

Director's Report

Submitted by Jill Dugas Hughes, November 17, 2020

Public Services Highlights

StoryWalk™ Outdoor Reading Experience

Thanks to a Youth Services Grant from the Upper Hudson Library System, our Youth Services and Maintenance Staff installed our first StoryWalk™ outdoor reading experience along the library sidewalk. The community is invited to experience pages from a picture book, complete with suggested educational question prompts for families to follow.

The StoryWalk™ Project was created by Anne Ferguson of Montpelier, VT and developed in collaboration with the Vermont Bicycle & Pedestrian Coalition (VBPC) and the Kellogg Hubbard Library. We received a grant from the Upper Hudson Library System to join 22 other StoryWalk™ Project locations in the Capital District. <https://www.uhls.org/storywalk/>



Public Computers

October was the first full month providing public computer access at the library. Computers were used inside the building 178 times. Sessions are available for 30-minute walk-in sessions and extensions up to an hour may be requested. Stations are cleaned in between uses.

Grant Funding Received

We received our first payment, \$89,738 from NYS for the Construction Grant (Total Award: \$99,708) to update technological infrastructure and public programming spaces to provide increased power, connectivity, and dynamic/flexible learning spaces.

Projects Completed:

- Digital signage outside meeting room doors
- Installation of 2 new switches in server room
- New phone system
- Mobile hotspots
- Videoconferencing.

Projects In-Progress:

- Mobile credit card terminals

- Painting library
- Parking lot Wi-Fi
- Window treatments for meeting rooms.

Projects Not Yet In-Progress:

- AV upgrades in Meeting Room B and Hurr Education Center
- Replacement of divider door in Meeting Room A/B
- Art Gallery System, Meeting Rooms



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Upcoming Events



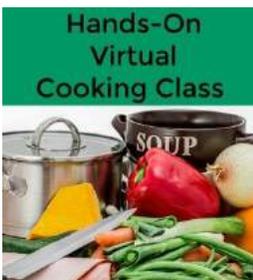
Monday Night Book Chat: What have you been reading lately? Join our Monday night Facebook book chat. These days, it's more important than ever for us to stay connected, so we will be here every Monday night 7-9 PM! Look for our Monday Night Book Chat post on Facebook: <https://www.facebook.com/eglibrary/>



Adult Craft Grab & Go, November 14-24. "Jar of Optimism". This glitzy Grab & Go kit contains a glass mug, a metallic paint pen, 2 colors of glitter, glue, an LED votive light and templates for lettering and patterns. The metallic paint pen will be needed in a future craft so hold onto it! We hope this "Jar of Optimism" is a happy kick-off to the Holiday Season! Kits are at our drive-thru window. Please register before you pick up your kit. **BONUS!!!** Send us a picture of your finished craft (reference@eglibrary.org) to be in the raffle for a \$10 gift card. We love to see your creativity!



Virtual Food Bingo, November 17 at 6:30 pm. Celebrate our favorite food-centric holiday, Thanksgiving, with Virtual Bingo for kids! Stop by the library before the event to pick up your game card, gather some items around your house to mark off your BINGO squares (pennies, paper pieces, candy corn!), then tune in on Tuesday evening to win some free books! Registration is required for this event. The evening prior, participants will receive an email with a link to our Zoom Meeting and you may join in at 6:30pm on Tuesday by computer, tablet or cellphone.



Hands on Hands-On Pre-Thanksgiving Cooking Class, November 18 at 6:30 pm. Have fun while making Southwest Sheet Pan Veggie Hash & Turkey Tacos (or protein of choice)! Felisha Chandler of Cornell Cooperative Extension of Rensselaer County makes learning to cook entertaining as well as educational! Appropriate for all ages! You will need a computer, laptop, or tablet to see and participate in this class. Whether you expect to have lots of leftovers or just really love the tastes of the season, join us on Zoom from your own kitchen. The list of ingredients and directions for preparation for class will be sent a week before the event. You will be emailed the link to join us on Zoom the day before the program. Everyone who participates in the class will be in a raffle to win a cookbook!



