



Director's Report

Submitted by Jill Dugas Hughes, October 20, 2020

Public Services Highlights

Library Hours Update (hours extended on October 5, 2020)

Monday: Returns only (11am-2pm)

Wednesday: Returns, Building, Drive-Thru Window (11am-7pm)

Tue/Thu/Fri: Returns, Building, Drive-Thru Window (11am-6pm)

Saturday: Returns, Building, Drive-Thru Window (10am-2pm)

Facility closed on Sundays and Mondays; Virtual Library still open!

Public Computers and Copier (service began on September 29, 2020)

- We began providing public computers to the public on September 29.
- Computers are available for 30-minute walk-in sessions and one-hour sessions by appointment.
- All computer users come to the reference desk to request a keyboard and mouse. Keyboards and mice are disinfected between uses.
- Limit of one session per person per day will be strictly followed only during periods of high demand. If demand is continually low, repeat users may be accommodated at staff discretion.
- Time limits (half-hour for walk-ins, one-hour for appointments) may be extended 5-10 minutes by reference staff to allow user to finish and save work.

Youth Services Blog (launched, September 18, 2020)

The Youth Services Team launched a new blog: **Check it Out with Charlie**, the East Greenbush Library's source for all things kid-centric. The blog includes upcoming children's programs, sneak peeks at craft kits, new-book spotlights and more!



Storytime Activity Packs

New this October we are excited to introduce a Storytime Activity Pack which includes simple early literacy activities to supplement each weekly storytime's theme. Storytime Activity Pack in the Children's Room can be picked up at the library or drive-thru window.





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Grab & Go Crafts for Grownups

Creative kits; contains a bottle, a decorative key, ribbon trimming, jute cord, vintage paper, our own homemade apothecary labels and a Halloween surprise. The bottles are approximately 8" high and we include enough materials for you to make another 2 or 3 decorative bottles for a unique grouping of your own design. You will need to supply your own Mod Podge or glue and a foam brush. 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 to

Michaels. We love to see your creativity!

Crafts for Kids

Crafting with Ariana- Halloween Edition:

<https://youtu.be/rdRrtialGCA>

<https://eglibrary.org/children/crafts/>



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/>



Virtual Monster Storytime, October 27 at 10:00 am. Toddlers and preschoolers are invited to join Miss Jen and Miss Molly, from the comfort of their own homes, for a Virtual Zoom Storytime with songs, stories, rhymes and of course, Mouse House! This week features stories about a spooky October favorite - monsters! New this October we are excited to introduce a Storytime Activity Pack which includes simple crafts and early literacy activities to supplement each weekly storytime's theme. Pick up your October Storytime Activity Pack in the children's room beginning Tuesday, September 29.



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Virtual Family Halloween Bingo, October 28 at 6:30 pm. The whole family is invited to join us for a Virtual Halloween themed BINGO game. 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 Wednesday 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 Wednesday by computer, tablet or cellphone.



Virtual Spooky Trivia (Grades 6-12), October 30 at 3:30 pm. Tweens and teens are invited to join us for some spooky Halloween trivia! A Zoom link will be emailed to all registered participants the day of the event. Registration Required



By the Numbers- Statistical Highlights



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	YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Visitors	42,471	14,572	14,015	6,218	0	0	60	1,586	2,627	3,393
Hours Open	1,325	293	278	140	0	12 <i>returns only</i>	183	145	132	142
# Visits per Hour Open	32	50	50	44	0	0	0.33	11	20	24
Library Card Registrations	386	85	76	40	24	73	29	9	19	31
Reference	2,3041	3,675	2,967	1,949	600	628	3,519	3,215	3,146	3,342
In Person	17,739	3,675	2,967	1,949	0	0	1,147	2,665	2,838	2,820
Virtual	2,651	21	15	125	300	314	1,186	275	154	261
Transactions (including Holds, Renewals, Checkouts, Returns)	255,698	53,935	54,717	26,633	73	931	16,254	28,634	36,897	37,624
Collection Use (borrowing)	216,343	35,257	36,601	22,234	10,096	10,656	15,789	26,135	30,132	29,433
Digital Lending	55,426	4,282	4,253	5,295	6,268	6,895	6,802	7,480	7,161	6,991
Database Usage	33,125	2,049	3,283	3,428	3,770	3,216	4,885	4,333	5,088	3,073
Physical Materials	127,792	35,257	29,065	13,512	58	545	4,102	14,322	17,883	19,379



