



Inspiring Ideas, Strengthening Community, Enriching Lives

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Director's Report

Submitted, February 17, 2020

By, Jill Dugas Hughes

Wow! January was one to remember. We had more visitors, active cardholders, checkouts, programs, outside group usage, program attendance, tutoring sessions, technology use, reference questions and volunteers than the last January, despite only being open 5 more hours. I would like to say thank you to all front-line staff members who never lost sight of the importance of providing excellent customer service.

January By the Numbers

- Visitors 14,572 (+2%)
- Checkouts 35,094 (+3%)
- Number of computer sessions 2,192 (+1%)
- Number of wifi sessions 2,666 (+13%)
- Program attendance 1,971 (+25%)
- Number of programs 75 (+6%)

Revenue

- Gifts \$779.96*
- Fines \$3,962.11*
- Fees \$1,896.89*
- Interest \$351.96*
- *These numbers are taken from the Statement of Financial Income and Expense 01/01/20-1/31/20
- We received our Contract for Services from the Town of Schodack and should receive our payment shortly
- Our tax revenue payment from the Town of East Greenbush was received on 2/10/20 \$1,721,454

Volunteers

- Number of volunteers 35 (+21%)
- Volunteer hours 100 (+58%)
- Total value* \$1,180
- *Volunteer value rate \$11.80 per hour (minimum wage)



Film Critic, Jim Dixon and Susan Dixon at Film Fest



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Annual Reports to NYS

I have been working on the NYS Annual Report for the Department of Library Development and the Annual Update Document for the NYS Comptroller's Office. This year, Vicki has played a critical role in drafting the AUD. Thank you Vicki!

Film Festival

We held the 6th Annual Day Before the Awards Film Festival on Saturday, February 8. This year, we showed three films: Judy, Harriet, and Parasite. Film Critic Jim Dixon emceed the day, and numerous volunteers assisted with ticketing, ushering, and selling raffle tickets. The Friends also held a small DVD sale. It is important to thank Susan Bell, who ably chaired the event, along with a host of other staff members who assisted, including Elizabeth Putnam and Kathy Rossello! Well-done! A full report will be provided in next month's director's report.

Children's and Teen Room Updates

We have moved things around in the Children's Room! DVDs are along the back wall where biographies used to be, and there is a new collection called InfoSeries that is where the DVDs used to be. InfoSeries includes non-fiction series books such as the Who Was books, National Geographic Chapter Books, etc. The StepUp books also moved and are where DVDs used to be. The goal is to draw more attention to our book collections, not our J DVD collection which is seeing declining circulation figures. In addition, our new chairs and couches have arrived, and we are almost through painting! Our Teen Room got a fresh new look this month, with bright new accent walls, a few new tables, and recovered bean bag chairs. Thank you very much to Paul Connelly who has been working while the library is closed to ensure updates to not disrupt library operations. It's like magic, each morning the library is just a little bit cleaner and brighter. Thank you, Paul!



Teens enjoying new tables & bean bag chairs

Outreach

Children's Librarians attended Winterfest at Goff. They had arts and crafts activities, informational material regarding the library and even held a small book sale.

Youth services staff held the 3rd successful annual preschool fair at the library, which is always a favorite for local families and preschools.



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3rd Annual Preschool Fair

Staffing News

Sadly, Sarah Colwill is leaving us after 7 years in the Children's Department. She is shifting her focus to her new school librarian position, but don't worry, you will still see her sometimes as a sub!

We are thrilled to announce that Jody Squadere, who has been a substitute librarian since 2017 has accepted the position as full-time librarian for adult services. Jody came to the Film Festival this year to help prepare for next year, when she will most likely take over as chair!

The Staff holiday party was rescheduled due to weather. The Holiday Party has been rescheduled to Saturday 2/29 from 6-9pm at Bellini's Italian Eatery in Loudonville.

