Albany Public Library
www.albanypubliclibrary.org

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
May 10, 2016
Pine Hills Branch at 6:00 pm

❖ *Albany Public Library educates, entertains, and empowers our community.* ❖

Call to Order – 6:00 pm

Adoption of Agenda – 6:00 to 6:01 pm

Public Comment (comments limited to no more than 5 minutes per person) 6:01 to 6:06 pm

Minutes – 6:06 to 6:08 pm

Treasurer's Report and Check Register – 6:08 to 6:13 pm

Committee Reports – 6:13 to 6:20 pm
- Policy and Governance Committee

UHLS Report – 6:20 to 6:22 pm

Director's Report – 6:22 to 6:32 pm

Review Policies and Procedures Grid – Discussion/Action – 6:32 to 6:42 pm
- Internal Audit Control Procedures
    o Deduction and Salary Verification in ADP
    o Staff Benefits
    o Time and Attendance
- Displays and Public Notices Policy

Unfinished Business
- Board Annual Self-Assessment – Discussion – 6:42 to 6:52 pm

New Business
- April Patron Survey Results – Discussion – 6:52 to 7:10 pm
- UHLS Annual Dinner – Discussion – 7:10 to 7:15 pm
- Quarterly Evaluation of Board Meetings – Discussion/Action – 7:15 to 7:25 pm

Public Comment (comments limited to no more than 5 minutes per person)

Executive Session (if necessary)

Adjournment – 7:30 pm

Next Meeting – June 14 at Arbor Hill/West Hill Branch

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library
April 12, 2016
Delaware Branch

TRUSTEES IN ATTENDANCE: Mary-Ellen Piché (president), Timothy Smith (vice president), Arlene Way (secretary), Donna Dixon, Alison Calacone, Elissa Kane

LATE ARRIVAL: Andrew Bechard (vice president for finance) (6:02 pm) Michael Neppl (6:04 pm)

ABSENT: John Davis

ALSO IN ATTENDANCE: Scott Jarzombek (executive director), Melanie Metzger (assistant director), Mary Cullinan (chief fiscal officer), Stephanie Simon (public information officer), Rebecca Lubin (head of branches for Delaware, Howe, North Albany), Robert Schofield (counsel), Alan Walther (Bonadio Group), Joseph Heroux (Bonadio Group)

CALL TO ORDER: The meeting was called to order by Piché at 6:00 pm.

ADOPTION OF AGENDA: Dixon made a motion, seconded by Smith, to adopt the agenda. The motion was approved unanimously.

PUBLIC COMMENT: There were no comments from the public.

AUDIT PRESENTATION BY THE BONADIO GROUP: Walther, of The Bonadio Group, presented a report of the 2015 library audit during which the company reviewed APL's financial statements and provided an opinion about them. The firm gave the library an unqualified opinion, which is the highest statement an auditor can give for an audit, indicating the records and statements are accurate and fairly and appropriately presented according to generally accepted accounting principles. Calacone made a motion, seconded by Dixon, to accept the 2015 audit report from The Bonadio Group. The motion was approved unanimously.

MINUTES: The draft minutes from the March 8 board meeting minutes were reviewed. Dixon made a motion, seconded by Kane, to approve the minutes. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: The treasurer's report (covering finances from Jan. 1 through Feb. 29) will be filed. The updated check register (covering March 10 through April 13) was reviewed by the trustees. Kane made a motion, seconded by Way, to accept the updated check register and approve it for payment. The motion was approved unanimously.

EXECUTIVE COMMITTEE REPORT: Piché led a brief discussion about internal controls.
Action Item: Documentation for three internal processes will be formalized before the June meeting, and these procedures will be added to the policies and procedures grid that is reviewed at every board meeting.

NOMINATING COMMITTEE: Way shared a report about the trustee recruitment program on March 30, which was attended by about 15 people.

POLICY AND GOVERNANCE COMMITTEE: Dixon distributed minutes from the March 22 meeting.

FACILITIES COMMITTEE: Smith discussed the most recent meeting, during which the committee discussed creating a five-year plan for branch facilities. The committee plans to create a schedule for routine building maintenance, as well as repairs and equipment needs.
<u>Action Item</u>: Committee will present a five-year repair schedule at the June board meeting.

UHLS REPORT: Piché reported that Way has agreed to be the board's liaison to UHLS.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and briefly discussed by Jarzombek. He also led a discussion about a recent incident at the Delaware Branch involving poor behavior by teens. Jarzombek stressed that the library is working with the school district and police to monitor the situation and put measures in place to help control teen behavior at the library.

POLICY & PROCEDURES GRID: Metzger reviewed the grid with the trustees. The board then considered several policies that were up for a biannual review.

Behavior Policy: The Behavior Policy was last reviewed by the board in April 2014. After a biannual review by the committee and full board, Smith made a motion, seconded by Neppl, to approve the policy as it currently stands. The motion was approved unanimously. The policy will be reviewed again in 2018.

Internet Use Policy: The Internet Use Policy was last reviewed by the board in April 2014. After a biannual review by the committee and full board, Smith made a motion, seconded by Neppl, to approve the policy as it currently stands. The motion was approved unanimously. The policy will be reviewed again in 2018.

Website Policy: The Website Policy was originally approved by the board in April 2014. After a biannual review by the committee and full board, Smith made a motion, seconded by Neppl, to approve the policy as it currently stands. The motion was approved unanimously. The policy will be reviewed again in 2018.

