



## Director’s Report- July and August

*Submitted by Jill Dugas Hughes, September 22, 2020*

### 2021 Library Budget Vote & Election

#### Election Results

- The Annual Budget Vote and Trustee Election was held on Tuesday, September 15, 2020, 9am-9pm.
- 336 votes were counted, and the 2021 budget (\$2,067,581) was passed 6-1, 85% (286 Yes, 50 No). Although low in number (336 votes), the turn-out was 33% higher than last year.
- Two new Trustees were elected to five-year terms which begin on January 1, 2021: Camille Engel (199 votes), and Lewis Dubuque (154 votes). Very strong showings were made by the other two candidates: Michael Thoma (126 votes) and Charlie Pensabene (112 votes).
- Special thanks to the League of Women Voters, who successfully ran our election, Susan Bell who ably undertook and coordinated all public relations, and to Ellen Pangburn, East Greenbush Town Clerk who certified election results.

Election Results over Time	Ratio Yes: No Votes	# YES Votes	# NO Votes	# Total Votes	% Tax Levy change	\$ Tax Levy	Tax Rate per \$1,000 assessed value	\$ Budget	% Budget Change	# Candidate s/ # open Trustee Positions
2021	6:1	286	50	336	0.06%	\$1,722,454	\$0.90	\$2,067,581	(3.23%)	4/2
2020	3:1	188	64	252	2.45%	\$1,721,454	\$0.91	\$2,136,548	1.50%	2/1
2019	5:1	241	50	291	2.01%	\$1,680,206	\$0.91	\$2,104,899	4.27%	2/1
2018	4:1	160	45	205	2.91%	\$1,647,049	\$0.93	\$2,018,714	5.10%	2/2
2017	4:1	179	49	228	2.50%	\$1,600,517	\$0.90	\$1,920,741	0.78%	0/1
2016	3:1	261	102	363	0.94%	\$1,561,480	\$0.89	\$1,905,845	0.71%	3/3
2015	3:1	216	74	290	1.56%	\$1,546,939	\$0.88	\$1,892,489	3.00%	2/1
2014	2:1	229	120	349	2.50%	\$1,523,177	\$0.88	\$1,837,361	2.50%	1/1
2013	2:1	330	140	471	2.54%	\$1,486,026	\$0.86	\$1,792,595	2.39%	3/2
2012	2:1	287	153	440	2.85%	\$1,449,265	\$0.84	\$1,750,776	2.04%	2/1

#### In the News:

- 7/30/2020, The Advertiser, [https://issuu.com/crwnewspapers/docs/the\\_advertiser\\_073020pdf](https://issuu.com/crwnewspapers/docs/the_advertiser_073020pdf)
- 9/2/2020, The Times Union, <https://www.timesunion.com/news/article/East-Greenbush-library-budget-cuts-tax-rate-15532804.php>
- 9/3/2020, The Advertiser, <https://advertisercrw.com/at-your-library-09-03-20/>
- 9/10/2020, The Advertiser, <https://advertisercrw.com/at-your-library-09-10-20/>
- 9/15/20, WAMC Northeast Public Radio, <https://www.wamc.org/post/voters-deciding-east-greenbush-library-budget-trustees-today>
- 9/16/20, WAMC Northeast Public Radio, <https://www.wamc.org/post/east-greenbush-library-budget-passes>

#### East Greenbush Library Trustee Candidate Forum Recording of Live Stream:

- 9/3/30 <https://www.youtube.com/watch?v=wLlGalfHEeY> (188 views)

#### Budget Information

- 2021 Budget <https://eglibrary.org/wp-content/uploads/Doc.-3-Preliminary-Budget-August-2020.pdf>  
(Approved by Board for Presentation to Voters and Voter Approved 9/15/20)
- 2021 Budget Presentation <https://eglibrary.org/wp-content/uploads/EG-Budget-Presentation-2021.pdf>

#### Schodack Presentation

- 9/10/2020 Joint Presentation for 2021 Funding to Schodack Town Board with Castleton Public Library and Nassau Free Library [https://townhallstreams.com/stream.php?location\\_id=104&id=32055](https://townhallstreams.com/stream.php?location_id=104&id=32055)

## Building and Grounds

#### Library Patrons Generously Donate Time and Plantings to Beautify Library Gardens

- Under the leadership of Susan Sagarin and Irene Samuels (longtime AARP TaxAide program coordinator), the Greenbush Garden Club has been busy planting and dressing up the library flower beds. Irene has generously donated some of her favorite plants from her own private garden to the library for all to enjoy! Greenbush Garden Club members transplanted Irene's selections, transforming the front patio garden as well as the garden





beds that line the interior curb and exit area of the drive-thru window. We look forward to enjoying the gardens in full bloom next spring!

- Additionally, library patron, Diane DiGiorgio, has partnered with the library to transplant a butterfly garden, that is currently located at a local children's museum in an out of the way place, where few people can appreciate it, to the library front patio gardens. Included in the donation is a Butterfly Bush, Butterfly Weed, Galardia, Coneflowers, and Black-eyed Susans. Her hope is to eventually expand the Butterfly Garden into a learning project for teens (possibly a mural) or semi-permanent educational signage about butterflies. Diane will be coordinating the Butterfly Garden with the Greenbush Garden Club.