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By the Numbers- Statistical Highlights											
	YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Visitors	45,911	14,572	14,015	6,218	0	0	60	1,586	2,627	3,393	3,440
Hours Open	1,458.5	293	278	140	0		183	145	132	142	145.5
Returns Only	24					12					12
# Visits per Hour Open	31	50	50	44	0	0	0.33	11	20	24	24
Library Card Registrations	407	85	76	40	24	73	29	9	19	31	21
Reference	26,609	3,675	2,967	1,949	600	628	3,519	3,215	3,146	3,342	3,568
In Person	20,735	3,675	2,967	1,949	0	0	1,147	2,665	2,838	2,820	2,996
Virtual	2,937	21	15	125	300	314	1,186	275	154	261	286
Transactions (including Holds, Renewals, Checkouts, Returns)	292,873	53,935	54,717	26,633	73	931	16,254	28,634	36,897	37,624	37,175
Collection Use (borrowing)	246,534	35,257	36,601	22,234	10,096	10,656	15,789	26,135	30,132	29,433	30,072
Digital Lending	62,566	4,282	4,253	5,295	6,268	6,895	6,802	7,480	7,161	6,991	7,140
Database Usage	36,565	2,049	3,283	3,428	3,770	3,216	4,885	4,333	5,088	3,073	3,321
Physical Materials	147,403	35,257	29,065	13,512	58	545	4,102	14,322	17,883	19,379	19,611



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By the Numbers- Statistical Highlights											
	YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Public Computer Sessions (inside library)	5,254	2,192	2,017	834	0	0	0	0	7	26	178
Laptops Borrowed	136	39	30	18	0	0	0	0	7	21	21
Hotspots Borrowed	40	0	0	0	0	0	0	0	0	15	25
WiFi Sessions	10,636	2,666	2,320	1,426	270	248	510	682	806	840	868
In Person Use of Meeting Facilities <small>(including patio, but not including Farmers' Market; library and non-library sponsored)</small>	360 Events 7,283 People	178 Events 3,431 People	128 Events 2,775 People	50 Events 1,046 People	0 Events 0 People	0 Events 0 People	0 Events 0 People	1 Event 4 People	1 Event 7 People	2 Events 20 People	1 Event 8 People
Physical Library Sponsored Programs	174 Events 4,613 People	75 Events 1,971 People	63 Events 1,946 People	32 Events 665 People	0 Events 0 People	0 Events 0 People	0 Events 0 People	1 Event 4 People	1 Event 7 People	2 Events 20 People	1 Event 8 People