Meetings since last board meeting:

- 1/21- Department Head Meeting, Friends Meeting, Library Board Meeting
- 1/22- Ryan Gillis & Vicki, Paychex
- 1/23- Ryan Gillis, Paychex
- 1/28- Vicki, Karrie, Susan- Lunch & Learn Planning Meeting
- 1/30- Teen Desk Coverage
- 2/4- Admin Committee Meeting
- 2/6- Lynne re: Strategic Planning
- 2/6- Met with several commercial painting companies to request quotes for main library project
- 2/7- Director's Association Meeting UHLS
- 2/8- Film Festival



New Adult Services Librarian, Jody Squadere and Director, Jill Dugas Hughes at this year's Film Festival



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Reference Department Report – January 2020

Submitted by Elizabeth Putnam

Highlights

Tax Season

Tax season is here! We have received basic IRS tax forms and instructions, but state forms have yet to arrive.

AARP TaxAide is again offering free tax preparation at our library this winter and early spring, and like last year, we contracted with United Way's 211 call center to handle our tax appointment scheduling. Appointment registration began on January 14th, but, because of 211 technical difficulties, we experienced a bumpy first week of scheduling. As of this writing (early February), all 180 appointment slots are now filled.

For the first time this year, thanks to our new phone system and the efforts of Karrie McLellan and Sue Dague, we have a recorded tax message available to callers of the library's main number. By choosing option #7 on the phone menu, callers may hear an update on the availability of Tax Aide appointments and the current inventory of tax forms. This has significantly reduced the number of tax inquiries directed to the reference desk.

Programs

January was a strong month for programs, with 590 patrons attending 36 program sessions (average attendance per program 16.4).

Program highlights include the Historical Society's presentation on *Winter Life in Early America* (66 attendees), *Strong Bones for Life* with CDPHP (44 attendees), and the ever-popular *Cord Cutting 101* (39 attendees).

TV & Movie Trivia, emceed by "Lights, Camera, Jackson" Jackson Murphy, attracted a healthy 35 attendees. This year, Selena Piro organized *TV & Movie Trivia* and ran the program alongside Jackson. Selena brought new energy to the event by adding an audio-visual round, complete with audio and movie clips. Attendees loved the new format and rated the program 4.8 out of 5 on survey evaluations. We have decided to add trivia events to our regular roster of programming and Selena will host a Saturday afternoon trivia event in April during National Library Week.

Adult Winter Reading Challenge

Eighty-one patrons have signed up for this winter's Adult Reading Challenge (up from 75 in 2019 and 69 in 2018).

Reference Service

January 2020 was our busiest month of reference service in nearly a decade, if not ever. We answered 2,619 reference queries in January, a figure unmatched in our monthly statistics from 2011 to the present. We had anticipated a slight *decrease* in reference queries this January, due to the first-time availability of our recorded tax information line and the subsequent decrease in direct calls to the reference desk. Reference staff are exhausted by the pace, but delighted by the affirmation that we're serving such an evident and important need in our community.



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Librarian I Search

Our full-time Librarian I search has happily concluded with the hiring of Jody Squadere, who will start her new position on February 21. Jody, who has worked with us as a substitute librarian since 2017, has also recently worked at the Bethlehem Public Library as a reference librarian and program planner.

Organizations we partnered with this January to deliver programming:

- AARP Driver Safety
- CDPHP
- Eddy Alzheimer's Services
- Greenbush Garden Club
- Greenbush Historical Society
- Hannaford Pharmacy
- Questar III
- The American Red Cross
- SCA (Society of Creative Anachronism)
- Sisters in Crime

Professional Development

January 16 / Elizabeth / Digital Census Preparation Training (community support track) / CDLC in-person training / 5.5 hours

January 20 / Catherine / Completed coursework for Disaster Information Specialization certification / Medical Library Association online course / 16 hours