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Public Computer Sessions (inside library)	5,076	2,192	2,017	834	0	0	0	0	7	26
Laptops Borrowed	115	39	30	18	0	0	0	0	7	21
Hotspots Borrowed	15	0	0	0	0	0	0	0	0	15
WiFi Sessions	9,768	2,666	2,320	1,426	270	248	510	682	806	840



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In Person Use of Meeting Facilities (including patio, but not including Farmers' Market; library and non-library sponsored)	360 Events	178 Events	128 Events	50 Events	0 Events	0 Events	0 Events	1 Event	1 Event	2 Events
	7,283 People	3,431 People	2,775 People	1,046 People	0 People	0 People	0 People	4 People	7 People	20 People
Physical Library Sponsored Programs	174 Events	75 Events	63 Events	32 Events	0 Events	0 Events	0 Events	1 Event	1 Event	2 Events
	4,613 People	1,971 People	1,946 People	665 People	0 People	0 People	0 People	4 People	7 People	20 People
Virtual Library Sponsored Programs	0 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
	0 People	0 People	0 People	191 People	1,212 People	1,033 People	758 People	463 People	251 People	193 People



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Ancestry Usage Statistics				
By Library Location				
	Searches	Sessions	Image Retrievals	Text Retrievals
ALTM	188	18	64	168
APL	1,200	105	751	800
BERN	0	0	0	0
BETH	2,580	146	1,385	1,599
BRLN	23	4	4	7
BRUN	50	6	35	26
CAST	21	1	0	11
COHS	17	3	8	12
COLN	1,708	39	1,318	791
EGRN (1.6%)	2,267	98	795	1,056
GRAF	0	0	0	0
GUIL	684	44	252	567
HOOF	0	0	0	0
MEND	0	0	0	0
NASS	71	1	0	9
NGRN	37	4	10	1
POES	1	1	0	0
PTRB	0	0	0	0
RCSC	147	15	41	129
RENS	1,342	108	122	672
RVLL	41	6	6	30
SCHG	0	0	0	0
SNLK	221	15	78	190
STEP	0	0	0	0
TROY	543	37	101	320
UHLS	133,684	5,797	45,986	57,163
VAFL	110	10	4	24
VOOR	308	19	116	153
WSTR	340	18	43	196
WTVT	152	2	60	108
Total:	145,735	6,497	51,179	64,032



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Digital Book/Audiobook Usage by Library Location (Overdrive)	
Library	Checkouts
ALTM	4,845
APL	85,699
BERN	4,806
BETH	70,183
BRLN	982
BRUN	14,763
CAST	6,177
COHS	10,430
COLN	94,148
EGRN (8%)	43,901
GRAF	1,982
GUIL	71,165
HOOF	4,205
MEND	3,506
NASS	6,570
NGRN	15,445
POES	4,017
PTRB	1,252
RCSC	15,083
RENS	4,964
RVLL	1,728
SCHG	1,943
SNLK	12,408
STEP	3,066
TROY	33,547
UHLS	4,669
VAFL	3,108
VOOR	17,643
WSTR	2,322
WTVT	3,498
Total:	548,055

Digital Magazines Usage by Library Location (Flipster)	
Location	Views/Downloads
ALTM	187
APL	4,938
BERN	177
BETH	4,141
BRLN	27
BRUN	696
CAST	370
COHS	150
COLN	4,950
EGRN (5.6%)	1,564
GRAF	54
GUIL	3,971
HOOF	199
MEND	100
NASS	129
NGRN	881
POES	128
PTRB	60
RCSC	372
RENS	88
RVLL	25
SCHG	100
SNLK	497
STEP	73
TROY	1,119
UHLS	1,304
VAFL	195
VOOR	974
WSTR	94
WTVT	131
Total:	27,694