Social Media Policy: The Social Media Policy was originally approved by the board in April 2014. After a biannual review by the committee and full board, Smith made a motion, seconded by Neppl, to approve the policy as it currently stands. The motion was approved unanimously. The policy will be reviewed again in 2018.

Board Meeting Absence Policy: The Board Meeting Absence Policy was originally approved by the board in April 2014. The revised policy contains some new language designed to clarify it. After a biannual review by the committee and full board, Kane

made a motion, seconded by Way, to approve the amended policy. The motion was approved unanimously. The policy will be reviewed again in 2018.

OLD BUSINESS:

Quarterly Strategic Plan Update: Metzger provided a brief report.

Internal Controls: This item was covered during the Executive Committee Report.

NEW BUSINESS:

Saturday Hours Change at North Albany Branch: The YMCA, owner of the building that houses the North Albany Branch, has changed its Saturday hours and is closing at 3 pm those days. Jarzombek suggested the North Albany hours be changed to 11 am to 3 pm on Saturdays. While Jarzombek said he doesn't like reducing service hours, the new schedule would accommodate the Y building hours and enable library managers to better staff this shift with part-time employees. The trustees had a discussion about the merits of a 10 am opening versus an 11 am opening. Kane made a motion, seconded by Neppl, to move the North Albany Branch's hours on Saturdays to open at 10 am and close at 3 pm. The motion was approved by a vote of 5-2-1. (Way, Kane, Piché, Calacone, and Neppl voted yes, while Smith and Dixon voted no and Bechard abstained.)

The vote triggered another conversation about the difficulty of staffing a five-hour shift on the weekend. Kane asked to revisit the motion to amend the schedule to 11 am to 3 pm. Since the motion was seconded, discussed, and voted on, Piché denied the request.

The new North Albany Saturday hours of 10 am to 3 pm are scheduled to start May 7.

Board Annual Self-Assessment: Tabled until future meeting.

Sunday Hours: Jarzombek opened up a discussion about Sunday hours at the library's branches. The Washington Ave. Branch has been open on Sundays for many years, while the Bach Branch added Sunday service in January. He recommended closing the Bach Branch on Sundays in July and August, which has been the routine at the Washington Ave. Branch for many years. Jarzombek noted that he would like to keep the branches open on Sundays in the summer, but it's not feasible under the current budget and that the library would likely face staffing shortages at that time of year. The trustees discussed the merits of the plan, as well as what other local libraries do on Sundays in the summer. Dixon made a motion, seconded by Smith, to close all branches on Sundays in July and August. The motion was approved by a vote of 6-1-1. (Kane, Piché, Way, Smith, Bechard, and Dixon voted yes, while Neppl voted no and Calacone abstained.)

2015 Community Report: Jarzombek briefly reviewed the report, which will be available on the library's website and mail, by request.

PUBLIC COMMENT: PK Miller shared comments about the Washington Ave. Branch, which he visits regularly.

ADJOURNMENT: Dixon made a motion, seconded by Smith, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 7:44 pm.

NEXT MEETING: Tuesday, May 12 – Pine Hills Branch at 6:00 pm

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE THREE MONTHS ENDED
MARCH 31, 2016

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,567,373	547,281	1,641,843	25.00%
Tax Levy- Branch Improvement Plan	1,853,313		-	0.00%
Future Operations Income	-			
NYS Grants & Aid	187,150	1,617	4,751	2.54%
NYS Construction Grant	25,000		-	0.00%
Federal Grants & Aid	38,000		-	0.00%
Fines and Fees	126,000	13,598	42,625	33.83%
Book Sales	5,000	506	1,473	29.46%
Interest Income	10,000	(4,685)	46,343	463.43%
Foundation Contributions	20,000		-	0.00%
DASNY Project Reimbursement	0		-	
Copier Printers	15,000	-	-	0.00%
Miscellaneous income & Aid	0	-	1,000	
Fund Balance Used	401,467		-	0.00%
Total Support and Revenue	9,248,303	558,317	1,738,035	18.79%
Expenditures				
Payroll and Related costs	5,152,657	390,563	1,174,133	22.79%
Occupancy Costs	761,333	34,227	216,698	28.46%
Materials and Services	655,000	62,134	233,761	35.69%
Administration and Miscellaneous	441,000	29,518	108,637	24.63%
Automation	385,000	9,149	50,164	13.03%
Contingerncy	-	-	-	
Total Expenditures	7,394,990	525,591	1,783,393	24.12%
Debt Service	1,853,313	-	-	0.00%
Net Income (Loss)	-	32,726	(45,358)	0.00%