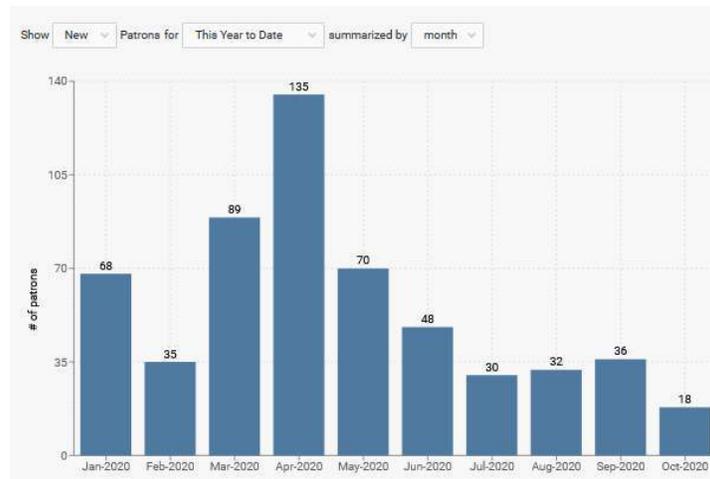


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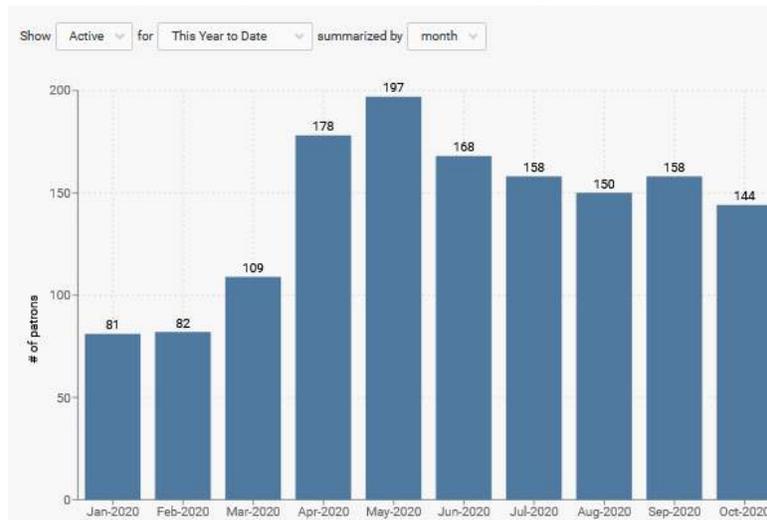
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Virtual Library Sponsored Programs	154 Virtual Events	0 Virtual Events	0 Virtual Events	3 Virtual Events	21 Virtual Events	26 Virtual Events	30 Virtual Events	31 Virtual Events	16 Virtual Events	9 Virtual Events	18 Virtual Events
	4,458 People	0 People	0 People	191 People	1,212 People	1,033 People	758 People	463 People	251 People	193 People	357 People

Hoopla New Patrons Report YTD



Hoopla Unique Patrons Borrowing Report YTD



Reference Department Report – October 2020

Submitted by Elizabeth Putnam

Highlights

October ushered in a new level of service for our patrons, including the reintroduction of in-building public computing. In preparation, we worked through several iterations of a computing plan (cleaning intervals; appointments/no appointments; half-hour-long terminals/hour-long terminals) and have settled on a procedure that seems to be working well for patrons and staff. Computer terminals, spaced at 6-foot intervals, are available for half-hour walk-in use. Patrons who require extra time may request an extension at the reference desk. We will extend sessions up to an hour as space and demand allows. We clean the computer stations regularly throughout the day and by patron request. Things have been running smoothly under this procedure, patrons are pleased to have the service available, and demand has not surged past capacity.

Monday Night Book Chat and trivia continue to draw healthy crowds. October's seasonally themed *Dark and Stormy Trivia* attracted 27 participants. This month's *Grab & Go Craft Kits for Grownups* was another smash hit. Twenty-three patrons participated in October's craft, *The Artful Bottle*. See some of our patrons' finished examples below:





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Reference Service

Reference service continues its gradual increase. Total adult reference transactions increased 37% from September (579 queries) to October (796 queries).

See full reference stats in the chart on the following page.

October 2020 Programs

(9 programs, 112 attendees, 12.4 average attendance per session)

See full program stats in the chart on the following page.

Date	Program	Category	Attendance
10/5/2020	Monday Night Book Chat on Facebook	Live Virtual Program	12
10/10/2020	Adult Craft Grab & Go: The Artful Bottle	On-Demand Program	23
10/12/2020	Monday Night Book Chat on Facebook	Live Virtual Program	8
10/14/2020	Virtual Trivia on Zoom	Live Virtual Program	27
10/19/2020	Morning Book Discussion Group: <i>Afterlife</i> by Julia Alvarez	Live In-Person Program	8
10/19/2020	Evening Book Discussion Group: <i>Chances Are</i> by Richard Russo	Live Virtual Program	6
10/19/2020	Monday Night Book Chat on Facebook	Live Virtual Program	12
10/21/2020	Virtual Cooking with Cornell Coop EXT	Live Virtual Program	3
10/26/2020	Monday Night Book Chat on Facebook	Live Virtual Program	13

Professional Development

Date	Librarian	Type	Title/Event	Org/Sponsor	Time
10/5/2020	Catherine	Webinar	Managing Holds in Marketplace	Overdrive	.5 hr
10/6/2020	Jody	Webinar	Grow Highly-Rewarding Connections with Character Strengths	WERC	1 hr
10/16/2020	Elizabeth	Webinar	Virtual Outreach: Socially Distant but Still Reaching Our Community	CLRC	45 min
10/22/2020	Catherine	Webinar	Correction of Health Misinformation on Social Media	NNLM	1 hr



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AS 2020 (Summer/Fall)

Jun Jul Aug Sep Oct Nov Dec TOTALS

Reference

Basic Reference

In-person		234	194	288	367			1083
Phone		210	89	188	198			685

Involved Reference/Over 5 min

In-person		37	20	37	23			117
Phone				9	11			20

Computer/Print/O'drive/Tech

In-person		13	3	25	155			196
Phone				9	8			17

Non-Reference (directional, copier, etc.)