#### Interior Facilities Updates

- Local resident, Judson Eaton, JJC Finishings Inc., has begun work repainting the main library interior walls. Painting is part of a larger interior renovation project funded primarily through a New York State Construction Grant. Formerly salmon pink, the upper interior walls are being transformed to a beautiful blue, which harmoniously works with the other calm blues, cream, and greens we have been slowly painting the rest of the library. Once complete, I will be sure to share pictures. Stay tuned! It looks beautiful already!
- New Art Exhibit: Stop in the library to view Janet Shaughnessy's artwork (pastel and oil) of landscapes, pets and sports.

#### Programs & Services Highlights

##### Farmers' Market

- Special thanks to Shannon Romanowski and the YMCA for their partnership and coordinating the Farmers' Market this year which has been held weekly on Wednesdays. The last day is Wednesday, September 30 (4-6:30 pm.). If you haven't had a chance to attend, I encourage you to stop by this week or next. As usual, the vendors are wonderful!

##### Upcoming Virtual Programs

- Virtual Financial Literacy: Investment Basics will be held on Tuesday, September 29 at 6:00 pm. This program will cover the basic fundamentals of investing such as the power of compounding, tax deferral, dollar cost averaging, setting realistic goals, the relationship between risk and return, various types of financial instruments, asset allocation strategies and other related content. Additional commentary will provide an overview of current economic conditions including the impact of COVID-19 as well as historical market data surrounding previous Presidential elections.  
<http://bit.ly/VFLIVeglib>



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Since reopening:



**460** hrs. **68** days



**9.9k** visitors **51%** window



**61.4k** items borrowed



**615** summer reading participants



**104** programs provided



**1,795** reference QA's



**132** new cards issued



**NEW** lending laptops & hotspots

events listing @ <https://events.eglibrary.org>

- Dark and Stormy Trivia is scheduled for Wednesday, October 14 at 7:00 pm. We hope our loyal followers will bone up on all things that go bump in the night! We are offering prizes for the winning team. <http://bit.ly/DSTriviaEGLib>

#### Now Lending Hotspots and Laptops

- We are providing mobile hotspots and laptops for checkout to East Greenbush/Schodack cardholders. A mobile hotspot is a small, portable device you can use to connect a wireless enabled device, such as a laptop, smartphone, or tablet to the Internet. Learn more about the hotspot lending program: <https://eglibrary.org/about/services/mobile-hotspots/> or the laptop lending program: <https://eglibrary.org/about/services/#laptop>

#### Personalized Reading Recommendations

- Wondering what to read next? Our librarians are ready to help by suggesting books or authors to read next. Adult Personalized Reader's Advisory Service: <https://eglibrary.org/adults/recommendations/> Youth Book Bundle Service: <https://eglibrary.org/children/book-bundles/>



## Reference Department Report – August & July 2020

*Submitted by Elizabeth Putnam*

### Highlights August

#### Adult Summer Reading 2020

Two hundred and twenty-four adults (210 patrons, 14 staff) actively participated in the summer reading challenge this year, most online through Beanstack. Feedback was overwhelmingly positive. Here are a few patron comments:

*“It stretched my reading to genres/selections I might not have chosen.”*

*“Thank You for everything you provide for us! The reading programs are always something I look forward to along with the new copies of the Book Page magazine each month.”*

*“Loved reading the books! Also nice to have some other activities scattered in, too (example: you loved the book, now watch the movie...and you loved the movie now read the book-this was a great twist on the theme!)”*

*“I love the East Greenbush Library for all the great activities they offer to the community. The people who work there recognize me and my daughter, and know us by name. It really makes me feel welcome.”*

We design the summer reading challenge to have something that will appeal to everyone. Books and reading are at its core, and reading-related tasks engage our dedicated readers. We also build in other activities for those who like to take a break from their books to mix it up a bit. The Beanstack platform allowed us, for the first time, to easily gather participant responses to these various tasks. For the task “Celebrate the beginning of summer and share with us a special thing you did this year,” responses included:

*“On the first day of summer vacation I took the family out for ice cream and picked up our library holds for the first time in 3 months!”*

*“Homemade funnel cakes for the kids on the first day of summer...it’s our tradition!”*

*“Survived distance learning.”*

*“Went strawberry picking for the first time with my husband. Best berries we ever had! Then made strawberry shortcake for the first time with my sister after reviewing dozens of recipes together. Yum! New annual traditions have been born.”*

*“Created a space in the front yard to hang out with family and see neighbors as they walk by.”*

*“I planted my first ever garden! Tomatoes, onions, carrots, zucchini, squash, cucumbers, herbs, and a TON of flowers!”*

We have a renewed appreciation for the warm, witty, crafty, creative, fun-loving community we serve!

While Beanstack proved to be enjoyable and convenient for many participants, we also heard from several who prefer the traditional paper game card. Going forward, we will continue to offer both digital and print options whenever possible.



**Summer Reading 2020: Thank You, Participants!**

**ADULT SUMMER READING 2020**  
Imagine Your Story

Adult Summer Reading concluded on Friday, August 14th. Thank you to the nearly 230 people who participated online via Beanstack or using a paper game card!