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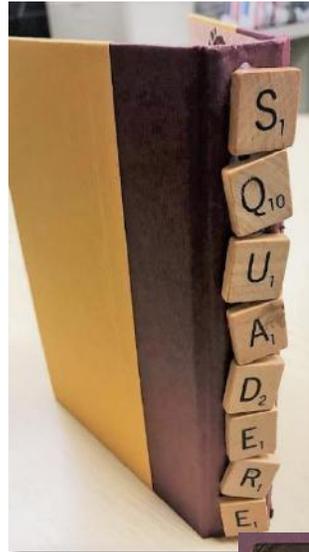
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Reference Department Report – September 2020

Submitted by Elizabeth Putnam

Highlights

Jody kicked off a new program this month, **Grab & Go Craft Kits for Grownups**. Like the Youth Services department’s Take & Make Craft Kits, these kits consist of supplies and instructions that can be used to make a beautiful craft. September’s craft was titled *This Old Book*, and participants were guided in making a memory book out of a discarded hardback book cover, decorative paper, and trinkets and memorabilia. Twenty-two crafters registered (reaching full program capacity) and picked up their craft kit at the drive-thru window. Several crafters shared their finished craft with us. See Jody’s sample craft and some patron submissions below.





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Reference Service

The usual August lull has passed and we're seeing a busier fall reference season. Our total adult reference transactions increased 89% from August (307 queries) to September (579 queries). We're ready for an even busier October as more services, like public computer terminals, are reintroduced.

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

September 2020 Programs

(8 programs, 110 attendees, 13.8 average attendance per session)

Adult Grab & Go Craft was a smash hit with full registration; Monday Night Book Chat and Virtual Trivia continue to attract a healthy crowd; our morning and evening book discussions, both held in person on the library patio, gathered 20 readers (and 2 dogs) for socially-distanced, masked conversation.

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

Date	Program	Category	Attendance
9/11/2020	Adult Craft Grab & Go: This Old Book	On-Demand Program	22
9/14/2020	Monday Night Book Chat on Facebook	Live Virtual Program	12
9/16/2020	Virtual Trivia on Zoom	Live Virtual Program	24
9/21/2020	Monday Night Book Chat on Facebook	Live Virtual Program	13
9/21/2020	Monday Morning Book Discussion (live on patio)	Live In-Person Program	7
9/21/2020	Monday Evening Book Discussion (live on patio)	Live In-Person Program	13
9/28/2020	Monday Night Book Chat on Facebook	Live Virtual Program	11
9/29/2020	Virtual Financial Literacy: Investment Basics	Live Virtual Program	8

Professional Development

Date	Librarian	Type	Title/Event	Org/Sponsor	Time
9/11/2020	Catherine	Webinar	Overdrive: Getting started & Lending models	Overdrive	.5 hr
9/16/2020	Catherine	Webinar	Crash Course in Literary Fiction	Novelist	1 hr
9/18/2020	Catherine	Webinar	Overdrive: Marketplace Insights (Reports) & Curating Collections for Your Library	Overdrive	1 hr
9/24/2020	Jody	Webinar	Finding Metrics that Matter, Social Media Analytics for Libraries	TechTalk	1 hr
9/28/2020	Catherine	Webinar	EBSCO: content and platforms	EBSCO	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				716
Phone		210	89	188				487
Involved Reference/Over 5 min								
In-person		37	20	37				94
Phone				9				9
Computer/Print/O'drive/Tech								
In-person		13	3	25				41
Phone				9				9
Non-Reference (directional, copier, etc.)								
In-person		2	1	21				24
Phone				2				2
Monthly Totals								
In-person		286	218	371				875
Phone		210	89	208				507
Grand total		496	307	579				1382
Programs								
Live, in-person								
No of Programs	0	1	1	2				4
No of Attendees		4	7	20				31
Live, online								
No of Programs	10	16	7	5				38
No of Attendees	92	140	78	68				378
On-demand or recorded								
No of Programs	2	0	0	1				3
No of Attendees, or,	0			22				22
No of Views	22			N/A				22
Special (SRC, WRC)								
No of Programs	0	0	1	0				1
No of Attendees			224					224
Monthly Totals								
Total no of programs	12	17	9	8				46
Total attendees	92	144	309	110				665
Avg attendees per program	7.7	8.5	34.3	13.8				16.1
Adult eNewsletter (started May, 2020)								
No of Issues Sent	1	1	1	1				4
No of Subscribers	25	37	46	55				
Open Rate Percentage	88.9	77.8	68.6	80.7				79



