

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

Highlights of January Director's Report

1. **Programming & Outreach Highlights**
2. **Personnel Update**
3. **Capital Projects/Facilities**
4. **IT Highlights**
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7. **Usage Statistics Comparison**

1. Programming & Outreach Highlights

- **Winterfest:** Two staff members represented the library at Winterfest, engaging with nearly 100 community members.
- **Tax Forms:** IRS tax forms and instructions are now available to the public, with NYS tax forms expected soon.
- **Increased Reference Queries:** The reference desk handled over 1,200 queries in January, marking a 20% increase over 2023.
- **Winter Reading Challenge:** Over 265 patrons participated in this year's Winter Reading Challenge so far, logging an impressive 21,129 minutes of reading in January alone.
- **Youth Engagement:** Our team interacted with 644 individuals at various youth programs and outreach events this month. Additionally, interactive displays such as "Books are a Treasure" and "This Year I Want to Learn" received enthusiastic participation. A favorite entry in the latter was from Jayden, and they want "To lean (sic) bigr (sic) words."
- **Year-Long Reading Challenge for Adults:** We are excited to announce the upcoming launch of the Book Lovers Adult Reading Challenge, scheduled to run from April 1, 2024-March 31, 2025.

2. Personnel Update:

- **New Additions:** We welcomed Ian Hauck and Elizabeth Kurz as full-time librarians, and Alexis Mokler has been promoted to a full-time Outreach Librarian position.
- **Part-Time Staff Updates:** Laurie Dreyer has joined us as a PT Librarian, and Susan fox will soon fill another PT Librarian position. We are in the process of finalizing one remaining part-time position.

3. Capital Projects/Facilities:

- **Sewage Smell Caused unplanned shut down of Library:** a pervasive sewage odor led to an unplanned closure of the library. Initial attempts by our maintenance team to flush the drains and eliminate the odor were unsuccessful, leading to discomfort among patrons and staff. Given the severity of the situation, we made the decision to close the library early at 4pm. A plumbing specialist was contacted and arrived for inspection the following day. During this period, the library remained closed to the public, with hopes of reopening in the afternoon once the issue was resolved. Upon inspection, the plumber would not identify a definitive cause, but fortuitously, the odor had begun to dissipate by the afternoon. This allowed us to reopen the library at 2pm and communicate the resolution to our community. To prevent such incidents in the future, we are now planning a comprehensive cleaning of all our drainage lines. This proactive measure is aimed at ensuring the comfort and safety of our patrons and staff, maintaining our facilities' integrity, and avoiding unexpected closures.
- **Staff Office Refresh:** The Reference Office received a minor refresh, with patched and painted walls in January, enhancing the work environment.
- **HVAC Controller System:**-We are still waiting for delivery of the new sensor for the server room to be delivered, which will allow us additional functionality, ultimately allowing us to shut the server room door. Once received (no target date identified by BPI yet), they will schedule the installation.
- **Capital Projects Update: Windows, Sidewalk, EIFS and Entryways:** We have formed a construction project team comprised of 2 board members, 3 staff, and our architect, which has commenced weekly meetings. The project has been organized into three distinct phases: Phase 1 (Windows, Sidewalks, EIFS, and Entryways), Phase 2 (Roof), and Phase 3 (Bathrooms). During the grant approval process, a challenge arose requiring us to coordinate with SHPO (State Historic Preservation office). This was due to the project's impact on the ground beyond a 10-foot perimeter from the building. Other concerns were raised about eligible costs. We clarified that activities such as power washing and the removal/reinstallation of landscaping are integral components of the EIFS capital project, not merely maintenance tasks. While we are optimistic about not encountering major obstacles with the grant, as initial feedback has been encouraging, the final approval hinges on the project's progression through the DASNY (Dormitory Authority of the State of New York) review process. As a precautionary measure, we've devised a backup plan to allocate possible state funds from a legislative grant to Phase 1, should there be any unforeseen issues with the funding. Changes to the legislative grant through Assemblyperson McDonald's office to change the project from Phase 1 to Phase 2, will be deferred until we secure the NYS Construction grant's approval. Currently, our architects are in the final stages of preparing the bid documents, expected to be released by month's end. In

anticipation, the project team will be interviewing several contractors to select a suitable construction manager. Additionally, we are proactively addressing potential disruptions that the construction may cause during the spring/summer, especially concerning access routes and the use of outdoor spaces. We are committed to keeping the board and community informed and engaged as this significant project moves forward.