January 21 / Elizabeth / NYLA Developing Leaders Program: Leading Toward the Future / NYLA webinar / 1.5 hours

Reference Service

Reference Services 2020	Jan
Reference Questions-Standard	1716
Reference Questions - Longer than 5 min.	91
Reference Questions - Computer	504
Meeting rooms/Programs/Other	308
Total Reference Questions	2619



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January 2020 Programs (21 programs, 36 sessions, 590 attendees, average attendance per session: 16.4)

Program Title	Date	Attend.
Open Recreation Space	1/3/2020	17
Movie and TV Trivia	1/5/2020	35
AARP Smart Driver Course	1/6/2020	24
ENL: English as a New Language	1/6/2020	4
Greenbush Garden Club - Let's Make a Flower Arrangement (Bring Your Own Mug)	1/7/2020	24
ENL: English as a New Language	1/8/2020	5
Society for Creative Anachronism Bardic Practice	1/8/2020	3
Visit with Eddy Alzheimer's Services	1/9/2020	3
Open Recreation Space	1/10/2020	12
Flu Shot Clinic	1/11/2020	6
Greenbush Historical Society presents Winter Life in Early America	1/12/2020	66
ENL: English as a New Language	1/13/2020	4
Red Cross Blood Drive	1/13/2020	37
Drop-In Tuesday Tech Time	1/14/2020	5
Mat Yoga with Camie	1/14/2020	25
ENL: English as a New Language	1/15/2020	3
Free Monthly Movie - King in the Wilderness	1/15/2020	24
Cooking the Books - Introductory Meeting with cookbook author Janet Elsbach	1/16/2020	11
Open Recreation Space	1/17/2020	6
Cord-Cutting 101	1/18/2020	39
Sonny and Perley	1/19/2020	50
Monday Morning Book Discussion	1/20/2020	15
Safe Space for Writing with Sisters in Crime	1/20/2020	1
Crafter Eve - Bookmarks!	1/20/2020	8
Monday Evening Book Discussion with Good Buy Books	1/20/2020	9
Drop-In Tuesday Tech Time	1/21/2020	3
Mat Yoga with Camie	1/21/2020	33
ENL: English as a New Language	1/22/2020	5
Open Recreation Space	1/24/2020	14
Strong Bones for Life with CDPHP	1/25/2020	44
ENL: English as a New Language	1/27/2020	5
Safe Space for Writing with Sisters in Crime	1/27/2020	1
Drop-In Tuesday Tech Time	1/28/2020	6
Mat Yoga with Camie	1/28/2020	26
ENL: English as a New Language	1/29/2020	7
Open Recreation Space	1/31/2020	10



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Resource Sharing & Access Report – January 2020

Submitted by Dawn Geurds

Highlights

- Saturday January 11 had a record high temperature of 67 degrees!
- Sunday January 12 had a record high temperature of 67 degrees!
- Attended a Department Heads meeting on Tuesday January 21
- Attended a webinar on Wednesday January 22 for Product Insights: Resources Sharing
- Changed books over to the new collection called Info Series for Youth Services
- The average high temperature for January 2020 was 31.8 degrees. January 2020 tied as the 6th warmest January on record!

Statistics

- Answered 17 reference questions by e-mail.
- Requested 32 ILLS
- Received 26 ILLS
- Sent out 20 ILLS
- 1,051 items requested within UHLS.
- 4,751 items that were placed on the Hold Shelf
- 2,743 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons
- 402 expired holds were not picked up by the patrons that requested them
- 9 items were found on the library's shelves that were marked lost in transit
- 34 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed **35** times
- Friends ongoing Booksale made \$507.85 for the month of January
- Library was open 30 days / 293 hours



Ongoing Book Sale- Friends



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Youth Services Report – January 2020

Submitted by Molly Chatt

Department Highlights & News:

Our third annual Preschool Fair was a success, with dozens of families coming to see what programs local preschools have to offer. Youth Services also represented the library at the EG Central School District’s annual Winterfest celebration on January 18th. We had a library table with crafts for children, information about Hoopla and other library services, and a mini children’s book sale which earned \$175 for the Friends of the Library.



