Director's Report- January 16, 2024

Based on Strategic Plan 2023-2028 "You Belong Here"
Adopted September 19, 2023

Vision: To serve at the central hub where people feel welcome, supported in learning, and connected to community and one another.

Mission: We inspire learning, imagination, collaboration, and compassion by providing our community with equitable access to resources in a welcoming environment.

Goals (details at the end of report)

1. Build Community Connections
2. Engage With Your Community
3. Satisfy Curiosity and Stimulate Imagination
4. Promote Literacies
5. Advance Local Economic Vitality

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Highlights of January Director's Report

1. **2023 Major Accomplishments** *Financial Management & Fundraising, Strategic Planning & Development, Recognition, Staff & Board Development, Library Services & Policies, Infrastructure & Technology*
2. **December/January Programming Highlights** *Winter Reading, Preschool Visit, Pajama Drive, Taylor Swift*
3. **Open Positions/Staffing** *Update (AIS dept meeting- 1st team meeting held in more than three years, New staff (Digital Literacy Instruction Librarian, YS Librarian starting Jan 29). Status of open positions.*
4. **Capital Projects** *HVAC Controller Phase 1 complete, Window, Furniture Project, Computer Replacement, Digital Signage, Phone Provider Change*
5. **Library of Things** *Roku(s) with Disney+, Hulu, Max, and BritBox*
6. **Cyber Security** *Staff Training and Cyber Security Liability Insurance*
7. **2023 Audit Schedule, AUD, and Annual Report to DLD** *Deadlines*
8. **New Databases** *Mango- live, soft launch, CreativeBug- coming soon*

1. 2023 Major Accomplishments:

Financial Management & Fundraising
- Migrated to Quickbooks Online
- Upgraded to Square Registers
- Successful 2022 Financial Audit
- Annual Financial Report (AUD) submitted to NYS Office of the State Comptroller
- Transitioned Gift/Grant expenditures for monthly board approval instead of yearly
- Added Online Donation capability
- 2024 Budget passed
- Annual Report to State Education Department, Division of Library Development submitted
- Annual Report Highlights submitted to Upper Hudson Library System (UHLS)
- New Health Insurance Contribution Rates
- New Health Insurance Brokerage Firm (Marshall & Sterling)
- Received preliminary notice for Legislative Grant and NYS Library Construction Grant funding
- Stewarts Holiday Match Grant
- Poets and Writers Grant
- Friends Grants
- Secured Schodack contract for library services

Strategic Planning & Development
- MOU Friends/Trustees
- Strategic Plan (2023-2028) & Establishment of Community Advisory Council
- Organizational Chart Changes
- Library Expedition (#1 visited library in UHLS)

Recognition
- Upper Hudson Library System, Trustee of the Year- Michael Poost
- Rensselaer County Cooperative Extension Golden Shovel Award- Jody Squadere
- Best Library TU, 2nd Place

Staff & Board Development
- Board & Staff Equity Training
- 2 Staff Development Days
- Volunteer Reception

Library Services & Policies
- Little Free Libraries
- Fine Free
- Loan Periods & Fines
- Deployed fleet of Chromebooks (lending)
- Volunteer Firefighter/Ambulance Worker Partial Real Estate Tax Exemption
- Public Exhibits Policy (new)
- Public Comment Policy (new)
- Bylaws (revised)
- Board Development Policy (new)
- Programming Policy (revised)
- Request for Reconsideration Policy (revised)
- Meeting Room Policy (revised)
- Library Display Policy (new)
- Information Security Policy (new)
- Staff IT Guidelines (new)
- IT Incident Response Plan (new)
- Remote Attendance Policy (new)

Infrastructure & Technology
- Cyber Security (new software, IT consultant, policies/procedures, staff training)

- Reopened Meeting Rooms (including same day use and drop-ins)
- Painted MP Room
- Installed Art Gallery in MP Room
- Back-office renovations

- Revised Library Hours
- Installed new video/digital meeting capabilities in Meeting Rooms
- Backflow Preventer
- Building Conditions Survey

2. December/January Programming Highlights:

- **Winter Reading Challenge 2024: Stay Cozy!** features a total of 17 activities which range from reading books, to playing outside, to learning about the library's electronic resources, and doing something nice for a neighbor. Our goal is to introduce the library's services and materials to people while creating a sense of community and conviviality.
- **Preschool Visit:** We hosted a preschool class from the Donald P. Sutherland Elementary School this month with 18 attendees who participated in storytime, craft, and a fun tour of the library. Elizabeth Keville, FT Library Assistant, also in library school, held her first full storytime!
- **Pajama Drive with Rensselaer County District Attorney:** We partnered with Mary Pat Donnelly and the Rensselaer County DA's office to collect pajamas for children in need.
- **Cross-Department/Collaboration:** We held a successful joint (Adult & Youth) Taylor Swift program for families/all ages. Cross-training on service desks has continued this month.

3. Open Positions/Personnel Update:

- **Librarian I- Digital Literacy Instruction:** Ian Huck has been hired as the new Digital Instruction Librarian position and Ian will begin work on January 29.
- **Librarian I- Youth Services:** Elizabeth Kurz will replace Jennifer Lubbers as an YS Librarian, also beginning on January 29.
- **Librarian I- Outreach:** Position is still open. Started interviews. Paused during the holidays and will begin recruitment and resume interviews this month.
- **Library Assistant PT- Youth & Family Services:** Amy McCarthy (Head of Youth & Family Services) and I have begun discussions about the open Library Assistant position and how that will function with a new appointment. We are actively considering changing the job title and responsibilities to Librarian I, with reduced hours to keep within the original Library Assistant budgeted amount for 2024. I anticipate a decision will be made with next steps shortly.
- **AIS Department Meeting:** The Adult & Information Services department (AIS) had their first "all hands" department meeting in more than three years. The goals were to: develop standardized electronic file management across the department, ensure a uniform understanding and delivery of services/materials/procedures at the reference desk, envision how the strategic plan will impact AIS, and strengthen the department's sense of "team."