Please join us in congratulating our raffle prize winners:

 <b>Dinner Out</b>	<p>Nicole and Haley each won a \$25 gift card to a local restaurant!</p>	 <b>oh what FUN</b> <i>Pampering &amp; Fun</i>	<p>Florence and Micky each won a \$25 gift card towards fun &amp; pampering!</p>
 <b>Local Shopping</b>	<p>Maria and Ann each won a \$25 gift card for local shopping!</p>	 <b>Practicalities</b>	<p>Lance and Naomi each won a \$25 gift card towards practical necessities!</p>

## Highlights July

### Creating Community, Post by Post

We are a community that values the connections made and nurtured at our library. Before the pandemic, the library building was a natural community hub, with neighbors, schoolmates, and library "regulars" running into each other, chatting, meeting, attending programs, and even making new acquaintances. Upon the library's COVID-19 closure, we pondered ways to continue offering our community these opportunities for connection. Was there any way to engineer casual community gatherings and opportunities for serendipitous connection without the physical location that had previously allowed them to happen so effortlessly?



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Catherine had an idea. In considering one of the core reasons that members of our community visited the library building--selecting and checking out reading material--she decided to experiment with a casual community book chat, conducted on a drop-in basis on the library's Facebook page. Catherine led the library's first weekly Monday Night Book Chat on April 13th from 7-9 p.m., kicking off the discussion with a simple invitation:

*What have you been reading lately? Join our Monday night Facebook book chat. While our library is closed it's even more important for us to stay connected, so we will be here every Monday night 7-9 PM! Comment on this post to let us know what you recommend...or what you recommend staying away from.*

Several library staffers helped get the conversation rolling by commenting on our current reads. But the staff support was ultimately unnecessary. By 9 p.m., a total of 19 people had made 52 comments on Catherine's original post, a lively, if virtual, discussion had occurred, and the Monday Night Book Chat proved itself a success.

In the months that have followed, Monday Night Book Chat has indeed become a conduit for community connection. The event now has its own regulars, who drop in weekly to share their current reading. We also have newcomers each week who are joining the discussion for the first time. Friends have passed the word on to other friends, and our Monday community is growing. Many participants are patrons we recognize as library users, but quite a few are new to us. Participants discuss the books they are reading and comment on each other's posts, offering encouragement to continue on with a tough read, agreeing with a shared favorite, or commiserating over a disappointing book. Catherine is a skilled host, drawing out further conversation and offering each participant thoughtful comments and reading recommendations. The book chat has even served as a pathway towards further library involvement. Book chat participants have shared their reading recommendations for a library flyer, participated in the Summer Reading Challenge, and have gone on to join our monthly book discussion groups.

Marcia from the Circulation Department, co-leader of the library's in-person Cookbook Club program, was looking for a way to continue the group virtually after our shut-down. Catherine's book chat offered a template that was easily adapted to a cookbook discussion. Marcia hosted her first What's Cooking? Good Booking cookbook discussion on the library's Facebook page on Wednesday, April 22 from 7-9 p.m. The bi-weekly discussion offers our patrons another opportunity to chat, share, and connect virtually while discussing a topic of particular comfort during a time of crisis: food and cooking.

Our library may be open once again, but interest and participation in our Facebook chats continues on. We are glad to support community connections both virtually and physically, and we will continue to do so no matter what lies ahead.

## Reference Service August & July

Adult Services responded to a total of approximately 307 reference questions in August. The majority of our reference interactions occurred during the library's open Grab-and-Go service (Tu-Fri, 11-6, Sat, 9-1).



Adult Services responded to a total of 482 reference questions in July. The majority of our reference interactions occurred during the library’s open Grab-and-Go service (Tu-Fri, 11-2, Sat, 9-1), with some additional phone interactions between the hours of 2-6 (Tu-Fri).

Reference Statistics	August 2020	July 2020
General ref	287	*see details below
In person	*see general ref	235
By phone	*see general ref.	210
Over 5 min.	20	37
<b>TOTAL</b>	<b>307</b>	<b>482</b>

August 2020 Programs  
(8 programs, 85 attendees)

Date	Item	Category	Attendance	Other stats
<b>Live Virtual Programs</b>				
8/3	Monday Night Book Chat on Facebook	Live Program	14 participants	(FB) 133 engagements, 46 comments
8/10	Monday Night Book Chat on Facebook	Live Program	10 participants	(FB) 71 engagements, 26 comments
8/12	Virtual Trivia on Zoom	Live Program	27 participants	
8/17	Monday Night Book Chat on Facebook	Live Program	9 participants	(FB) 35 engagements, 24 comments
8/19	What’s Cooking? Good Booking! Cookbook chat on Facebook	Live Program	2 participants	(FB) 55 engagements, 19 comments
8/24	Monday Night Book Chat on Facebook	Live Program	6 participants	(FB) 43 engagements, 18 comments
8/31	Monday Night Book Chat on Facebook	Live Program	10 participants	(FB) 88 engagements, 42 comments
<b>Live in-Person Program</b>				
8/18	Monday Evening Book Discussion, outside on library lawn	Live Program	7 participants	
<b>TOTALS</b>	<b>8 programs</b>	<b>10.6 attendees per program</b>	<b>85 participants</b>	<b>(FB) 425 engagements, 175 comments</b>





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July 2020 Programs  
(17 programs, 144 attendees)