In-person		2	1	21	30			54
Phone				2	4			6

Monthly Totals

In-person		286	218	371	575			1450
Phone		210	89	208	221			728
Grand total		496	307	579	796			2178

Programs

Live, in-person

No of Programs	0	1	1	2	1			5
No of Attendees		4	7	20	8			39

Live, online

No of Programs	10	16	7	5	7			45
No of Attendees	92	140	78	68	81			459

On-demand or recorded

No of Programs	2	0	0	1	1			4
No of Attendees, or,	0			22	23			45
No of Views	22			N/A	N/A			22

Special (SRC, WRC)

No of Programs	0	0	1	0	0			1
No of Attendees			224					224

Monthly Totals

Total no of programs	12	17	9	8	9			55
Total attendees	92	144	309	110	112			767
Avg attendees per program	7.7	8.5	34.3	13.8	12.4			15.3

Adult eNewsletter (started May, 2020)

No of Issues Sent	1	1	1	1	1			5
No of Subscribers	25	37	46	55	66			229



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Open Rate Percentage	88.9	77.8	68.6	80.7	69.2			77
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Social Media

Facebook

No of Posts	11	12	10	8	10			51
No of Engagements	950	614	459	376	473			2872
No of Comments	168	204	177	124	180			853

Instagram

No of Posts	12	17	4	10	20			63
No of Likes/Comments	54	75	16	46	77			268

Services

Reader's Advisory Form Service (started June, 2020)

No Completed	10	12	5	4	5			36
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Books with Wheels (resumed July, 2020)

No Individuals		0	0	0	0			0
No Items for Individuals		0	0	0	0			0
No Group Residences		1	1	0	1			3
No Items for Groups		25	30	0	30			95

Collections

Physical items ordered (book, DVD, etc)				180	401			581
Digital items ordered (Overdrive)				94	76			170
Monthly Totals				274	477			751

Professional Development & Library Service

No of sessions/meetings		4	7	5	4			20
No of staff hours		4	6	4.5	3.25			17.75

Circulation Report- October 2020

Submitted by Marion Pierson

Circulation Physical Items

October 2020: 19,611

October 2019: 27,768

Online registrations:

11 East Greenbush

5 Schodack

In-Library New Patron Registrations:

16 East Greenbush; 1 Schodack; 4 Other

Notary services: 3



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Resource Sharing & Access Report – October 2020

Submitted by Dawn Geurds

Highlights

- Attended a Departments Heads Meetings on October 1, 15, 22 29.
- Library closed at 4:30 pm on Wednesday October 7 due to power outage.
- Library opened at 1 pm on Thursday October 8 due to power outage.
- Attended the Board Meeting on Tuesday October 20 through Go to Meetings.

Statistics

- Answered 23 reference questions by e-mail.
- Requested 18 ILLS
- Received 9 ILLS
- Sent out 0 ILLS
- 798 items requested (holds placed) within UHLS.
- 4,500 holds were filled within UHLS.
- 4,770 items were placed on the Hold Shelf.

- 447 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.
- 37 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 1,751 times.
- Library was open 23 days / 145.5 hours for Public and Drive-thru; 157.5 hours for returns

Youth Services Report – October 2020

Submitted by Molly Chatt

Highlights of the Month:

Our Storywalk was installed this month – many thanks to Paul and Jen for getting this project completed despite many obstacles! The Storywalk is a grant project supported by UHLS and features the pages of a picture book posted at intervals along the sidewalk by the library. We have gotten positive patron feedback about this new feature and will be changing the book in the spring.