Head of Youth Services, Molly Chatt at Goff Winterfest

We also launched a new collection in the Children’s Room this month, Info Series. This collection features popular non-fiction series, such as Magic School Bus and the Who Was biography series. We rearranged numerous collections to give more space and highlight the new Info Series, our juvenile graphic novels, and the Step-Up and Early Reader collections.

Sarah Colwill gave her notice this month, her last day will be in February. She has been working nights and weekends here since 2012, and recently began working as the school librarian at the Woodland Hill Montessori School. We will miss her and are happy that she is remaining with us a substitute librarian.

Tween &

Teens:

Our Teen Room got a fresh new look this month, with bright new accent walls, a few new tables, and recovered bean bags. The teen program highlight of the month was the after-hours program Pop Mania on Friday, January 24th. Jenna and Molly hosted an enthusiastic group of tweens/teens for all things Pop – pop culture trivia, popsocket crafts for their phones, pizza & pop, Pop Rocks candy, and Pop-tart decorating.



Making Pop Sockets at Pop Mania



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Children:

1000 Books Before Kindergarten: 5 new children registered for the 1000 Books Before Kindergarten program this January. 20 children checked in to record another 100 books read and 1 child finished the program this month.

Meetings & Continuing Education:

Molly represented the library at the Youth Services Advisory Council at UHLS on January 10th.

Jenna attended a planning meeting for RIF (the summer teen initiative Read It Forward) at UHLS on January 8th.

Molly is a member of the Family & Consumer Science Program Development Committee at the Cornell Cooperative Extension of Rensselaer County, and attended meetings on 1/13 and 1/27.

Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES, and she attended a meeting on 1/28.

Molly & Jenna attended the annual Summer Reading Planning Workshop in Schenectady on 1/30.

Children's Programs

Program	Ages	#Sessions	Children	Adults
Baby Meet Up	0-18 months	3	8	6
Movers & Shakers	1-3	7	192	164
Terrific Tuesdays	3-5	4	98	60
Fantastic 4s & 5s	4-5	4	57	46
Discovery Play	2-5	4	48	33
Saturday Storytime	All ages	2	36	42
Music Together	1-5	2	58	38
Preschool Fair	All ages	1	55	84
Homeschool Meet Up: Library Skills	5-12	1	17	9
Martin Luther King Jr. Day	Gr. K-3	1	6	4
RPI Stem: Science Behind Germs	8+	1	18	10
Winterfest (OUTREACH)	All ages	1	91	108
Total Children's Programs		31	684	604



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Tween/Teen Programs

Program	#Sessions	#Tweens/Teens
Teen Mash Up	4	47
Anime Club	2	30
TV Club (Teen Volunteer)	1	2
Pop Mania After-Hours Event	1	14
Total Tween/Teen Programs	8	93

Youth Services Provided

Type of Service	Quantity
Reference questions – Children’s & Teen desks	979
Computer Assistance	41
Miscellaneous questions – program signups, board games, directional, meeting rooms	175
Games Computer Sessions	600
Volunteers	11 Volunteers 26.75 Hours

Technical Services Report – January 2020

Submitted by Susan Dague

The Cataloging Advisory Council did not meet this month.

I attended OCLC’s Virtual AskQC (Ask Quality Control) webinar on the 16th. This month’s topic was best practices for editing WorldCat bibliographic records.

Kathy attended a NYSLAA executive council meeting in Liverpool on the 17th.

The department worked on the following projects : correcting item records and call number labels in the Education and Jobs collection to correspond with the proper bibliographic records and the creation of a new collection, InfoSeries, in the children’s room.