Date	Item	Category	Attendance	Other stats
<b>Live Virtual Programs</b>				
7/1	What's Cooking? Good Booking! Cookbook chat on Facebook	Live Program	3 participants	(FB) 52 engagements, 16 comments
7/6	Monday Night Book Chat on Facebook	Live Program	10 participants	(FB) 101 engagements, 42 comments
7/8	One on One Job Search Assistance (2 appointment slots)	Live Program	0 participants	
7/8	Virtual Trivia on Zoom	Live Program	20 participants	
7/13	Monday Night Book Chat on Facebook	Live Program	11 participants	(FB) 92 engagements, 38 comments
7/14	One on One Job Search Assistance (2 appointment slots)	Live Program	2 participants	
7/15	Virtual Legal Clinic for Rensselaer County Residents, conducted by The Legal Project on Zoom	Live Program	10 participants	
7/20	Monday Morning Book Discussion on Zoom	Live Program	6 participants	
7/20	One on One Job Search Assistance (3 appointment slots)	Live Program	3 participants	
7/20	Monday Night Book Chat on Facebook	Live Program	13 participants	(FB) 154 engagements, 58 comments
7/20	What's Cooking? Good Booking! Cookbook chat on Facebook	Live Program	5 participants	(FB) 93 engagements, 30 comments
7/22	Virtual Trivia on Zoom	Live Program	17 participants	
7/23	Virtual Job Search Workshop	Live Program	19 participants	
7/27	One on One Job Search Assistance (3 appointment slots)	Live Program	2 participants	
7/27	Monday Night Book Chat on Facebook	Live Program	16 participants	(FB) 139 engagements, 49 comments
7/28	One on One Job Search Assistance (3 appointment slots)	Live Program	3 participants	
<b>Live in-Person Program</b>				
7/20	Monday Evening Book Discussion, Outside on Library Lawn	Live Program	4 participants	
<b>TOTALS</b>	<b>17 programs</b>	<b>8 attendees per program</b>	<b>144 participants</b>	<b>(FB) 631 engagements, 233 comments</b>

Organizations we partnered with this July to deliver programming:



- The Legal Project

### Professional Development August & July

8/3/2020	Jody	ASLS Briefinars - Frick Art Reference Library	CDLC	.5 hr
8/10/2020	Elizabeth	Book Clubs: One Way to Connect in Times of Social Distancing	CLRC webinar	1 hr
8/11/2020	Elizabeth	The Public Library's Role in Elections: Voter Education in a Post-Truth Era	InfoPeople webinar	1 hr
8/18/20	Catherine	Help Your Community Get Back to Work	Library Aware webinar/training	.5 hr
8/24/20	Jody	Appalling Archives: Working with Offensive Collection Materials	LILRC webinar	1.5 hr
8/28/20	Jody	ASLS Briefinars -Albany Institute of History & Art	CDLC	.5 hr
7/1/20	Catherine	Providing Library Senior Services in a Covid19 world	MLA webinar	1 hr
7/16/20	Jody	12 Ways to Effective Marketing	Web Junction webinar	1 hr
7/16/20	Jody	Sure Fire Bets-Matching Readers with Your Best Reads	ALA webinar	1 hr
7/23/20	Jody	Program Swap	CDLC virtual meeting	1 hr

### Resource Sharing & Access Report – August & July 2020

*Submitted by Dawn Geurds*

#### Highlights August

- Back working in the library full-time.

#### Highlights July

- Been back working in the library as team leader for Team A. Accepting returns at the main entrance of the library. Pick up service for library materials at the drive-thru window. Checking in items that have been quarantined for 96 hours. Checking in items from the totes being delivered from UHLS. Pulling items off our shelves from the Pull List to fill requests. Pulling the expired holds from the Hold Shelf. Unpacking boxes from deliveries and other assorted library duties.
- When working from home I have been communicating and collaborating with co-workers via Teams; attending staff, department heads, and staff manual review committee meetings; viewing webinars; reading appropriate articles; research other library systems re-opening and safety plans and keeping up with the governor’s briefings.



## Statistics August

- Answered 12 reference questions by e-mail.
- Requested 0 ILLS
- Received 0 ILLS
- Sent out 0 ILLS
- 1,362 items requested within UHLS.
- 5,602 items that were placed on the Hold Shelf.
- 985 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 415 expired holds were not picked up by the patrons that requested them.
- 4 items were found on the library's shelves that were marked lost in transit.
- 7 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 1,841 times.
- Library was open 21 days / 132 hours.

## Statistics July

- Answered 18 reference questions by e-mail.
- Requested 0 ILLS
- Received 0 ILLS
- Sent out 0 ILLS
- 1,195 items requested within UHLS.
- 6,685 items were placed on the Hold Shelf.
- 1,644 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 686 expired holds were not picked up by the patrons that requested them.
- 0 items were found on the library's shelves that were marked lost in transit.
- 18 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 2,152 times.
- Library was open 22 days / 145 hours.

## Youth Services Report – August 2020

*Submitted by Molly Chatt*

## Highlights- August

It was a relatively quiet month in Youth Services as we wrapped up the Summer Reading Challenge, took some much needed vacation-time, and concentrated on expanding in-person reference services to the families that come into the library and through the drive-thru. Demand for the Book Bundle service continues to grow, with librarians filling **96 personalized Book Bundle requests** in August. We also distributed 393 Take & Make Craft kits to families using our drive-thru window. This month's

crafts included sock puppets, animal magnets, and scratch art. Many thanks to the circulation staff who hand these out at the window!

