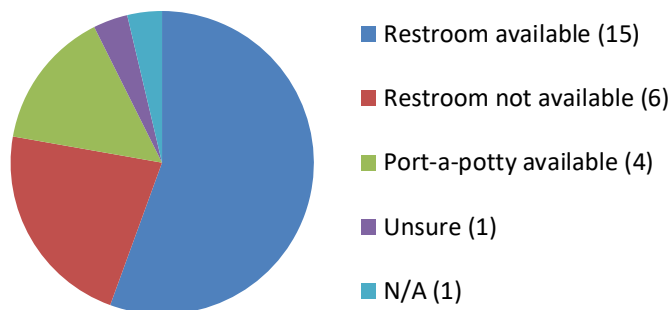
How will your library handle outdoor events in case of inclement weather?

Note: Several libraries noted that how they will handle poor weather depends on the nature of the program, agreement with a vendor, or availability of alternate space.

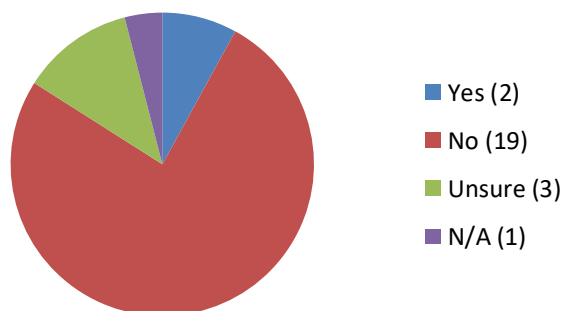
**Question 5:**

How will your library handle restroom use during outdoor programs?

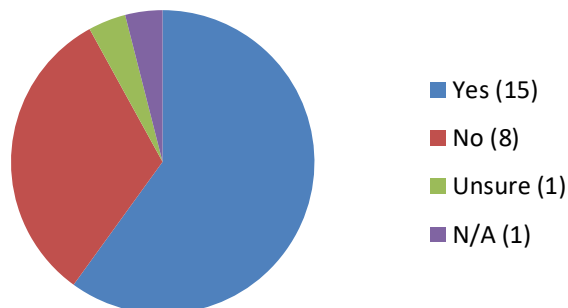
Note: Two libraries may change their no-restroom policy when the restroom policy of their municipality changes.

**Question 6:**

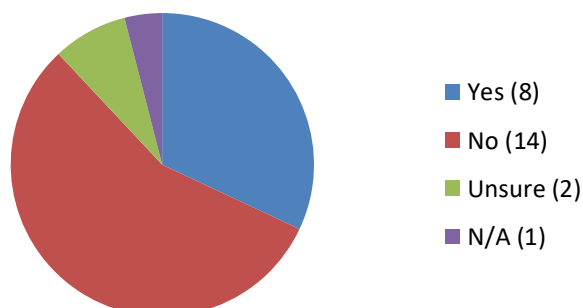
Will your library serve food or drink during any outdoor programs?

**Question 7:**

Will your library use adult volunteers to assist staff during any outdoor programs?

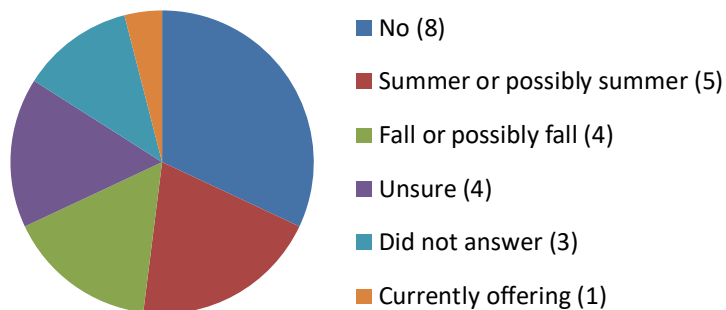
**Question 8:**

Will your library use teen volunteers to assist staff during any outdoor programs?



Question 9:

Is your library considering any indoor programming, and if so, when?

**Question 10:**

Please provide any additional information about your library's plans or protocols for outdoor programs.

Responses received:

"How to discourage 'drop ins' from an outdoor program? I anticipate needing additional staff for an outdoor program--someone to do the actual program and then someone there to chat with any walk-ups or curious bystanders."

"Adult volunteers will be limited to full vaccinated board members."

"Nothing is finalized or even set, really."

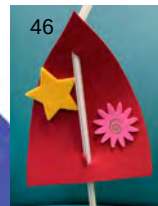
"Volunteers limited to 1 at a time during an event."

"We are partnering with our local Parks & Rec department."

"We may attempt hybrid programming, TBD on a program level. We have a series of questions programmers must answer to have a program considered for in-person."

"We will be announcing programs much later than usual - allowing for greater flexibility to shift based on COVID-19 numbers. Much fewer programs than typical summer program."