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Social Media

Facebook

No of Posts	11	12	10	8					41
No of Engagements	950	614	459	376					2399
No of Comments	168	204	177	124					673

Instagram

No of Posts	12	17	4	10					43
No of Likes/Comments	54	75	16	46					191

Services

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

No Completed	10	12	5	4					31
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Books with Wheels (resumed July, 2020)

No Individuals		0	0	0					0
No Items for Individuals		0	0	0					0
No Group Residences		1	1	0					2
No Items for Groups		25	30	0					55

Collections

Physical items ordered (book, DVD, etc)				180					180
Digital items ordered (Overdrive)				94					94
Monthly Totals				274					274

Professional Development & Library Service

No of sessions/meetings		4		5					27
No of staff hours		4		4.5					28



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Resource Sharing & Access Report – September 2020

Submitted by Dawn Geurds

Highlights

- The painter started painting the main part of the library.
- The disinfectant spray “gun” came in. Paul is enjoying using his new tool. It does a nice job disinfecting.
- Processed many new items this month.
- Caught up on some reports that haven’t been run in a while.
- Autumn began at 9:30 am on Tuesday September 22.
- Attended the monthly Board Meeting via Zoom.
- September was a warm and dry month, which was quite enjoyable.

Statistics

- Answered 15 reference questions by e-mail.
- Requested 0 ILLS
- Received 0 ILLS
- Sent out 3 ILLS
- 924 items requested within UHLS.
- 5,069 items were placed on the Hold Shelf.
- 0 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons. (Wait on UHLS to come up with a report for these stats)
- 460 expired holds were not picked up by the patrons that requested them.
- 8 items were found on the library’s shelf that was marked lost in transit.
- 21 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 1,826 times.
- Friends on-going Booksale made \$194.05 for the month.
- Library was open 22 days / 142 hours



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Youth Services Report – September 2020

Submitted by Molly Chatt

Highlights of the Month:

This month we launched a new blog, *Check it Out with Charlie*, the East Greenbush Library's source for all things kid-centric. The blog will feature upcoming children's programs, sneak peeks at craft kits, new-book spotlights and more! This blog will be a great way to inform more patrons about what we have to offer, especially as more and more of our advertising is done digitally, and we recognize that not everyone is on Facebook or Twitter. Jenna designed and set up the blog, and we are hoping that over the coming months the number of readers of it will grow. Check it out at eglibrarykids.wordpress.com.



We continued to focus on providing access to books this month with our popular Book Bundle service. Youth Services librarians selected books and put them on hold at the drive-thru for 43 Book Bundle requests this September. For our young patrons, we have been including "Charlie's Cheer" notes with the bundles, handwritten notes from our new elephant mascot, Charlie, which often include jokes and other fun messages. We encourage children to write back to Charlie, and several children have done so!

Our Take and Make Craft kits are still a hit with families, we handed out 378 craft kits this month. Crafts this month included fall fox critters, Charlie the elephant cards, pirate crafts, and prism rainbow catchers. Our part-time Youth Services librarian Ariana plans and produces most of our crafts for us.



My 5 month old granddaughter with your wonderful craft project!! Thanks for all the crafts you provide for children.

Linda



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Tweens/Teen Services:

In September we wrapped up all the reporting to UHLS and Beanstack associated with our Summer Reading Program. This summer we once again participated in the Read it Forward program, a joint effort between UHLS and MVLS to encourage teen reading and communication about books. During the RIF program, teens read featured titles and pass the books to their peers who continue the cycle of reading and sharing. A record number of teens participated in our end of summer survey this year, with overwhelmingly positive feedback. One teen commented, "I think that RIF is a really fun activity and a good way to get kids and teens to read books that maybe they wouldn't typically read; I had a lot of fun reading 'Nimona' and was actually pretty surprised since I don't read a lot of graphic novels." Of the 13 returned surveys directly to UHLS, 9 of them were from East Greenbush teens.

1000 Books Before Kindergarten:

One new child registered for the program, and three children checked in to report they had completed another 100 books this September. Since we are seeing substantially less of the toddler/preschool age group in person at the library now, we are working on transitioning the program to an online tracking format through Beanstack. We hope to be able to launch the online option and revitalize the 1000 Books Before Kindergarten this fall!