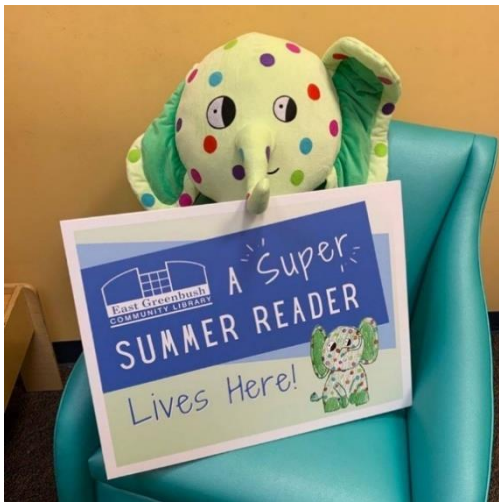
## Highlights- July

Storytime went “live” this month, with Jen and Molly introducing weekly registered, live, virtual storytimes through Zoom. Patrons sign up in advance for the program, and then are emailed a secure link to join the storytime the morning of the program. Children are able to interact in real time with the librarians and participate in the storytime experience, making it much more enjoyable for all involved. While we still will produce an occasional storytime and craft videos to share on the library’s youtube channel, we will be focusing more of our energy on this new live format for our programming.

Another popular addition to our at-home programming efforts this month are our weekly Take & Make Craft kits. These are simple crafts that caregivers can request at our drive-thru window to take home and complete with children. Some of our first crafts have been sand art pictures, paper robot kits, and unicorn crafts. We have distributed 202 of these kits in July, and the popularity and demand for them continues to grow!

Our Book Bundle service continues to be the highlight of the summer, with **79 book bundles** being made for children and teens in July. Each bundle requires a YS librarian to personally select 5-10 books based on the child’s age, reading level, and genre/subject preferences. We then place the books on hold for the patron, and they are ready to be checked out at the drive-thru! The popularity of this new service is gratifying, as it fulfills one of our core missions of getting books into the hands of young readers.

## Summer Reading Challenge August & July



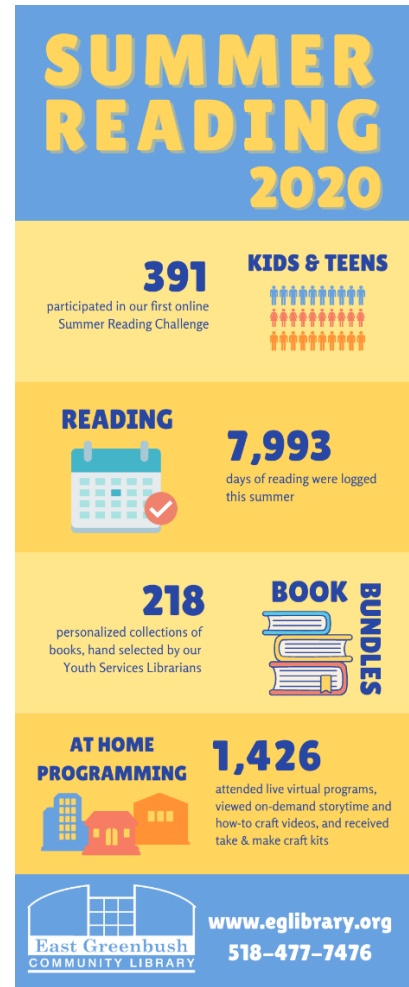
August saw the end of our first (and hopefully last!) entirely virtual Summer Reading Challenge! Our new online tracking program, Beanstack, was well-received and enabled us to provide an engaging reading program to patrons of all ages. Our main goal this summer for children and teens was to reward them for practicing the healthy daily habit of **READING**. During the SRC we were thrilled to have almost 400 kids and teens log more than 7,780 days of reading! Kids and teens who completed the SRC earned free books, Stewarts Ice Cream coupons and a Super EG Reader lawn sign to display at their home.

Update from July- Summer Reading is going well with our new online software Beanstack. There are 241 children registered in the program, with 174 actively participating. 108 tweens/teens are registered, with 76 actively participating. So far patron feedback has been positive – the following is a

**Facebook comment from a patron:** “Lindsey: With the libraries closed this summer, I tried to create my own reading challenge for my daughter. It was not a hit. Then I found yours. She loves the different places to read challenge. Thank you!”

### 1000 Books Before Kindergarten:

9 children checked in for another 100 books read, and one child completed the program, just in time for her start in kindergarten!



### Meetings & Continuing Education August & July:

8/4 -- Jen attended the webinar “Comics during Clampdown: Creativity in the time of COVID”

8/6 -- Diana attended the webinar “How to Run an Agile Project”

8/7 -- Diana attended the webinar “The Public Libraries Role in Elections” by InfoPeople

8/10 -- Jen attended the webinar “Booklist Graphic Novel Panel Part 1”