Number of items processed: 402 (total – unknown)

Audio (adult + YA + juvenile)	16
Juvenile Fiction	142
Juvenile Nonfiction	1



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Electronic (adult + YA + juvenile)	2
Fiction (adult + YA)	133
Miscellaneous	4
Unknown (on order records)	261
Nonfiction (adult + YA)	1
Print Subscriptions (adult + YA + juvenile)	73
Video (adult + juvenile)	30
Total	663

Number of items withdrawn: 1,856

Added for the year to date: 402

Withdrawn for the year to date: 1,856

Total items: 94,084

Digital Services Report – January 2020

Submitted by Karrie McLellan

Online Presence:

- Library Market Calendar:
 - Discovered an issue with the Library Market calendar display on mobile devices when looking at dates two or more months in the future. Opened a ticket with Library Market.
 - Discovered an issue with report exports that attempt to filter to reservations only. The report is correct on the screen, but exports both reservations and events. Opened a ticket with Library Market.
 - Clarified residency requirements for meeting room reservations and notified Library Market so they could resume working on the algorithm. Vendor deadline for configuration is 3/1, and we hope to go live on 4/1. There is a test server available to us that will allow us to create screenshots for instructional purposes.
 - Added events.eglibrary.org as an alias for our calendar.
 - Got access to a test environment to the calendar for future use.
 - Our calendar was down for about half a day. We're not sure why, but it was because in changing eastgreenbushlibrary.org references to eglibrary.org, the calendar's address on our website was changed to eglibrary.org. Somehow, this caused a DDoS-like attack on the calendar. When the link was corrected, all was well.



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- Databases
 - Updated Gale page to remove Mango and add Hoopla.
 - Still no Flipster stats for December 2019.
 - Revised the Digital Magazines handout to include both Flipster and OverDrive.
 - Hoopla adoption is increasing.
 - Learned EBSCO is unable to validate for NovelList using a Sierra connection.
- Websites:
 - Migrated our website to a new host as step 1 of troubleshooting the Divi editor issue. This caused some hiccups, such as the website not sending emails and plugins not being able to update. Most migration issues were resolved promptly by our new host, though there is a lingering issue with the Popup Scheduler that the plugin developer is working on.
 - Volunteen, staff picks, and tech tips subdomains have all been migrated to eglibrary.org. Starting to update all brochures with eglibrary address and updating as needed.
 - Added Census info to links.
 - Removed Mango references on all digital pages.
 - Web Instinct (our new host) was able to solve all the issues with our current site, as well as migrating it, staff picks, and tech tips to the eglibrary.org domain. Eastgreenbushlibrary.org addresses will redirect to eglibrary.org.
 - After moving our main site, our popup scheduling plugin started producing junk code, slowing down the site. Investigating the cause with their developer.
 - Shut down the old host server.
- Schedule3W: brief issue where accounts were not holding the saved default view.

UHLS:

- Rawdon assisted in the migration of staff picks and tech tips migration and added an SSL certificate to volunteen.
- The residency mismatch report is not yet available.

Library Computers/Hardware:

- Extended power outage the night of 1/8 left the network completely down the next morning. Accu-Networks was able to get the network back up and running within an hour of opening. A lingering issue with QuickBooks of the server (discovered the next day) required intervention from the vendor (Intuit).
- Phone system
 - The video doorbell at the book drop was installed and configured.
 - Temporarily updated main menu and created an outgoing message mailbox to assist patrons during tax season.
 - Created a staff manual for the phone.
 - Video doorbell and speakers were installed and configured.
 - Other outstanding configuration issues with the system were also resolved.



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- Installed Windows 10 LTSC on the old red laptops and repurposed them as kiosk computers. They will be used to those patrons wishing to take the Census, and in the future they can be used for any single-site purpose.
- Replaced a staff laptop and configured another one for all staff use. The replaced laptop was reconfigured as an updated laptop for the Friends.
- Published an updated IT Admin Manual.