Meetings & Continuing Education:

9/1 -- Diana attended the webinar "Tools for Building Digital Skills"

9/1 -- Jen attended the webinar "Graphic Novels: Reading with Pictures"

9/1 -- Jen attended the UHLS Large Library Concerns Group meeting

9/2 -- Jenna attended ComicCon@Home webinar "Crafts and Cats for All Ages"

9/4 -- Diana attended the webinar "Better Sharing Through Metadata"

9/8 -- Diana attended the webinar "Helping Students Succeed During Covid"

9/10 -- Jen attended the UHLS Homeschool meeting "When 'Learning' Becomes 'School': Supporting Parents Educating Young Children at Home"

9/11 -- Molly and Jen attended the Microsoft Shift Teams Training presented by Karrie

9/12 -- Jenna attended the SLJ webinar "Fall Graphic Novels for All Ages"

9/14 -- Molly attended a meeting of the Family and Consumer Sciences Program Development Committee of the Cornell Cooperative Extension of Rensselaer County

9/15 -- Diana attended the NYLA webinar "Combatting Racism in Libraries"

9/15 -- Jen attended the monthly Youth Services Advisory Committee (YSAC) through UHLS

9/21 -- Jen attended a Staff Manual Committee meeting



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- 9/23 -- Molly attended the monthly board meeting of the Cornell Cooperative Extension of Rensselaer County
- 9/25 -- Jen attended the UHLS Homeschool meeting “Homeschool Librarian Panel Presentation”
- 9/28 -- Jenna attended an SLJ webinar “BeTween: Books for Young Teens”
- 9/29 -- Jen attended a meeting as the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES

Children’s Programs

Live Children’s Programs				
9/17 - 1 session	Music Together	Live Program	6 children, 6 adults	
Total Live Children’s Programs: 1			Total Participants: 6 children, 6 adults	
On-Demand Programs				
Date Posted	Title		YouTube Views	Facebook Engagements
9/4	Letter C Storytime	Youtube video	43	13
9/21	Elephant Storytime	Youtube video	22	13
Total On-Demand Programs: 2			65	26

Youth Services Provided

Type of Service	Quantity
Reference questions – Children’s & Teen desks	361



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Technical Services Report – September 2020

Submitted by Susan Dague

Report here

Number of items processed: 401 (total – unknown)

Audio (adult + YA + juvenile)	35
Juvenile Fiction	133
Juvenile Nonfiction	14
Electronic (adult + YA + juvenile)	3
Fiction (adult + YA)	61
Miscellaneous	0
Unknown (on order records)	269
Nonfiction (adult + YA)	46
Print Subscriptions (adult + YA + juvenile)	104
Video (adult + juvenile)	5
Total	670

Number of items withdrawn: 542

Added for the year to date: 3,639

Withdrawn for the year to date: 4,158

Total items: 93,214



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Digital Services Report – September 2020

Submitted by Karrie McLellan

Online Presence:

- Library Market Calendar: Configured for computer appointments. The calendar can be configured to hide the appointments by default, but it would involve changing the link to our main calendar.
- Databases: Free use of Tumblebooks and Rosetta Stone ended.
- Websites:
 - Intranet: converted our paper form for staff COVID screening to a digital form and posted it on the intranet. Intranet links can be problematic for mobile devices, so staff were also given the direct link to the form for mobile use. Saved a printable version to the copier for visiting contractors.
 - Added wireless printing PR to front page. Added and removed election-related content. Made service level 5 changes.
 - Web Instinct attempted to reconfigure our website email system to simplify it and increase reliability, however Microsoft's anti-spoofing protection began to cause all forms submitted through our website to go directly to junk mail. Because Web Instinct was unable to solve that issue, we had them reinstate our old system.
- Social Media:
 - Successfully streamed our first Zoom meeting to YouTube live for candidate night.
 - Refined analytics plan among department heads.
 - Hootsuite kept disconnecting from Facebook. After several tries over successive days, it reconnected successfully.
 - Selena created a Linktree account for our Instagram platform. This allows us to provide post links where Instagram does not support them natively.