- 8/11 -- Jen attended the webinar "IDW: Imagination and Fun for Kids"
- 8/12 -- Jen attended the Capital EAP Sexual Harrassment Training
- 8/13 -- Diana attended the Overdrive webinar "Supporting Your Digital Users"
- 8/17 -- Jen attended the Staff Manual Committee Meeting
- 8/17 -- Diana attended the InfoPeople webinar "Anti-Racist Collection Development"
- 8/21 -- Diana attended the webinar "Public Libraries Respond to COVID: Digital Equity"
- 8/27 -- Jen attended "Supporting Students & Teachers Using LibraryAware" Microtraining
- 8/29 -- Jen attended "Canva Design School: Graphic Design Basics and Social Media Marketing"
- 7/3 - Diana attended the webinar "Accompanying the Young Reader" by Webjunction
- 7/6 - Jen attended a Staff Manual Committee Meeting
- 7/9 - Molly attended the Large Library Concerns meeting by UHLS
- 7/10 - Diana attended "Social Media Listening & COVID-19" webinar by PLA
- 7/13 - Jen attended the NIH webinar: Virtual Programs for Preschoolers: How to Encourage Wellness, Movement & Creativity
- 7/14 - Jen attended the ALSC webinar: Telling Our Authentic Story: Connecting, Sharing and Bridging Divides Through Children's Literature.
- 7/14 - Ariana attended "Getting Started with Virtual Storytime" webinar
- 7/20 - Diana attended an ALSC webinar about the Strong Museum of Play
- 7/22 - Molly attended the monthly board meeting of the Cornell Cooperative Extension of Rensselaer County
- 7/27 - Molly attended a meeting of the Family and Consumer Sciences Program Development Committee of the Cornell Cooperative Extension of Rensselaer County
- 7/30 - Molly and Jen attended the Youth Services Advisory Council meeting by UHLS
- 7/30 & 7/31 - Jen attended the virtual programs "Make Programming Your Superpower", "New Comics from Eisner Award Publishers" & "Scholastic Graphix: Get Drawn In" at the ComicCon@ Home event. Jenna attended "Books for All: It's Time to Redefine How We Share Books With Kids" and "Body Talk" at the same virtual event.



<b>Live Tween/Teen Programs- AUGUST</b>				
<b>Date</b>	<b>Item</b>	<b>Category</b>	<b>Attendance</b>	<b>Other stats</b>
8/6 & 8/20 - 2 sessions	Teen Trivia	Live Program	13 participants	
8/13 - 1 session	Teen Games	Live Program	4 participants	
<b>Total Live Teen Programs: 3</b>			<b>Total Participants: 17</b>	
<b>Live Children's Programs</b>				
8/6- 1 session	Uncharted Wild Virtual Animal Show	Live Program	30 children, 22 adults	
8/5, 8/12, 8/19, 8/26 - 4 sessions	Virtual Storytime	Live Program	46 children, 31 adults	
<b>Total Live Children's Programs: 5</b>			<b>Total Participants: 76 children, 53 adults</b>	
<b>On-Demand Programs</b>				
<b>Date Posted</b>	<b>Title</b>		<b>YouTube Views</b>	<b>Facebook Engagements</b>
8/5	Sock Puppet Craft Video	Youtube video	18	9
<b>Total On-Demand Programs: 1</b>			<b>18</b>	<b>9</b>

Reference questions – Children's & Teen desks	379
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<b>Live Tween/Teen Programs</b>				
<b>Date</b>	<b>Item</b>	<b>Category</b>	<b>Attendance</b>	<b>Other stats</b>
7/9	Teen Trivia	Live Program	9 participants	
7/16	Teen Games	Live Program	3 participants	
7/23	Teen Trivia	Live Program	6 participants	
7/30	Teen Games	Live Program	2 participants	
<b>Total Live Teen Programs: 4</b>			<b>Total Participants: 20</b>	
<b>Live Children's Programs</b>				
7/16 - 2 sessions	Price Chopper Cooking Club	Live Program	13 children, 7 adults	



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7/8, 7/15, 7/22, 7/29 - 4 sessions	Virtual Storytime	Live Program	51 children, 33 adults	
<b>Total Live Children's Programs: 6</b>			<b>Total Participants: 64 children, 40 adults</b>	
<b>On-Demand Programs</b>				
<b>Date Posted</b>	<b>Title</b>		<b>YouTube Views</b>	<b>Facebook Engagements</b>
7/7	"Book w/ No Pictures" Storytime	Youtube video	37	6
7/14	"Salsa Lullaby" Storytime	Youtube video	24	21
7/19	Pipecleaner Animal Crafts	Youtube video	17	4
7/21	Robot Storytime	Youtube video	38	14
7/22	Robot Craft	Youtube video	28	10
<b>Total On-Demand Programs: 5</b>			<b>144</b>	<b>55</b>

Type of Service	Quantity
Reference questions – Children's Desk AUGUST	<b>379 questions answered</b>
Reference questions – Children's Desk JULY	<b>241 questions answered</b>

## Technical Services Report – August & July 2020

*Submitted by Susan Dague*

### August Overview

The technical services department successfully moved operations to meeting rooms A and B. We have four workstations separated by a new shared worktable built by Paul -- thank you Paul! With our new separate work area, the technical services department has transitioned to working our staff hours in the library as we continue to help out on the public service desks as needed.

### July Overview

With the library operating under a two-team structure and opening our doors to the public for limited access this month, the technical services staff continued to support circulation staff in providing direct patron services while also processing materials for circulation. With help from a member of the circulation staff, we began a project to label our fiction audiobook collection with genre labels to match our print copies of the same titles. Patrons have requested this labeling to help them identify titles in some of their favorite listening genres.