Our most popular program by far this month was virtual Halloween Bingo! Families were very enthusiastic and have requested more bingo nights in the future. Our next event will feature Food Bingo, to celebrate Thanksgiving, on November 17th. One patron emailed us and wrote “I just wanted to tell you that James and Joseph had an absolute blast during virtual bingo. We also did the outdoor storywalk and we all loved it!!! The boys cannot wait for another virtual bingo night!”



We also created Comics & Candy this month, in celebration of Free Comic Book Day. This is an annual event that usually takes place in May, and one which we were going to participate in for the first time this year. But it was cancelled due to covid, and so we decided to celebrate it the last week in October this year instead! We had hundreds of comic books for children and teens that were generously donated by Flipside Gaming in East Greenbush, and we bagged them up for both children and teens along with candy for Halloween. Patrons were able

to come into the library and get their very own selection of free comics and candy, and we were able to provide 80 bags for children and 42 bags for middle & high school students.

Take and Make Crafts for kids continues to be popular, we handed out 329 craft kits during the month of October. Projects included leaf foxes, monster headbands, and ghosts! We also continue to receive a steady stream of requests for our Book Bundle service, and youth service librarians prepared 25 of them this month.

1000 Books Before Kindergarten:

3 children checked in for another 100 books read this month, and one child completed the program.

Outreach

Youth Services collaborated with the Town of East Greenbush Recreation Department and participated in both town Halloween events on Friday, October 30th. Jen attended the morning preschool event at the Town Park, and handed out goody bags that contained candy, crafts, and a free picture book donated by the Kiwanis of East Greenbush. Molly handed out bags of candy and craft activities at the evening Trunk or Treat event. We handed out leftover bags the next week at the library, and all in all were able to provide 200 bags of goodies to East Greenbush children!

Meetings & Continuing Education:

10/1 -- Jen attended SLJ's Storytelling Math: Celebrate Diversity, Math, and the Power of Storytelling

10/2 -- Jen attended a Staff Manual Committee meeting

10/4 -- Diana attended webinar with Project ENABLE – training to provide equitable access to students with disabilities



- 10/6 -- Jen attended the Overdrive Graphic Novel Webinar
- 10/7 & 10/8 -- Jenna attended Teen Summit 2020 by Massachusetts Library System
- 10/9-- Diana attended NYLA Combatting Racism in Libraries Pt. 3
- 10/14 -- Jen attended the UHLS Homeschool Meeting #3
- 10/19 -- Joelle attended the webinar “Rainbow Family Connections: Embracing LGBTQ Families @ Your Library
- 10/20-- Molly and Jen attended the monthly Youth Services Advisory Committee (YSAC) through UHLS
- 10/23-- Diana attended a webinar through InfoPeople “Inclusivity in Reader’s Advisory”
- 10/27-- Diana attended REALM Resources for Libraries

Children’s Programs

Live Children’s Programs				
10/28- 1 session	Halloween Bingo	Live Program	25 children, 16 adults	
Tuesdays 10am – 4 sessions	Zoom Storytime	Live Programs	66 children, 51 adults	
Total Live Children’s Programs: 5			Total Participants: 91 children, 67 adults	
On-Demand Programs				
Date Posted	Title		YouTube Views	Facebook Engagements
10/11	Halloween Crafts 1	Youtube video	41	42
10/24	Halloween Crafts 2	Youtube video	3	2
10/28	Halloween Crafts 3	Youtube video	0	1
Total On-Demand Programs: 3			44	45
Outreach Programs			Participants	
10/30	EG Town Preschool Trick or Treat	In-person event	35 children, 22 adults	
10/30	EG Town Trunk or Treat	In-person event	79 children, 52 adults	



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			Total Outreach participants: 114 children, 74 adults	
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Tween/Teen Programs

Live Tween/Teen Programs				
Date	Item	Category	Attendance	Other stats
10/16	Teen Games	Live Program	3 participants	
10/30	Teen Trivia	Live Program	3 participants	
Total Live Teen Programs: 2			Total Participants: 6	

Youth Services Provided

Type of Service	Quantity
Reference questions – Children’s & Teen desks	419
Miscellaneous questions – program signups, board games, directional, meeting rooms	75

Technical Services Report – October 2020

Submitted by Susan Dague

Kathy began work on a project to replace broken audiobook cases.