Meetings/Workshops:

- 1/7: Met with Jill and Library Market to finalize meeting room e-commerce algorithm.
- 1/8: Word and Google Docs: Setting up a document the best way to modify it later in minutes instead of hours
- 1/13: Lunch and learn planning meeting
- 1/16: Attended an all-day workshop about the Census. Learned that we already take most of the recommended steps to secure Census kiosks.
- 1/18: Cord-Cutting 101

Statistical Notes:

Added magazine circulation to the OverDrive statistics.

Current/Upcoming Projects:

- LibraryAware subscription drive
- Sharepoint/Teams/OneDrive restructuring
- Calendar E-commerce/Meeting Room Policy Update

Circulation Report – January 2020

Submitted by Marion Pierson

Highlights

The Circulation Advisory Council did not meet in January.

On January 5th Selena hosted the Movie and TV Trivia Contest, and on January 16th Holly and Marion hosted the inaugural meeting of *Cooking the Books*, our new food-discussion focused cookbook club. Cookbook author Janet Elsbach from Sheffield, MA, gave a wonderful talk and Q and A on her book *Extra Helping, Recipes for Caring, Connecting and Building Community*. On January 20th Holly hosted Crafter Eve.

Statistics



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Patrons: 85 new patrons registered at the library in January.

East Greenbush Residents	39	UHLS MyCard	2
Schodack Residents	14	Out of System	1

Checkouts:

January 2020	28,926
January 2019	29,533

Volunteers: 17 volunteers worked 62.5 hours

Outreach	8
Adult	9

Notary Services: 19

Outside Groups – January 2020

Submitted by Kathy Rossello

67 Reservation: 59 Held - 8 Cancellations

1,522 Total Expected Attendance - 1,357 Expected Attendance for 59 Programs Held

59 Programs Held - Expected Attendance 1,357	Date	Expected Attendance
Tuesday Ramblers	01/07/2020	25
Women's Book Club	01/13/2020	10
Tuesday Ramblers	01/14/2020	25
Columbia Lacrosse Club	01/14/2020	15
DPS PTO Meeting	01/20/2020	7
Tax-Aide Testing	01/21/2020	20
Tuesday Ramblers	01/21/2020	25
Justin Relf/YMCA	01/23/2020	35
Brownie/Junior Girl Scouts - Think Like a Programmer - Parent/Scout Intro Meeting	01/27/2020	30
Tuesday Ramblers	01/28/2020	25
AARP Tax Prep Training	01/29/2020	45
Tax-Aide Testing	01/30/2020	20
AARP Tax Prep Training	01/31/2020	50
Carol Kiser P.E.O.	02/03/2020	20
Tuesday Ramblers	02/04/2020	25
Tuesday Ramblers	02/11/2020	25
Columbia Lacrosse Club	02/11/2020	15
Tuesday Ramblers	02/18/2020	25