ALBANY PUBLIC LIBRARY
DETAIL OF EXPENDITURES
FOR THE THREE MONTHS ENDED
MARCH 31, 2016

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,440,678	256,360	763,284	22.18%
NYS Retirement System	529,714	44,143	132,429	25.00%
Payroll Taxes	261,966	18,833	56,126	21.42%
Hospital Insurance	898,799	69,712	214,032	23.81%
Payroll processing Costs	20,000	1,507	8,254	41.27%
Unemployment Insurance	1,500	8	8	0.53%
TOTAL	5,152,657	390,563	1,174,133	22.79%
OCCUPANCY COSTS				
Occupancy Costs	20,000	1,600	4,800	24.00%
Heat & Electric	245,000	10,757	37,533	15.32%
Telephone	13,000	802	2,362	18.17%
Maintenance/repairs/supplies	375,000	18,439	143,557	38.28%
Security	0	2,629	14,310	0.00%
NYS Construction Grant	33,333	-	0	0.00%
Furniture/Building Improvements	75,000	-	14,136	18.85%
TOTAL	761,333	34,227	216,698	28.46%
MATERIALS and SERVICES				
Books,etc.	570,000	61,720	187,831	32.95%
Serials/Magazines	45,000	(46)	44,062	97.92%
On-line Services	40,000	460	1,868	4.67%
TOTAL	655,000	62,134	233,761	35.69%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	50,000	6,837	23,200	46.40%
Postage	6,000	225	662	11.03%
Publicity, Printing	50,000	415	4,663	9.33%
Training and Travel	22,000	395	5,328	24.22%
Community Activities	8,000	2	84	1.05%
Professional Services	175,000	12,707	45,880	26.22%
Misc Grant Expense	0	1,667	4,801	0.00%
Programming Activities	60,000	2,090	8,480	14.13%
Insurance	70,000	5,180	15,539	22.20%
TOTAL	441,000	29,518	108,637	24.63%
AUTOMATION				
Automation Services	240,000	6,147	42,544	17.73%
Automation Software	15,000	180	505	3.37%
Automation Hardware	130,000	2,822	7,115	5.47%
TOTAL	385,000	9,149	50,164	13.03%
CONTINGENCY	0	-	-	0.00%
DEBT SERVICE PAYMENT	1,853,313	-	-	0.00%
TOTAL EXPENDITURES	9,248,303	525,591	1,783,393	19.28%

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
5499	4/21/16	Albany Water Board	814.58	Building Repair/Maint.
5500	4/21/16	CSEA	1,980.67	Union Fees
5501	4/21/16	MetLife-TSA Contribution	1,801.00	403b
5502	4/21/16	National Grid	5,434.28	Heat, Light and Power
5503	4/21/16	NYS Deferred Comp Plan	774.49	NYS Def. Comp. Plan
5504	4/21/16	Pearl Carroll & Associates LLC	11.08	Short Term Disability
5505	4/21/16	The Travelers	1,348.00	403b
5506	5/11/16	Baker & Taylor	4,091.02	Books-Adult
5507	5/11/16	Midwest Tape	1,731.46	Audio/Visual
5508	5/11/16	Midwest Tape	883.49	Audio/Visual
5509	5/11/16	Midwest Tape	649.18	Audio/Visual
5510	5/11/16	Midwest Tape	305.06	Audio/Visual
5511	5/11/16	Baker & Taylor	5,366.20	Books-Adult
5512	4/27/16	Albany Water Board	645.80	Building Repair/Maint.
5513	4/27/16	National Grid	5,323.51	Heat, Light and Power
5514	5/11/16	OverDrive, Inc.	2,572.04	Central Library Materials
5515	5/11/16	OverDrive, Inc.	531.37	Central Library Materials
5516	5/11/16	OverDrive, Inc.	6,997.68	Central Library Materials
5517	5/11/16	OverDrive, Inc.	2,547.90	Central Library Materials
5518	5/11/16	OverDrive, Inc.	3,016.31	Central Library Materials
5519	5/11/16	Midwest Tape	846.22	Audio/Visual
5520	5/11/16	OverDrive, Inc.	2,336.12	Central Library Materials
5521	5/11/16	Staples Advantage	661.48	Office Supplies
5522	5/11/16	Staples Advantage	386.38	Office Supplies
5523	5/11/16	MicroMarketing LLC	720.76	Books-Audio
5524	5/5/16	CSEA	1,982.51	Union Fees
5525	5/5/16	MetLife-TSA Contribution	1,801.00	403b
5526	5/5/16	NYS Deferred Comp Plan	783.23	NYS Def. Comp. Plan
5527	5/5/16	Pearl Carroll & Associates LLC	11.08	Short Term Disability
5528	5/5/16	The Travelers	1,348.00	403b
5529	5/11/16	Accuprint	3,361.98	Publicity and Printing
5530	5/11/16	ADP, LLC	1,556.92	Payroll Services
5531	5/11/16	Aleph Objects, Inc.	494.69	Albany Made
5532	5/11/16	Alzheimer's Association	50.00	Sunshine Club
5533	5/11/16	SYNCB/AMAZON	149.99	Sunshine Club/Wellness
5534	5/11/16	Apple Inc.	2,038.95	Automation Hardware
5535	5/11/16	Bonadio & Co., LLP	2,500.00	Legal and Accounting Fees
5536	5/11/16	Capital District Library Council	25.00	Travel/Staff Development
5537	5/11/16	CDPHP	48,411.86	Insurance-Hospitalization
5538	5/11/16	CDPHP Universal Benefits, Inc.	12,346.93	Insurance-Hospitalization
5539	5/11/16	CDW G	1,022.17	Automation Hardware
5540	5/11/16	Charles Slatterick	750.00	Contracted Services
5541	5/11/16	De Lage Landen Financial Services, Inc	1,002.32	Contracted Services
5542	5/11/16	Delta Dental of New York, Inc.	3,877.26	Insurance-Hospitalization
5543	5/11/16	Demco	154.68	Office Supplies
5544	5/11/16	Dero	3,697.50	Bike Grant
5545	5/11/16	Eastern Managed Print Network	68.36	Contracted Services
5546	5/11/16	ELM USA	160.75	Processing Supplies
5547	5/11/16	Federal Express	15.94	Postage
5548	5/11/16	Findaway World, LLC	99.97	Books-Audio
5549	5/11/16	G4S	2,056.62	Security Services
5550	5/11/16	Gaylord Bros., Inc.	261.89	Processing Supplies
5551	5/11/16	Greenbush Tape & Label Inc.	363.47	Programming Community
5552	5/11/16	City Directories	335.00	Books-Adult
5553	5/11/16	Jennifer Ward	61.61	Programming Bach
5554	5/11/16	Lars Sorensen	99.25	Exchange Account
5555	5/11/16	MAILFINANCE	239.90	Postage
5556	5/11/16	Mary Beth Earley	395.52	Fahy Grant/Programming YS
5557	5/11/16	Matt Weston	100.00	Programming Wash.