4. IT Highlights

- **Technology Deployments:** Five new staff computers have been deployed, improving efficiency and workflow (which were purchased at the tail end of 2023 and early 2024, including 2 new desktop computers for the reference desk, and 3 staff laptops.
- **Spam Issue Resolution:** Issues between Microsoft and Yahoo and Gmail have caused problems where patrons were not always receiving emails from the library as well as emails to library staff that ended up erroneously in their spam folders or were quarantined completely. New back-end protocols designed to enhance security put into place by Microsoft created these difficulties. After some collaboration with Microsoft, we believe that the issue is resolved. We verified that our DMARC parameters have been set up properly so that emails sent to patrons through PatronPoint don't get routed to spam.
- **Power Outage Management:** We efficiently managed a power outage, ensuring minimal disruption to services. los

5. 2023 Audit, AUD, and Annual Report Schedule

- **2023 Audit & AUD:** Draft audit documents have been reviewed and returned to the auditors. We are waiting for the final issued reports, which will be distributed to the board as soon as they are received. Robert and Nicholas Gramuglia, CPA firm associates with Bryans & Gramuglia, will present the 2023 Audit to the library board at our February meeting, one month sooner than expected. We anticipate timely completion of the AUD.
- **Annual Report to DLD:** The 2023 Annual Report is ready for board review and approval and will be presented at our board meeting this month for review/approval. This document is exceptionally long, so it will be sent via separate cover for the board to review.

6. Collection Highlights

- **Resource Expansion:** Mango Online Language Learning Database was launched in January. PR has been implemented via our social media channels and website, including a new Tech Tips blog posting. In its first 14 days, our patrons logged 64 sessions for 8 hours of language learning!
- **Physical Collection Shifts:** We have shifted our collections in the main library, including consolidating paperbacks, placing graphic novels in a more accessible area, grouping all reference and other "in library use only" materials in one place, and moving the "local author" collection so that our popular Science Fiction and Fantasy sections have room to grow.
- **Music CD's:** Music CD's have been unlocked and we are ready to proceed with sunsetting the collection in April. There will be a PR campaign around this initiative.
- **Signage:** As positive step in updating wayfinding signage in the main library occurred this month; we added large signs to both the DVDs and Library of Things. Neither of those collections had signs before and we hope that they will be helpful to the library's new users.
- **Community Engagement:** Jenna Z. is on the UHLS Read it Forward (RIF) committee and they are close to choosing this summer's books. RIF is a summer program where teens read a featured

title and then pass the book to their peers who continue the cycle of reading and sharing. The purpose is to foster teen reading and communication about books, promote collaboration with schools, call attention to quality teen literature, and encourage parents to read and discuss books with teens.

- **CreativeBug:** The Art & craft education database set-up on our end is complete, and in the final steps are with the vendor, who assures us that it should be live at the end of next week.

7. Usage Statistics Comparison

The following table compares key collection usage statistics between January 2023 and January 2024, as well as annual totals for 2022 and 2023:

	Jan. 2023	Jan. 2024	% change (Jan. 2023- Jan. 2024)	2022 Annual Total	2023 Annual Total	% change 2022- 2023 Annual
Website Visits	9,122	8,724	(-4%)	91,204	102,904	13%
Library Visits	9,373	9,439	1%	111,078	126,015	13%
Registered Borrowers	6,303	7,215	14%	6,155	7,150	16%
Computer Use	1,067	1,320	24%	9,160	12,041	31%
Wireless Sessions	1,147	1,209	5%	12,499	14,233	14%
Physical Circulation	24,940	24,143	(-3%)	288,964	296,335	(3%)
Database Usage	9,062	7,974	(-12%)	113,681	111,366	(-2%)
Digital Circulation	5,491	6,903	26%	61,201	69,126	13%
Total Collection Usage	39,493	39,020	(-1%)	463,846	476,287	(3%)

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