### Number of Items Processed

	August	July
Audio (adult + YA + juvenile)	6	0
Juvenile Fiction	72	111
Juvenile Nonfiction	1	0
Electronic (adult + YA + juvenile)	0	0
Fiction (adult + YA)	41	177
Miscellaneous	0	9
Unknown (on order records)	454	117
Nonfiction (adult + YA)	25	30
Print Subscriptions (adult + YA + juvenile)	88	151
Video (adult + juvenile)	25	1
<b>Total</b>	<b>712</b>	<b>596</b>

August Number of items withdrawn: 369

Added for the year to date: 2,899

Withdrawn for the year to date: 3,616

Total items: 93,157

July Number of items withdrawn: 151

Added for the year to date: 2,512

Withdrawn for the year to date: 3,247

Total items: 92,920

### Digital Services Report – August 2020

*Submitted by Karrie McLellan*

#### Online Presence August:

- Updated all locations with new hours.
- Library Market Calendar:
  - Changed slider behavior to show slides in event date order
  - Fixed issue with slider layout
- Databases:



- Purchased a subscription to Tech-Talk database/app/newsletter service. This is a technology and communication education service for both quick reference and detailed learning.
- Websites:
  - Went page-by-page through the website to take an inventory of which pages had modifications that would need updating/reversing as we move through levels of service.
  - Coordinated with Web Instinct to rebuild the email function on our website to fix lingering issues related to the migration from eastgreenbushlibrary.org to eglibrary.org.
  - Added a “meet the candidates” page and created an “ask the candidates” form for patrons to submit questions in advance of candidate night.
- Social Media: Set up and tested live streaming a Zoom meeting to YouTube in preparation for candidate night.

#### Online Presence July:

- Library Market Calendar:
  - Started using the new featured event slider at the top of the catalog. The next update will display events in event date order instead of date added order.
- Websites:
  - Retired the e-newsletter graphic in favor of putting the virtual events graphic back on the front page.
  - There is an email issue with our website, related to the transition from eastgreenbushlibrary.org to eglibrary.org, that is causing some instability with delivery of our contact forms to staff members. The email system was initially set up by our previous web developer, so I will likely need the assistance of a web developer to fix it.
  - Created a feedback form for the new personalized recommendation service for adults.
  - Updated themes and plugins and tweaked some settings to improve website performance
  - Found a way to stop Google from sending information emails about our website performance to the main library email account.
- Google My Business:
  - The “COVID Update” feature of Google My Business allowed us to post temporary hours due to the pandemic. In practice, however, those updates were positioned far below our standard hours. This was confusing to patrons, so I updated the main hours for the library to the current hours and continue to update them manually as the situation changes.
  - To boost awareness that the library building is open, I added a post to our Google directory listing that is getting noticed. It leads patrons to our website.

#### UHLS August:

- Experienced system-wide issues with Sierra app on 8/13.
- Reported an issue where some patrons get multiple single-ring notification calls that do not connect when picked up. Teleform log indicates no answer, despite the availability of voicemail. UHLS opened a support ticket with III and the final answer is that robocalling is glitchy and there is nothing to be done except to sign up for text message or email alerts. Given the reliability of email notice delivery, text notification is suggested.



- The UHLS Mobile app is exhibiting several issues with catalog search and requests. Some issues appear to be library-specific, including an example where a patron could only request pickup at one library or the request failed. UHLS has contacted DEMCO for support, but this app has been fraught with issues since the beginning and support has been lacking. Recommend patrons use <https://catalog.uhls.org> for mobile library business instead of the app.
- Internet browsers are now giving security warnings when Decision Center website is accessed because it uses a deprecated communication protocol (TLS 1.0). Current standard is TLS 1.2 and the vendor assures UHLS that they are working on the upgrade and it will be available before browsers completely remove support. If they do not, we will be unable to access Decision Center securely.

#### UHLS July:

Due to the number of email notices being sent out, our Sierra server was flagged as a spammer and patrons did not receive notices for a few days. UHLS states the issue is resolved.

#### Library Computers/Hardware August:

- Set up EnvisionWare's new CloudConnect software to manage settings for EnvisionWare apps on public computers and release stations. Functionality will soon include creating templates and backups for easy configuration of new machines.
- Using CloudConnect, set up a new print release terminal with the new version of Launch Command. This interface was designed for self-check but can be used without a self-check license to manage printing and computer reservations. The interface is a major step up from the previous version of Launch Command.
- The building capacity display in front of the circulation desk had been going blank after reboots. Traced this to lingering software that previously showed our slides on this monitor and fixed it.
- Ordered Meraki switches (networking hardware) to replace our current switches as part of the building grant. The switches will expand our capacity to allow more devices to plug into the network via ethernet, as well as tie into our Meraki management software we use for our current router/security appliance and wireless access points.
- Ordered additional immersible keyboards for public computers, as well as ordering immersible mice. We now have enough sets for all public computers (excluding catalog computers).
- Ordered an inexpensive, basic Android tablet for use with SafeSpace. The app with admin functionality is only available on Android/Kindle, and it was determined this would be very useful for the greeter in lieu of having an admin account for the people counter.
- Cancelled our subscription to Schedule3W, the staff scheduling software. We are moving to Shifts, a free Teams app, as an alternative to the spreadsheet we are currently using.
- Given the expense of a vending machine upgraded that would be needed for an upgrade to the public copier, we opted instead to implement software that would allow staff to take payment and put escrow on the patron's library card number. The escrow would only work at our copier. If the patron does not have a library card number, a random account number will be generated and given to the patron.
- Putting plans for self-check on hold due to the high initial and annual costs. Will revisit if demand for it increases.
- Launched hotspot and laptop lending for resident borrowers on August 18<sup>th</sup>. Fine-tuning laptop/hotspot circulation procedures as unforeseen issues come up. Had to turn off data to a hotspot loaned to a

library virtual program presenter who failed to return the hotspot. The process was quick and straightforward.

- Configuring the Shifts app in Teams as a replacement for the current schedule spreadsheet. While it has limited functionality, it will be enough for our current needs.
- Re-evaluating hardware options for additional Square units.
- Met with Jacob from Groff Networks to discuss a project that would update and clean up our intranet and Teams presence. Provided additional information to the same firm to explore other possible projects.
- DCA, the software that connects our copiers to the vendor to report copier counts, malfunctioned and needed to be reinstalled. This revealed related additional updates needed by the server.
- Planning to return the Fax24 hardware in preparation for future fax use on the new copier.