UHLS:

- UHLS Mobile app issues have reportedly been resolved.
- Added a location in Sierra specifically for hotspots in order to collect monthly statistics on their circulation. October will be the first full month of statistics.

Library Computers/Hardware/Software:

- Worked with Elizabeth to reconfigure computers and finalize their use procedures for limited deployment to the public.
- Deployed Shifts as our new staff scheduling software. Created manuals and trained users and schedulers.
- Now that they are in circulation, some procedures for the hotspots and laptops needed minor changes for practicality.
- Hotspot loaned to a program presenter was late coming back, so I tested the data shutoff procedure for the first time, and it was simple and straightforward.
- New public copier was installed, along with PaperCut software to replace the coin vending machine. This software caused issues with the staff copier because it was expecting payment to release the print job even though PaperCut is not installed on that machine (resolved). When a fax jack is added to the



new copier location, fax service (domestic outgoing only) will be available through the copier. New price is \$1 per page.

- Discontinued Fax24 public fax service, as the new copier will provide fax access.
- Meeting room laptops were reconfigured with a staff login for use by staff members at the welcome desk. Reservation Station software was added to allow greeters to see computer availability in real time.
- Collaborated on recycling of discarded electronics hardware.
- Installed new Meraki switches in the server room. This will allow even more granular monitoring and control of our network through the Meraki cloud dashboard.
- Discovered our phones no longer send emails when a voicemail is left resolved the issue by linking the phone system to our organizational email through Office 365. Remote checking of voicemail appears to be disabled as a result of not having auto-attendant (phone menu and open/close schedule) in place.
- Continued work on the parking lot wireless project.
- Continued work on meeting room web conferencing hardware/software project.
- Moved print services to the EGDC server. It was the last service handled by the old server (aside from the software our copier vendor uses to track counts). That server is about to go out of support without the possibility for upgrade, so it is time to retire it.

Meetings/Workshops:

- 9/11: Presented and recorded trainings for Shifts users and schedulers
- 9/24: Webinar panelist – Finding Metrics that Matter
- 9/29-10/1: Provided in-person training on Papercut software for the new copier to small groups of staff.

Statistical Notes:

- People counter numbers for July and August were changed - it had calculated counts while we were closed.
- Hotspot checkouts started collecting stats in mid-September. October will be the first full month of recorded circulation.
- Public computer use launched 9/29. Recorded statistic is over two days.

What's Next

- Parking lot wi-fi
- Migrate QuickBooks to the cloud
- Additional Square hardware to accept credit cards
- Tech-Talk training for staff
- Print release training for circulation staff



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Circulation Report – September 2020

Submitted by Marion Pierson

Highlights

Circulation staff continue to work in five service points throughout the library; welcome desk, two circulation stations, hold shelf management and the drive-thru window. The last has been increasingly popular with patrons. Numbers have increased steadily since we reopened in June. In September 1,733 patrons were served (does that sound very McDonald’s?) and 93 questions answered. At the welcome desk, 169 patron questions, most dealing with library services and procedures, were answered.

In addition to serving patrons in the library, Leeann continued to work with Susan to compile an accurate mailing database of East Greenbush and Schodack residents, Selena and Marcia continued to work on the Adult Virtual Trivia night, and Roseann continued to add to the Resources and Recommendations document, which is a collection of services, opportunities and programming that could be of interest to our patrons.

Statistics

Patrons: 31 new patrons registered at the library in September

East Greenbush Residents	15
Schodack Residents	6
Other	10

Checkouts:

September 2020	19,379
September 2019	26,411

Volunteers: 07 volunteers worked 35 hours

Outreach

Adult

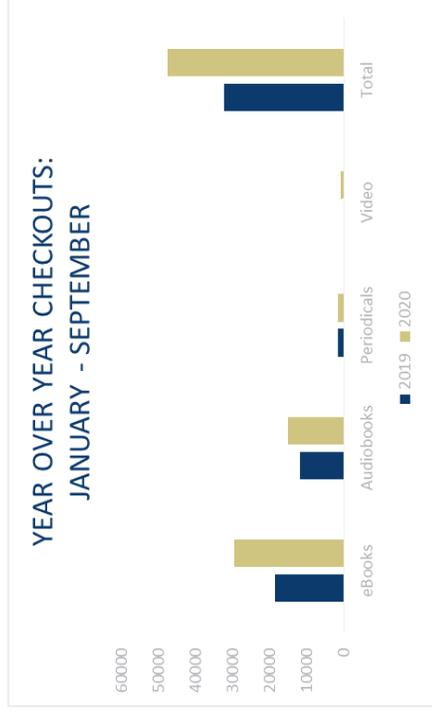
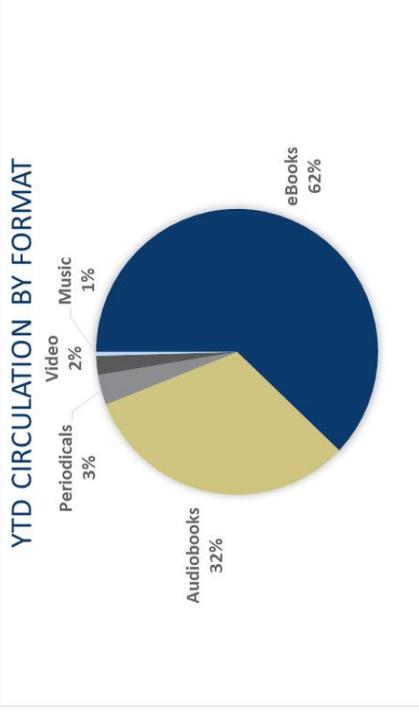
Garden: **7 Volunteers/35 hours**

Notary Services: N/A

Circulation: OverDrive, Flipster, Hoopla

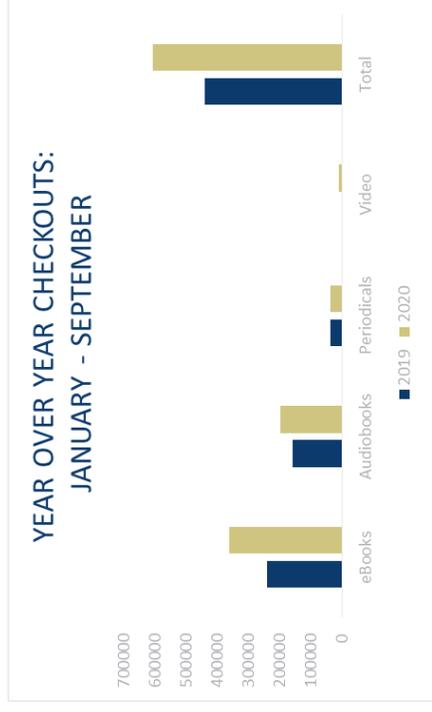
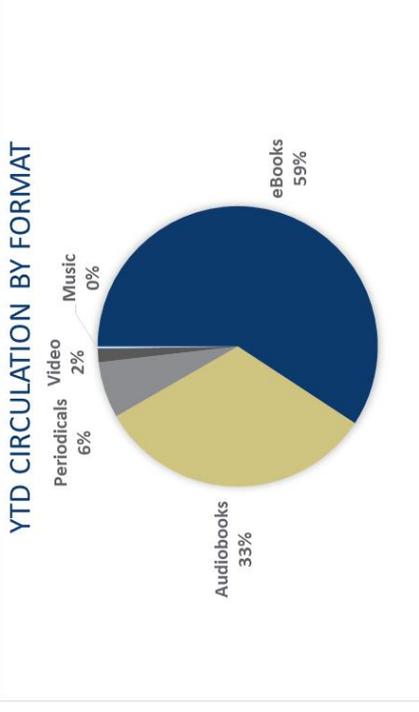
East Greenbush Community Library

eBooks.....	29,720	↑	58%
Audiobooks.....	15,269	↑	27%
Periodicals.....	1,635	↑	5%
Music.....	212		n/a
Video.....	1,026	↑	762%
Total.....	47,862	↑	47%