February 2021



Vote Daily!
**BEST
LIBRARY**
Best of the Rest



Data Snapshot

OPEN
20 Days
234 Hours

Capacity Changes

5 People/15 Min. Visits
15 People/15-30 Min. Visits (2/9)
15 People/30 Min. Visits (2/16)



4,709

VISITORS TO
THE LIBRARY
includes drive-thru
window
+0.3% Jan-Feb



2,073

ACTIVE
BORROWERS
+2% Jan-Feb



12,605

WEBSITE
VISITS
+38% Jan-Feb



27,450

COLLECTION USE
+9% Jan-Feb

2,940

PEOPLE ATTENDED
A PROGRAM
+148% Jan-Feb

17

PUBLIC COMPUTER
SESSIONS
(-32%) Jan-Feb

731

WIRELESS
SESSIONS
(-6%) Jan-Feb



East Greenbush Community Library

10 Community Way
East Greenbush, New York 12061 | 518-477-7476
eglibrary.org

In-Person



DRIVE-THRU WINDOW

Pick up Items on Hold and Library Craft/Activity Kits

1,642 Patrons Used Window Service **(-4%)**
Jan-Feb

5,149 Holds Picked Up **(-5%) Jan-Feb**

861 Activity Kits/Book Bundles
Distributed
(805) youth & (56) adult
+42% Jan-Feb

Adult Craft Grab & Go

- Fox in Sox- Felt Animal Pins
- Quilt a Square for Project Linus

Storytime Activity Kits

- Clothes
- Valentines
- Foxes

Youth Program Activity Kits

- Magic Workshop
- Che-Mystery - Mad Science
- Chinese Dragon
- Valentines
- Sponge Boat
- Sand Art
- Teen Pokemon Trivia
- Teen Take-Out Journals

CIRCULATION DESK

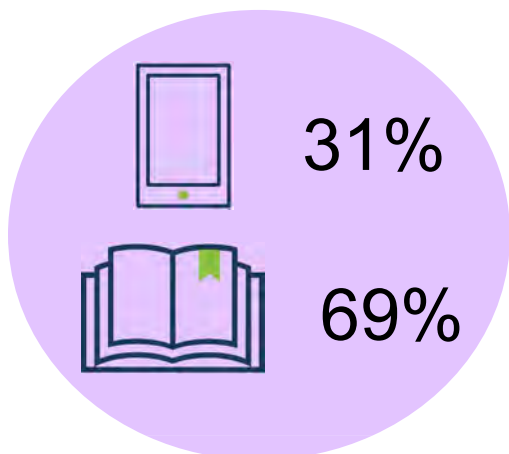
13,683 Items Borrowed
+7% Jan-Feb

14 New Library Cards:: 43% EG, 36% Schodack, 21% Other

8 Notary Sessions

Activity Kits/Book Bundle Checkouts Increased by 42% over last month!

February Checkouts



8,618 DIGITAL CHECKOUTS (+26% Jan-Feb!)

January: 6,850 Digital Checkouts
December: 5,642 Digital Checkouts
November: 8,933 Digital Checkouts

18,832 PHYSICAL CHECKOUTS* (+3% Jan-Feb)

January: 18,233 Physical Checkouts
December: 19,566 Physical Checkouts
November: 18,620 Physical Checkouts

*Includes Drive-Thru & Circulation Desk

March 2021



Data Snapshot

OPEN
27 Days
186 Hours

Capacity
20 People/30
Min. Visits



5,882
VISITORS TO
THE LIBRARY
includes drive-thru
window
(+25%) Feb-March



2,214
ACTIVE
BORROWERS
(+7%) Feb-March



8,884
WEBSITE
VISITS
(-30%) Feb-March



28,720
COLLECTION USE
(+5%) Feb-March

1,971

PEOPLE ATTENDED
A PROGRAM

(-33%) Feb-Mar

23

PUBLIC COMPUTER
SESSIONS

+35% Feb-Mar

806

WIRELESS
SESSIONS

+10% Feb-Mar



East Greenbush Community Library

10 Community Way
East Greenbush, New York 12061 | 518-477-7476
eglibrary.org

In-Person

DRIVE-THRU WINDOW

Pick up Items on Hold and Library Craft/Activity Kits

1,660 Patrons Used Window Service
+1% Feb-Mar

4,641 Holds Picked Up
(-10%) Feb-Mar

812 Activity Kits Distributed;
(-6%) Feb-Mar
(782) youth & (30) adult

Adult Craft Grab & Go

- Pandora's Box

Storytime Activity Kits

- Naptime
- Grumpy
- St. Patrick
- Giraffes
- Chicks

Children's Take & Make Craft Kits

- Lorax
- Elephant & Piggy
- St. Patrick's Day
- Windsock
- Animal Crossing
- Take-Out Craft: Shrinky Dinks

CIRCULATION DESK

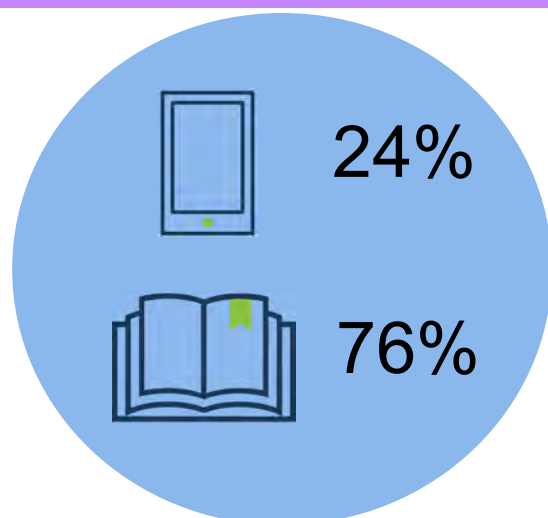
17,285 Items Borrowed
+26% Feb-Mar

35 New Library Cards: 61% EG, 18% Schodack, 21% Other

6 Notary Sessions

Checkouts at the Circulation Desk increased by 26% over last month!!

March Checkouts



6,794 DIGITAL CHECKOUTS (-21% Feb-Mar)

February: 8,618
January: 6,850
December: 5,642

21,926 PHYSICAL CHECKOUTS* (+16% Feb-Mar)

February: 18,832
January: 18,233
December: 19,566

*Includes Drive-Thru & Circulation Desk