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
5558	5/11/16	Melissa Destefano	201.91	Fahy Grant/Programming YS
5559	5/11/16	Monoprice, Inc.	84.12	Automation Hardware
5560	5/11/16	National Business Equipment	626.38	Contracted Services
5561	5/11/16	OverDrive, Inc.	237.92	Central Library Materials
5562	5/11/16	P & J Computers, Inc.	2,268.00	Automation Services
5563	5/11/16	Pride Center of the Capital Region	30.00	Community Relations
5564	5/11/16	Recorded Books, INC	159.97	Books-Audio
5565	5/11/16	Ryan Devine	100.00	Programming Wash.
5566	5/11/16	Staples Advantage	389.47	Office Supplies
5567	5/11/16	Stephanie Anderson	38.89	Programming YS
5568	5/11/16	The Albany YMCA	1,600.00	Rent-North Albany
5569	5/11/16	Thomas Krebs	75.00	Programming Wash.
5570	5/11/16	Tim Furgal	160.00	Travel/Staff Development
5571	5/11/16	Upstart	414.36	Programming YS/AH/NA
5572	5/11/16	Verizon Wireless	1,103.95	Automation Services
5573	5/11/16	W.B.Mason Co., Inc.	3,180.83	Office Supplies
5574	5/11/16	WNY Library Resources Council	12.00	Travel/Staff Development
Total			154,083.23	

BOARD OF TRUSTEES
POLICIES AND GOVERNANCE COMMITTEE

DATE: April 18, 2016, convened 5:37 PM, adjourned 6:20 PM. Washington Avenue branch
PRESENT: Donna Dixon, chairperson; Tim Smith, VP, Board of Trustees; Arlene Way, Secretary, Board of Trustees; Mike Neppl, trustee; Scott Jarzombek, executive director; Melanie Metzger, assistant director; Robert Schofield, counsel.
Public: No members of the public were present.

TOPIC	DISCUSSION	ACTION
1. **Displays and Public Notices**	We reviewed this policy again per the discussions recorded in the meeting minutes from March 2016.	We recommend revising the existing policy as follows, with advice from counsel. Revised statement in bold. "Items that will not be posted are items that include: • **Obscene comments , hate speech, or images of same.**"

Respectfully submitted,
Donna Dixon

EXECUTIVE SUMMARY

Terrific Turtles program by the Albany Pine Bush Preserve Discovery Center at the Delaware Branch over spring break.

The appropriate paperwork, along with a letter from CDTA, has been sent to DLD for an extension on the sidewalk project in front of Washington Ave. We have signed a new agreement with Light Path Communications to expand our bandwidth at multiple locations. Administrative staff have been trained on the new PO system which will help us with projecting expenditures for the year before our November budget modifications.

Administration has nominated our Beat Bots Program (Best Youth Service Program) and Foundation President Holly McKenna (Volunteer) for the UHLS annual awards. We have gotten considerable amount of positive feedback about our Library Link program for homebound seniors, administered with NNORC, at Bach. We are reviewing several proposals for our strategic plan facilitator.

We are currently experiencing a shortage of clerks and have asked the union permission to allow part-time employees, who are willing to do so, to work over the 19 hours per week stipulated in the contract. Staff Development Day took place at the Howe Branch and was a tremendous success.

In May, we will begin working on a "Change Management Model" program with Sustainable Libraries (Rebekkah Smith Aldrich) and Mary-Ellen Piché. We will be a beta testing organization. The library has had multiple meetings with the Albany Promise (see MOU in packet) to look at the impact our annual Summer Reading Program has on the "summer slide" in youth reading levels during vacation. We did our bi-annual survey, which will be reported on at this meeting. Note that this time the survey was done entirely in-house by library staff. Bike stations were installed, and a press conference and bike ride event are set for Friday, May 13, starting at Arbor Hill/West Hill (and moving on to Bach and then Delaware). We had our annual Baby Shower for new and expectant parents, which got a significant amount of press and had well over 100 attendees. Administration has reached an agreement with Youth FX to move the group's headquarters to the Washington Ave. Branch on a temporary basis.

Sanders Rally
After hours on Friday, April 8, the library administration became aware that there would be a rally for presidential candidate Bernie Sanders at the Albany Armory (located next door to the Washington Ave Branch) on Monday, April 11. Administrative staff kept in communication with each other and the staff at the Armory throughout the weekend. Staff were contacted via e-mail and text about the rally and asked to take mass transportation if possible. Facilities and community engagement staff showed up early on Monday to monitor the parking lot and set up additional garbage cans in the front of the building. At the request of the Armory, we reserved about 6 spots for the media. Public Information staff were very active communicating with the public via social media about possible public service disruptions related to the large-scale event taking place next door.