### Library Computers/Hardware July:

- Hotspots are ready to circulate to resident patrons pending final procedure. Laptops need minimal processing and final procedure.
- Investigated remote operation options for our public copier. The model we have is too old to include this feature. Because the copier we have is out of support, we are looking at an upgrade that will include only features we need with a more simplified patron interface. An upgraded vending machine is needed to work with a new copier. The quote to add credit card acceptance more than doubled the cost of the vending machine itself. The upgrade to credit can be added to an existing vending machine at any time.
- Public computers were not getting their patch updates in a timely fashion. Investigated with Faronics, the makers of the patching software. We had a similar issue before lockdown that was resolved with a longer maintenance window. Manually updated the public computers and found some needed additional maintenance. Afterward, extending the maintenance window again seems to have taken care of the issue.
- Updated IT and Admin Manuals to include the new software, hardware, and procedures that have been introduced since March.
- A potential security issue was discovered with the network domain administrator account and the password was changed. A new account was created for installing software that does not have the ability to take down the whole network.
- Ordered additional \$1 headphones for patrons to purchase for use with the public computers.
- The new public keyboards are extremely easy to clean. The library may benefit from purchasing more, as well as purchasing mice that are cleaned similarly.
- Considering whether to renew Schedule3W. Staff schedule is currently tracked via spreadsheet. If we choose to move away from this, we may consider the free Shifts app for Teams.
- Created Office 365 groups for website editors and event calendar editors to share information, deadlines, and upcoming events.
- Fixed an issue that preventing four of the public computers from checking in with the network.

### Meetings/Workshops August:

- 8/3: What is and what shall never be: Observational website UX testing (SEFLIN annual conference recording)
- 8/13: Microtraining: Supporting Students and Teachers Using LibraryAware



- 8/26: Microtraining: Creating and Editing Templates as a Publisher in LibraryAware

#### Meetings/Workshops July:

- Series of LibraryAware Trainings: Creating and Using Folders in LibraryAware, Using Widgets in LibraryAware, Promoting Your Books Online with LibraryAware, For LibraryAware Account Administrators, Posting to Social Media in LibraryAware, 8 Ways to Supercharge Your LibraryAware Search
- Tech-Talk: 15 Internet Search Techniques 96% of People Don't Know About
- Google Tools to Empower Your Nonprofit Organization - Part 1
- ADA Audio Conference: "Face Coverings and the ADA- Application under Title III."

#### Statistical Notes August:

- Facebook traffic is decreasing, which could be a result of fewer posts and the fact that the physical library is open more.
- Digital lending appears to be leveling off.

#### Statistical Notes July:

People counter number is up now that we have been open a full month.

#### Current/Upcoming Projects

- Shifts for scheduling
- Microsoft SharePoint/Teams upgrade
- Meraki network switch upgrade
- Copier upgrade
- Parking lot wireless
- Public computer reintroduction
- Self-check consideration

### Circulation Report – August & July 2020

*Submitted by Marion Pierson*

#### Highlights- August

Circulation staff are back in the library full time. Patrons continue to be grateful that we are open and have been happy to comply with COVID protocols.

On August 19<sup>th</sup> several circulation staff members took the Capital EAP Sexual Harassment training. Also, on the 12<sup>th</sup> Selena assisted with the online Zoom Trivia Night. On August 19<sup>th</sup> Marcia hosted *What's Cooking? Good Booking!* Facebook cookbook discussion.



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The ongoing book sale continues to be popular, with many patrons purchasing books by putting cash into the suggested donation jar.

The drive-thru window continues to be a great option for patrons to pick up their requested items, with 1,753 total visits in August, and 88 questions answered. Wow!

### Highlights- July

In July circulation staff continued to work in the library on an alternating team schedule. In addition to serving our patrons, staff assisted Technical Services and Adult Services with various projects, including shifting periodicals, relabeling audio books, and changing the “New” status of items in the Adult and Teen collections.

When not in the library staff did various trainings, some of which were: *Doing the Work: Race, Ethnicity, Diversity and Inclusion; Coming Back After COVID-19; Food Insecurity and Libraries; Challenges of Reopening Libraries; Going Fully Mobile; Transforming How Your Library Works with Your Community; REALM Project updates*. Leeann continued to assist Susan Bell with a mailing list database and making face coverings for staff, Marcia hosted the monthly Facebook cookbook club, Marcia and Mary Ann began work on the Staff Health and Wellness Project, Selena continued to support staff in Digital Services, Roseann volunteered at the Regional Food Bank, and Roseann and Marianne distributed “Charlie” posters at various spots around town for summer reading participants to find.

### Statistics July & August

	JULY	AUGUST	
Patrons	9 new patrons registered at the library in July	21 new patrons registered at the library in August	
East Greenbush Residents	4	7	
Schodack Residents	2	3	
Out of System	1	0	
Other	2	9	
MyCard		2	
Physical Checkouts (at the library)			
July 2020	14,322 (-62%)	August 2020	17,883 (-45%)
July 2019	37,260	August 2019	32,694
<b>Volunteers:</b> 00 volunteers worked 00 hours for July & August			
Outreach N/A			
Adult N/A			
<b>Notary Services:</b> N/A for July & August			