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Mavens of Mayhem	02/22/2020	20
CMTA (Charcot Marie Tooth Association) Albany Branch Meeting	02/22/2020	10
Book Club: Women Who Run With Wolves	02/24/2020	15
Tuesday Ramblers	02/25/2020	25
CITIZEN'S CLIMATE LOBBY MONTHLY MEETING	02/26/2020	20
Tuesday Ramblers	03/03/2020	25
Tri-City Red Hat Ladies	03/05/2020	15
Mohawk Hudson Chapter of AMC	03/09/2020	12
Tuesday Ramblers	03/10/2020	25
Girl Scout troop 5514	03/11/2020	11
Tuesday Ramblers	03/17/2020	25
Tuesday Ramblers	03/24/2020	25
Travel Buddies	03/24/2020	25
EGA Studio Time - March 2020 mtg	03/25/2020	15
Girl Scout troop 5514	03/25/2020	11
Climate Crisis and the American Northeast	03/25/2020	50
Adoption Orientation Session	03/26/2020	25
Tuesday Ramblers	03/31/2020	25
The Writer's Bloc	03/31/2020	10
DHPSNY Workshop: Essential Policies and Procedures for Collecting Institutions	04/01/2020	40
Tri-City Red Hat Ladies	04/02/2020	15
American Needlepoint Guild	04/02/2020	15
Renss. Co. Master Gardeners Trip Planning meeting	04/02/2020	20
Homebuyers Orientation	04/06/2020	60
Tuesday Ramblers	04/07/2020	25
Girl Scout troop 5514	04/08/2020	11
Capital Region RWA	04/11/2020	32
Tuesday Ramblers	04/14/2020	25
MVP HEALTH CARE	04/16/2020	10
Capital Hudson Iris Society	04/19/2020	25
Cross Stitch Plus	04/20/2020	12
Tuesday Ramblers	04/21/2020	25
Girl Scout troop 5514	04/22/2020	11
Tuesday Ramblers	05/05/2020	25
Tuesday Ramblers	05/12/2020	25
Tuesday Ramblers	05/19/2020	25
Tuesday Ramblers	05/26/2020	25
Tuesday Ramblers	06/09/2020	25
Tuesday Ramblers	06/16/2020	25



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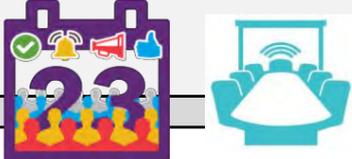
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Tuesday Ramblers	06/23/2020	25
Tuesday Ramblers	06/30/2020	25
Total Expected Attendance		1,357

8 Programs Cancellations - Expected Attendance 165

Brownie / Junior Girl Scouts - Think Like a Programmer	02/03/2020	20
Brownie / Junior Girl Scouts - Think Like a Programmer	02/10/2020	20
Brownie / Junior Girl Scouts - Think Like a Programmer	03/02/2020	20
Brownie / Junior Girl Scouts - Think Like a Programmer	03/16/2020	20
Brownie / Junior Girl Scouts - Think Like a Programmer	03/23/2020	20
Brownie / Junior Girl Scouts - Think Like a Programmer	03/30/2020	20
Capitolers	04/04/2020	25
Brownie / Junior Girl Scouts - Think Like a Programmer	04/06/2020	20
Total Expected Attendance		165