Additional maintenance staff were reassigned to Washington Ave. to keep the grounds and bathrooms clean. Administrative staff worked the front door and welcomed members of the public who were coming in to use the bathrooms, warm up, or to get on our WiFi. Administrative staff also handed out APL stickers to some of the children who were attending the event. Due to concerns about spillover from a crowd of thousands that couldn't all fit in the Armory, our IT staff set up a livestream of the rally in the large auditorium to reduce the crowd in front of the library.

Not long before the official rally start time, the Sanders campaign decided that the candidate would speak in front of the building. Facilities staff worked with Secret Service, State Police, and the campaign to reduce service interruptions at Washington Ave. The building was closed to the public for about 20 minutes, at the request of Secret Service, while the candidate briefly spoke in front of the library.

The amount of positive comments, both from campaign supporters and members of the public using the library facility that day, was extremely high. We did our best to accommodate the crowd without endorsing the campaign or candidate. I believe my staff took something that could have been extremely disruptive and showcased the importance of the public library in the community.

Friends and Foundation
The Foundation had its annual Albany Reads fundraising event, which was a very intimate evening filled with poetry readings, food, wine, and a great presentation by both future Literary Legends. The president of the Foundation also presented to staff about the work the group does at the annual Staff Development Day. The Friends had its annual Book and Author Event that was well attended and enjoyed by all.

Delaware Update
On April 14, we met with the school district, including the superintendent, and the Albany Police Department. We came up with actionable items for each organization. This included a request that we password protect the WiFi for the next few weeks and only allow individuals under the age of 18 to get the password if they were with an adult.

In the few weeks since the meeting, we have had no notable issues with youth. We transferred a teen librarian to the East branches and that employee is already making an impact. We also have a new community engagement clerk who started working at Delaware at the end of April. During the school break, April 25-29, we experienced no incidents at the location.

We hope to open the WiFi back up in mid-May. It should be noted that the police department, especially the community officers, have been extremely helpful. One officer has been allowed to skip roll call to be at our building during school dismissal.

DIRECTOR'S CALENDAR

4/6 Council of Albany NA (Community Report Presentation)
4/7 Times Union Top Work Places Event
4/7 New Scotland NA (Community Report Presentation)
4/11 Sheridan Hollow NA (Community Report Presentation)
4/12 Literacy New York (Partnership)
4/14 Meeting with APD and ACSD (Partnership)
4/14 Delaware NA (Community Report Presentation)

4/16 Albany Reads (Event)
4/20 Hudson Park NA (Community Report Presentation)
4/21 Pine Hills NA (Community Report Presentation)
4/25 Arbor Hill NA (Community Report Presentation)
4/26 Eagle Point NA (Community Report Presentation)
4/26 South End NA (Community Report Presentation)
4/27 Manson Hill (Community Report Presentation)
4/28 Down Town BID (Meeting)
4/28 RISE Open House (Outreach)

Trustees must request a physical copy of the board packet for the meeting by 2 pm on Monday, May 9.

APL TOTALS

	Number	YTD Change	Rank
Circulation	63403	-8%	
eCirculation	3293	0% (very tiny increase)	
Door Count*	70676	-3%	
Computer Use	11859	-1%	
WiFi	39748	3%	
Program Attend.	5860	38%	
Meeting Room Usage	148	19%	

*Please note: Door count numbers for Arbor Hill have been estimated while counter is down
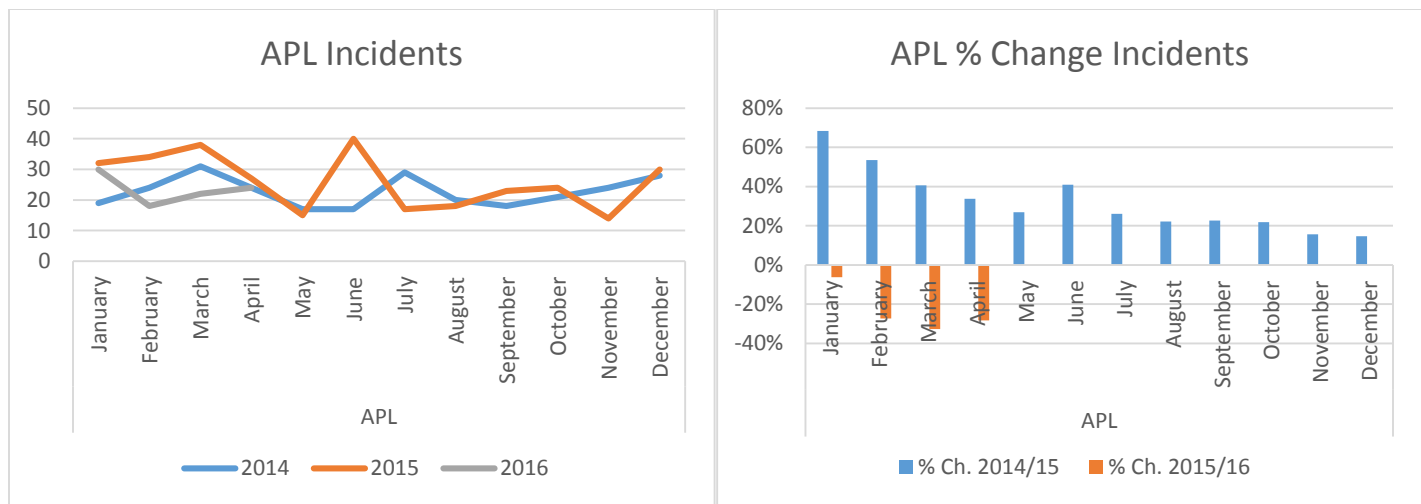
DEPARTMENT REPORTS