System-Wide

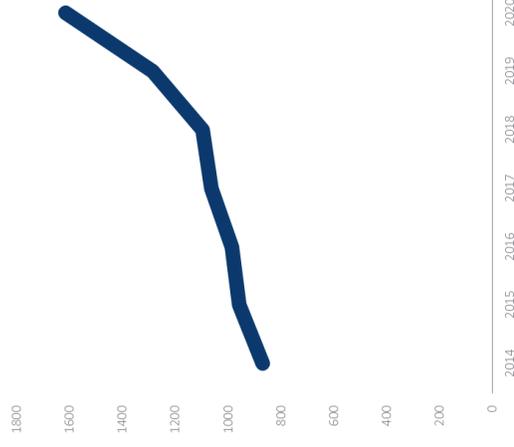
eBooks.....	361,298	↑	49%
Audiobooks.....	198,135	↑	24%
Periodicals.....	39,509	↑	4%
Music.....	1,489		n/a
Video.....	9,617	↑	552%
Total.....	610,048	↑	38%



East Greenbush Community Library's OverDrive Users

Yearly Unique Users: January - September

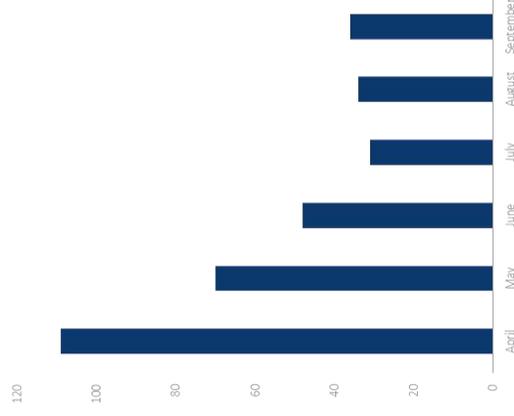
2014.....	870
2015.....	959
2016.....	987
2017.....	1,065
2018.....	1,098
2019.....	1,286
2020.....	1,616



East Greenbush Community Library's New OverDrive Users

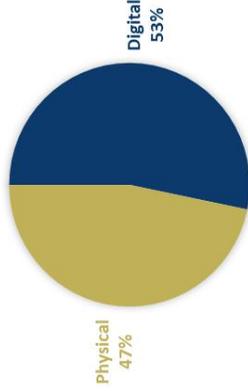
Monthly New Patrons: 2020

April.....	109
May.....	70
June.....	48
July.....	31
August.....	34
September.....	36

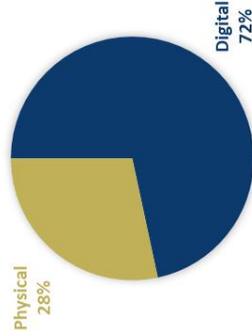


Circulation Comparison: Digital v. Physical

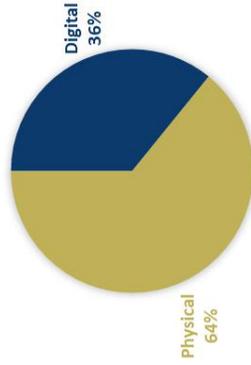
MAGAZINE CIRCULATION:
LAST TWELVE MONTHS



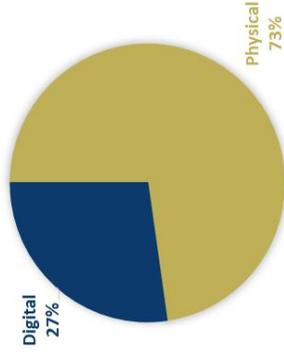
AUDIOBOOK CHECKOUTS:
LAST TWELVE MONTHS



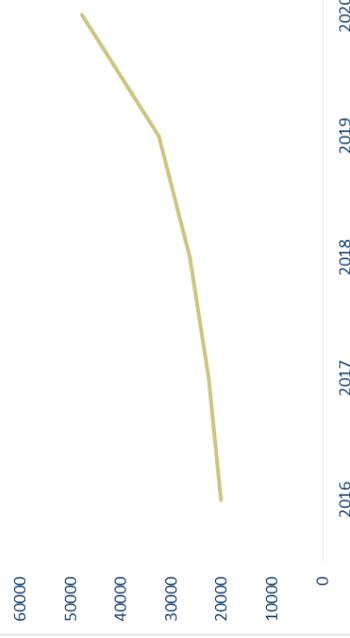
ADULT FICTION CIRCULATION:
LAST TWELVE MONTHS



JAN - SEP 2020 TOTAL CHECKOUTS



TOTAL DIGITAL CHECKOUTS



TOTAL PHYSICAL CHECKOUTS