During the month, I attended a WebJunction webinar on an update of the REopening Archives, Libraries and Museums (REALM) project; an OCLC webinar, “21st Century Indexing: Learn how FAST (Faceted Application of Subject Terminology) can help libraries and other cultural institutions to assign subject headings;” the OCLC AskQC webinar, “Linked Data, and the Road to Learning it;” and a webinar sponsored by the METRO Library Council, “Critical Cataloging: Revealing and Dismantling Hegemonic Systems.”

Number of items processed: 559 (total – unknown)

Audio (adult + YA + juvenile)	6
Juvenile Fiction	262
Juvenile Nonfiction	32
Electronic (adult + YA + juvenile)	14
Fiction (adult + YA)	104
Miscellaneous	0
Unknown (on order records)	631



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Nonfiction (adult + YA)	34
Print Subscriptions (adult + YA + juvenile)	101
Video (adult + juvenile)	6
Total	1,190

Number of items withdrawn: 492

Added for the year to date: 4,497

Withdrawn for the year to date: 4,650

Total items: 93,341

Digital Services Report – October 2020

Submitted by Karrie McLellan

Online Presence:

- Library Market Calendar: Computer appointments were deemed unnecessary, so we are no longer using the event calendar for scheduling.
- Ancestry statistics have arrived from UHLS and have been backfilled on the 2020 Database Statistics spreadsheet.
- Website: Email issue has been resolved.

UHLS:

- Sporadic reports of Sierra crashing. UHLS cannot duplicate.
- Tech Advisory Council met and discussed staff computer use policies and updates regarding use at home.

Library Computers/Hardware:

- Old domain server was being used to shadow copy our new server, but it became a security risk. That machine was decommissioned and functions it performed (printer routing, copier counts) have been moved to the current domain server. The transition caused several staff to temporarily lose connection to the staff printer.
- Staff training on Papercut (copier accounting), Kyocera remote operation, and LPT:One (print release) to coincide with launch of new copier and payment procedures.
- New public copier training for staff was tricky, with several idiosyncrasies showing up in practical use that had not been pointed out by the vendor in initial training. Some “bugs” remain with Papercut software, especially with faxing. Worked with NBT support to resolve these, but some issues cannot be resolved because of limitations on how Papercut interacts with faxing, including inaccurate financial reports from the software.
- Added a physical keypad to the new copier to simplify account number entry.



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- Phone voicemails now send to email as designed. Remote checking of voicemail is disabled as a result of current Grasshopper/phone system integration. Meeting with Scott from Key Communications to refine the process to fix this and make the user experience better for patrons.
- Continued work on the parking lot wireless project.
- Ordered Logitech Group and Meeting Owl Pro for videoconferencing/broadcasting from meeting rooms.
- Migrated QuickBooks from our local server to the cloud. All data made it over, but it arrived in such a way that it required lots of cleanup at an inopportune time.
- New Square hardware has been configured for use. Working with Jill to set cash drawer policy/reporting and general reporting. Creating training materials for staff.
- Explored integration of Square and QuickBooks, but the provided tool was very poorly reviewed.
- New washable public keyboards take much more time to fully dry (several days) than initially indicated. This necessitated a change in public computer lending and cleaning procedures.
- Extended power outage on 10/8 caused a number of tech issues across the library. Most were easily resolved. Communication issues on the day of the closure prompted an update of closing procedures, including giving more department heads access (and instructions) to broadcasting channels, including the website and phone.
- Discovered a PC Reservation update had changed the 30-minute guest pass limit to a 30-session guest pass limit without my knowledge. Updated settings to allow one session.
- Updating the weather closing procedure to include changes in the phone system and broader access for staff members to update web locations.

Meetings/Workshops:

10/7: 5 Simple Tools for Creating Animated GIFs, Images and Videos

10/16: UHLS Tech Advisory Committee meeting (virtual)

10/20: GO Tech-Talk Call – PR strategies and what’s new on Tech-Talk

Current/Upcoming Projects:

- Parking lot wi-fi
- Tech-Talk training for staff
- Square training
- Phone reconfiguration
- Mitigating weather issues for computer in drive thru