Central Service Area

WASHINGTON AVENUE BRANCH

	Number	YTD Change	Rank
Circulation	22616	-8%	1
Door Count	30812	-12%	1
Computer Use	3735	-13%	1
WiFi	18871	8%	1
Program Attend.	1691	17%	1
Meeting Room Usage	83	43%	1

Adult Services

- Another successful Income Tax Preparation Season came to a close on April 13. The AARP site at the branch prepared the most returns of any AARP site in Albany County in 2016.
- Four "Silent Film Spectacular!" events drew sizable crowds and rave reviews for unique pairings of local musicians scoring historic silent films.
- The Albany Homebuyer Fair drew a large crowd on April 16 with over 20 community organizations tabling at this year's event.

- APL's UHLS-grant funded Citizenship Open Labs started in the Computer Lab this month. The Digital Skills Lab is also hosting open lab time for ESL students to do general online study and practice with LNYGCR tutors present.

Youth Services
- Our annual Baby Shower on April 24, was a success again this year, with over 150 attendees enjoying story times, games, refreshments, child services information, raffles, and more.
- New early literacy program, Raising a Reader, was launched at the baby shower. It is based on research indicating that children need 1,000 books read to them before they can learn to read independently. Geared to babies, toddlers and preschoolers, Raising a Reader tracks the number of books read. Participants are rewarded with a free book for every 50 books read. Just one week after launch, 53 children have been enrolled.

ARBOR HILL/WEST HILL BRANCH

	Number	YTD Change	Rank
Circulation	4281	-24%	6
Door Count*	5345	-1%	6
Computer Use	1594	11%	3
WiFi	2893	7%	5
Program Attend.	234	153%	7
Meeting Room Usage	12	-30%	3

*Please note: Door count numbers for Arbor Hill have been estimated while counter is down

Adult Services
- The Arbor Hill/West Hill Branch has been hosting a very successful Yoga for Beginners class through the city of Albany Department of Recreation. Patrons boast that it's no stretch to get to their local library branch for Yoga.
- The branch hosted the United Tenants of Albany's "Tenant Talk" session this month. The session was well attended and very productive.

Youth Services
- Two Arbor Hill/West Hill Branch staff members attended the Youth Services Section (YSS) Spring Conference 2016 this month.
- In response to youth patrons' interest in the game Minecraft, branch staff have fostered relationships by organizing games and drawing youth's attention to other library offerings, such as related books and other activities.

West Service Area

JOHN J. BACH BRANCH

	Number	YTD Change	Rank
Circulation	8780	10%	3
Door Count	6646	20%	4
Computer Use	1101	26%	6
WiFi	3236	11%	4
Program Attend.	625	2%	4
Meeting Room Usage	11	89%	5

Adult Services
- Library Links is happily moving along with 12 recipients and four active volunteer couriers registered. More volunteers have signed up and are awaiting their first assignments.
- Staff are interviewing volunteers for senior computer skills instruction. There is patron interest for both beginning skills and help with tablets and laptops.

- The New Scotland / Bach Branch history display ended up being two tables of photocopied historic documents about the New Scotland neighborhood and branches plus some history of Albany libraries of the past.
- The Poem in your Pocket display (pick and take a poem) has been well-received putting smiles on many Bach faces.
- Expect to see the garden open in mid-May.

Youth Services:
- Attendance at "Game On", a program for tweens and teens to play games on Wii U and Xbox 360, has been low or zero for the past four weeks. We have decided to suspend the program through the summer and to re-evaluate what this branch should be to the teens in the community.
- There will be a lull in free tutoring sessions, due to unavailability of tutors at the end of their semester, but we hope some medical students will be able to tutor this summer.
- A fifth grade class from New Scotland Elementary School visited on April 22. Twenty-five students and three adults browsed and borrowed new titles.
- Hosted planned special programs during the April school vacation: LEGO MindStorm robots workshop by University at Albany students (28 children, 14 adults) and kite making workshop (23 children, 14 adults). Creatures of the Soil by Dyken Pond was canceled due to instructor's illness.

PINE HILLS BRANCH

	Number	YTD Change	Rank
Circulation	13665	-6%	2
Door Count	10541	11%	2
Computer Use	2358	22%	2
WiFi	7199	11%	2
Program Attend.	740	51%	3
Meeting Room Usage	21	4%	2

Adult Services
- Through mid-April, got many requests to print tax forms.
- Staff recommendation bookmarks have sparked competition among the Pine Hills staff as to whom can have the most books go out.
- An adult librarian presented a program on ordering and cataloging Chinese materials at the Mid-Hudson Library System.

Youth Services
- Two youth services librarians attended the Montessori Autism Awareness Fair. The outreach opportunity brought new families to the Sensory Story Time. The librarians were invited to attend another Autism Awareness Fair at Arbor Hill Elementary School in June.
- Children's librarians are gearing up for Summer Reading Program school visits at Pine Hills Elementary, Eagle Point Elementary, Montessori Magnet School, Phillip Schuyler Achievement Academy and All Saints Catholic School. Most of these visits are in mid-May.
- Spring break programming was a bit slow, but still had 8-10 participants for every program.
- A youth services librarian was invited to a SUNY Albany Alumni event for the library school, including a was a Q+A held by ISSA (Information Studies Student Association). She is also getting ready to speak at the Urban Librarians Unite conference in Brooklyn on May 6.