		% of Total Card Holders	Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change	
VISITS, VOLUNTEERS, AND BORROWERS									
	Borrowers: Valid library card holders	100%	8,260	8,296	0%	8,260	8,296	0%	
	Active Schodack Cardholders	10%	810	748	8%	810	748	8%	
	Active EG Cardholders	24%	1,990	1,861	7%	1,990	1,861	7%	
	Active MyCard Holders	0%	2	Not Applicable		2	Not Applicable		
	Registered Schodack Cardholders	26%	2,131	2,185	-2%	2,131	2,185	-2%	
	Registered EG Cardholders	74%	6,088	6,067	0%	6,088	6,067	0%	
	Visits		14,572	14,300	2%	14,572	14,300	2%	
	Hours Open		293	288	2%	293	288	2%	
	Volunteer Hours		100	63	58%	100	63	58%	
	Number of Volunteers		35	29	21%	35	29	21%	
		% of Total Holdings	Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change	
OUR COLLECTION AND HOW IT'S USED									
	Checkouts	37%	35,094	34,063	3%	35,094	34,063	3%	
	Physical Holdings	100%	94,373	94,584	0%	Not Applicable			
	Physical Items Added	1%	663	795	-17%	663	795	-17%	
	Physical Items Withdrawn	2%	1,856	794	134%	1,856	794	134%	
			% of Total Checkouts	Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change
	Checkouts By Audience								
	Adults	61%	21,296	20,687	3%	21,296	20,687	3%	
	Teens	3%	958	1,068	-10%	958	1,068	-10%	
	Children	37%	12,840	12,308	4%	12,840	12,308	4%	
	Checkouts By Format								
A/V (Physical & Digital)	30%	10,631	11,249	-5%	10,631	11,249	-5%		
Books (Physical & Digital)	62%	21,712	21,146	3%	21,712	21,146	3%		
Print	56%	19,809	19,379	2%	19,809	19,379	2%		
Digital	12%	4,125	3,544	16%	4,125	3,544	16%		
Physical	82%	28,926	29,533	-2%	28,926	29,533	-2%		
Database	6%	2,043	986	107%	2,043	986	107%		
Collections Most Checked Out			Jan-20			Jan-19			
	1	Juvenile Fiction (8,406)			Juvenile Fiction (7,977)				
	2	Adult Fiction (5,007)			Adult Fiction (5,265)				
	3	Adult Video (4,862)			Adult Video (5,623)				
		% of Total Physical Items Checked Out	Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change	
Physical Items Checked Out and Renewed at EGRN by Bstat (Pcode4)									
East Greenbush	39%	11,417	12,292	-7%	11,417	12,292	-7%		
Schodack	19%	5,397	5,075	6%	5,397	5,075	6%		
Castleton	1%	339	304	12%	339	304	12%		
Nassau	2%	661	867	-24%	661	867	-24%		
N. Greenbush	12%	3,504	3,105	13%	3,504	3,105	13%		
Sand Lake	6%	1,794	1,933	-7%	1,794	1,933	-7%		
Rensselaer	4%	1,191	1,283	-7%	1,191	1,283	-7%		
Troy	5%	1,400	1,252	12%	1,400	1,252	12%		
Other Rensselaer County	3%	852	793	7%	852	793	7%		
Out of System	0%	90	160	-44%	90	160	-44%		
Albany County	8%	2,262	2,442	-7%	2,262	2,442	-7%		
Online	0%	19	27	-30%	19	27	-30%		
TOTAL	100%	28,926	29,533	-2%	28,926	29,533	-2%		
		% of Total Meeting Room Use by Public and Library	Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change	
EVENTS Library Sponsored									
Total Events	42%	75	71	6%	75	71	6%		
Total Attendance	57%	1,971	1,579	25%	1,971	1,579	25%		
MEETING ROOMS									
People who utilized the Library's Meeting Rooms	43%	1,460	1,130	29%	1,460	1,130	29%		
Number of Events Held	58%	103	92	12%	103	92	12%		
Number of Literacy Volunteer Tutoring Sessions	7%	13	7	86%	13	7	86%		
Number of English as a New Language Classes	4%	7	7	0%	7	7	0%		
REFERENCE									
	Number of Questions		3,619	3,430	6%	3,619	3,430	6%	
	Notary Services Provided		19	16	19%	19	16	19%	
	ILL Received		26	21	24%	26	21	24%	
	ILL Provided		20	9	122%	20	9	122%	
			Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change	
Borrowed from other UHLS Libraries		4,766	4,994	-5%	4,766	4,994	-5%		
Loaned to other UHLS Libraries		3,827	3,907	-2%	3,827	3,907	-2%		
		% of Total Computer Use	Jan-20	Jan-19	% Change	YTD 2020	YTD 2019	% Change	
COMPUTER USE & WIFI									
Number of Sessions	45%	2,192	2,170	1%	2,192	2,170	1%		
Average Unique Users Monthly Wireless	55%	2,666	2,356	13%	2,666	2,356	13%		
SOCIAL MEDIA/WEB ENGAGEMENT									
	Facebook followers		2,704	1,880	44%	2,704	1,880	44%	
	Facebook User Reach		15,489	17,743	-13%	15,489	17,743	-13%	
	Tweets		40	39	3%	40	39	3%	
	Twitter User Reach		5,834	8,245	-29%	5,834	7,310	-20%	
	Web Page Sessions		9,138	8,343	10%	9,138	8,343	10%	