4. Capital Projects, Phone, and Computer Updates:

- **HVAC Controller System:** Phase one (Controller upgrade/replacement) of the HVAC Controller System project is complete. The new HVAC Controller was installed in late December and programming finished the first week of January. The vendor ran into delays and was unable to accommodate the original deadline of 12/31. Phase 2 work (additional functionality) has not

started yet. We are still waiting for delivery of the new sensor for the server room to be delivered. Once received (no target date identified by BPI yet), they will schedule the installation.

- **Windows:** Work to close the wall until the repairs can take place in the spring has begun. We have received a proposal for the repair project which we will discuss at the February Administrative Committee Meeting.
- **New Furniture in Main Library:** Delivery of new chairs and tables to the main area of the library was completed in December. It has given the main library a fresh look. Tutors, students, readers, and relaxers have all expressed appreciation. (Goal 3).
- **Computer Replacements:** Computers which are part of the computer replacement schedule have arrived and Selena is working on deployment. The rearrangement of the computer area is the next project. The newest AWE Early Literacy computer was installed in the children's room, and usage stats have increased 50% increase from November-December. (Goal 3).
- **Digital Signage:** Replaced the digital signage Chromecasts with digital signage software due to technical errors with the previous signage.
- **Phone Provider Change:** Our current phone system provider, BlueFace, is going out of business. We will be switching to GigTell on February 1 at 11:00 am. Unfortunately, they were unable to accommodate a switchover during non-opening hours. The library will be without phone service for approximately 10 minutes if all goes according to plan. We will do our best to get the word out about the planned phone service outage to the community.

5. Library of Things:
- **Roku Sticks:** Purchased and set up three new Roku sticks that will be added to the Library of Things. Each stick contains one streaming service, with one exception. Disney+ and Hulu will be on the same streaming stick because they are part of a bundle. The other two streaming services are Max (formerly HBO Max) and BritBox. These have been added to the cataloging que and we hope to roll them out in time for February school break week.

6. Cyber Security:
- **Cyber Security Staff Training:** Progress has been made on the next staff training for KnowBe4 cyber security training, focusing on social engineering. The first quarter training was deployed on January 3 and many staff have already completed it.
- **Cyber Liability Commercial Insurance:** We have a new cyber insurance policy through State National Insurance Company, Inc. for $1,000,000, $1,730 premium, which went into effect January 10.

7. 2023 Audit, AUD, and Annual Report Schedule
- **2023 Audit:** Work has been scheduled for the weeks of February 5 and 12 with our audit firm, Bryans & Gramuglia. The audit will be presented to the full board at the March board meeting. The audit cost is $6,000, which is the same rate as the previous three years. As soon as the audit is completed, I will prepare the AUD for submission to OSC (Office of State Comptroller).
- **AUD:** The AUD will be presented to the board for approval at the March or April board meeting. The deadline for submission is February 29, with an extension possibility if necessary. The past several years we have needed extensions based on the timing of the audit. We are hoping for

submission by the deadline, but the turnaround time will be tight. I will update the board as we get closer to audit completion.

- **Annual Report to DLD: I** will be presenting the 2023 Annual Report to the library board at the February board meeting for review/approval. UHLS reports should be ready soon and the portal on the NYS Library Development website is typically open the last week in January.

8. New Databases

- **Mango,** online language-learning database, had went live this week with a soft launch. We are focusing on staff training and will roll it out to the public next week. It will be posted on our website along with a TechTips training post. We plan to market this database with flyers, digital enewsletter, and social media. Any patron can access Mango within the library, but remote access is only available for East Greenbush and Schodack patrons. Patron authentication is made through library barcodes with prefixes 28116 and 28114. If a patron resides in East Greenbush or Schodack and their library card does not have one of those barcodes (a UHLAN card), they can visit the circulation desk and we can provide an East Greenbush card for them. (Goals 1, 3, & 4).

- **CreativeBug,** art & craft education database set-up is still in progress. I will have more information to share next month. (Goals 3, 4, & 5).

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2023-2028 Strategic Plan Goals

1. *Build Community Connections:* Community members will feel welcomed by the library and library staff and will feel more connected with one another by having access to programs and resources that are responsive to their needs, reflective of the diversity of community voices, and give them the opportunity to work together with the library to create meaningful experiences.

2. **Engage With Your Community:** New and longtime community members will see the East Greenbush Community Library as a central hub for resources to engage them with local government, volunteer opportunities, and programs, services, and activities in partnership with community agencies and organizations.

3. *Satisfy Curiosity and Stimulate Imagination:* Community members will know that when they interact with East Greenbush Community Library, they will have access to resources and experiences that enrich their lives and engage them with new ideas in spaces that allow for both quiet and active uses.

4. **Promote Literacies:** Community members will see the value in literacies of all types, from early literacy to digital literacy. Community members of all ages will find services at the library that help them to develop or practice a variety of literacy skills, develop their ability to understand and express ideas and opinions, and to succeed in pursuits of interest.

5. **Advance Local Economic Vitality:** Local Businesses, entrepreneurs, and community leaders will view the library as part of their support system for growth and success in our community.

Respectfully Submitted: Jill Dugas Hughes, Director