East Service Area

DELAWARE BRANCH

	Number	YTD Change	Rank
Circulation	7264	-9%	4
Door Count	6302	-7%	5
Computer Use	1332	-10%	4
WiFi	2487	5%	6
Program Attend.	442	30%	5
Meeting Room Usage	9	116%	6

Adult Services
- A patron came in last month who needed a second job fast and was hoping to get a particular job located a block from where he lives. He didn't know how to use the computer, and the application was only available online. The Librarian worked with him for an hour to complete the application and the employment inventory assessment. After he got the job, he visited us and said: "I just wanted to come by and thank you for helping me get the job I wanted. I told you if I got the job I'd come back and shake your hand."
- Hosted several successful tabling events by students from The College of Pharmacy and Health Sciences. The events allow students to fulfill service learning requirements, and our community becomes informed about important health topics. April's topic was Lead Poisoning; the students spoke with 26 patrons.

Youth Services
- After NYS state testing is over in April, the branch got lots of requests from teachers to bring their classes to the library. Those requests are being filled and so far, librarians have worked with a kindergarten class at Delaware Community School doing a read-aloud and literacy activity (23 students, 6 adults). Other visits are scheduled through the end of the school year.

JOHN A. HOWE BRANCH

	Number	YTD Change	Rank
Circulation	4464	-30%	5
Door Count	7547	-12%	3
Computer Use	1243	-13%	5
WiFi	4193	-17%	3
Program Attend.	833	28%	2
Meeting Room Usage	12	-31%	4

Adult Services
- In recognition of poetry month, the With Pen in Hand writing group held a reading of their writings (21 adults).

Youth Services
- Dance with Jermaine is coming to an end. There are 9 kids that have stuck with it, and they have shown a lot of growth as dancers under the instructor's tutelage.
- The branch librarian attended Author-Illustrator Day at Giffen Elementary School. She handed out flyers for Free Comic Book Day on May 7, and held a guessing game for a free book set and snack. Eighty children entered the raffle and visited the table.

NORTH ALBANY BRANCH

	Number	YTD Change	Rank
Circulation	2333	21%	7
Door Count	3483	34%	7

	Number		
Computer Use	496	5%	7
WiFi	869	-45%	7
Program Attend.	296	176%	6
Meeting Room Usage	n/a	n/a	n/a

Adult Services
- The branch put together many different displays this month, including: National Poetry Month, National Humor Month, Game of Thrones, New Urban Fiction, New Graphic Novels, and New York Times Bestseller Books.

Youth Services
- Created a "Bookface Selfie Station" where teens and kids can choose a book cover, line it up with their face, and take a picture! This corresponds with the library's regular social media feature #bookfacefriday.

OPERATIONS

AUTOMATION

	Number	YTD Change	
Help Desk Tickets	88		

- Started construction on the Technology Commons
- Began deployment of new, improved WiFi system
- Upgraded Sierra ILS

COMMUNITY ENGAGEMENT

	Number	YTD Change	
Outreach			
Volunteers	63 vol. / 318 hours	n/a	

- Hosted our annual Raising a Reader Baby Shower for the public. About 150 people enjoyed shower games, refreshments and a book giveaway. The event served as the launch of the newly reformulated early literacy program at APL.
- Participated in the Eagle Point Multicultural Dinner Celebration
- Supplied printed promotional materials for every kindergarten registration bag distributed by Albany Promise to Albany City School District children entering kindergarten.

COLLECTION MANAGEMENT

- Material spending is going well, with the new centralized orders generating some additional circulation.
- Redistributed some reserve funds into various branch lines after the first quarter. Plan to distribute the remaining reserve after the second and third quarters, depending on need and use.
- Scheduled for an ordering platform upgrade to Baker & Taylor's TS360. Training began during Staff Development Day, and will continue through June.
- Held another Sierra "Create Lists" training, at Bach this time, for several staff, including librarians, clerks and one senior clerk. The next training, scheduled at Washington Avenue on May 18, may also cover TS360.
- CMS is working out the process for gathering adult books weeded off the new shelves (in the case of duplicate copies, for example) and selling them at a book sale at some point this year.

FACILITIES

	Number	YTD Change	Rank
Work Orders			

FINANCE
- Final audit completed. Reporting the audit results to the Bondholders and the NYS Comptroller Annual report are underway.
- Bill-back to DASNY on Howe project amounting to $53,580 in payments expected this week.
- Procedure on cash handling submitted. (This procedure has been in practice since CFO came to the library and was lauded by NYS Comptroller's auditors).

HUMAN RESOURCES

	Number	YTD Change	
Full Time	1		
Part Time/Temp	2		
Promotion	0		
Resignation	0		
Termination	0		
Staff Size	123		
Training	118 staff/776.5 hours	1867% staff / 3987% hours	

- Personnel Changes: Hired two-part time Community Engagement Clerks and one full time Sr. Tech Support Specialist. One FT Librarian I changed to a PT Time Librarian I.
- Wellness: Completed the weight loss challenge with participating staff losing 110 lbs. Nutrition session held at Staff Development Day. Brought yoga nidra to Pine Hills Branch.
- Training: Staff Development Day had 84 staff members attend. Youth Services Section of NYLA Spring Conference.

PUBLIC RELATIONS

	Number	YTD Change	Rank
Unique Page Views	37,201	-22%	
Facebook Likes	2,594	+23%	
Twitter Followers	2,318	+21%	
Instagram Followers	1,882	+90%	
Online Contacts	205	N/A	
Press Releases	3	-50%	

- Notable Media Coverage: Spring Break activities featured in Times Union and Baby Shower on TWC News.
- Publications: Completed and distributed 2015 Community Report on website, social media, and mail. May/June program guide distributed. Working on July/August/SRP guide. Creating template for APL program fliers, to create a cohesive look across the organization.
- eNotes: Distributed every Monday with May email blasts covering Spring Break activities, trustee candidates, budget vote, new program guide, community report, Baby Shower, National Library Week, patron survey, top workplace honor, and homebuyer fair.
- Notable Social Media Engagements: Started running Facebook ads on posts and events for select APL programs. Facebook #Bookfacefriday tribute to Prince, just one day after his death, had a reach of 3,471, with 260 reactions, comments, and shares. Twitter post of Bernie Sanders rally had 957 impressions and 48 engagements. Instagram photo of Prince, day after his death, had 87 likes and 3 comments.

PATRON CULTURE

	Number	YTD Change		
Incidents	24	-28%		
Positive Comments	2	112.5%		
Neutral Comments	10	-40%		
Negative Comments	0	-20%		

Implementation and Status of ED Performance Goals

Assigned by BOT		
Develop a comprehensive plan for fund raising and provide regular updates to the Board on Foundation activity.		
Foundation	**Start**	**Status**
Help with the planning of key Foundation events.	6/14	Completed
Include a Foundation update in the monthly director's report.	6/15	Completed
Include Foundation leadership in organizational meetings and conversations.	11/14	Completed
Establish annual budget for Foundation.	2/16	Completed
Identify additional programmatic participation to raise profile of Foundation	1/16	Completed
Friends		
Reengage the Friends to do additional fundraising.	1/15	Completed
Include a Friends update in the monthly director's report	6/15	Completed
Include Foundation leadership in organizational meetings and conversations.	1/15	Completed

Develop a process to monitor and evaluate staff morale to include satisfaction surveys, exit interviews and regular reporting of turnover rates and key staff changes to the Board of Trustees.		
Develop Staff Survey	**Start**	**Status**
Create a scheduled staff survey to be distributed to staff	9/14	Completed
Report findings to BOT	12/14	Completed
Implement action plan based on analysis	5/15	Completed
Report to Board turnover rates and key staff changes		
Staff Census to monitor staff size and demographics	6/14	Completed
Include in ED report major staff changes and turnover rates	1/15	Completed
Off Boarding Process For Staff		
Develop procedure for an off boarding process for staff leaving the organization, including an exit interview or survey.	5/16	Ongoing
Improve communication up and down the organization		
Quarterly "all staff" meetings.	1/16	Ongoing
Bi Annual attendance of department meetings by member of administration.	1/16	Completed
Extended "satellite" office hours for key administrators.	1/16	Completed
Change in format, date and location for "Staff Development Day"	11/16	Completed
Implementation of Intranet	1/15	Completed
Implement trackable memo system for processes and important announcements	2/15	Completed

Complete an assessment of staff diversity and implement a plan to fill gaps.		
Develop Staff Census using EOM Data	8/14	Completed
Work on civil service requirements and job description for non librarian positions	1/15	Ongoing
Educating members of the community about job opportunities.	3/15	Ongoing

Execute the Strategic Plan while developing a strong process to measure outcomes.		
Reporting	**Start**	**Status**
Develop new version of director's report that includes statistical analysis	6/14	Completed
Explore online dashboards	1/16	Ongoing
Quartly Reporting of metrics related to the strategic plan	11/15	Completed
Create Customer Service Survey		
Development scheduled in house a survey	2/15	Completed
Analysis data and report finding to trustees	4/16	Completed

Develop and implement a Quality Management Program to include a process for evaluating and improving process efficiency.		
Budget	**Start**	**Status**
Create and approve Budget Modification Policy	12/14	Completed
Develop system of budget reporting by quarter	12/14	Completed
Assign budget responsibility to Branch Managers for their Service Area	12/14	Completed
Staffing		
Use organizational wide staffing software for scheduling	4/15	Completed
Create service areas and sibling libraries that share staff with staggered evenings	1/15	Completed
Purchasing		
Quartly ordering	1/15	Completed
Implementation of a purchase order system	2/16	Completed
Hybrid centralized collection development	1/16	Completed

Establish a process for employee development.		
External Training	**Start**	**Status**
Track staff training	9/14	Completed
Join regional Association	1/15	Completed
Use Staff list and intranet to promote CE opportunities	1/16	Completed
Internal Training		
Develop internal training opportunities	1/15	Completed

Re tool Staff Development Day	1/16	Completed

Develop an integrated approach to civility and safety in the workplace		
Incident Reports	**Start**	**Status**
Develop written procedure for incident reports	12/14	Completed
Report incident trends in BOT packet	1/14	Completed
Security Model		
Create Community Engagement Clerk position	3/16	Completed

Policy Master List

Updated 5/4/16

Most Policies Set For Review Every 2 Years

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
SAFETY							
Safety Mission Statement	X		X		July 2014	July 2016	Safety Cmt.
First Aid	X		X		July 2014	July 2016	Safety Cmt.
Blood Borne Pathogens Exposure Control Plan	X		X		July 2014	July 2016	Safety Cmt.
Hazard Communications Standard	X				Sept. 2015	Sept. 2017	Safety Cmt.
Emergency Action Plan for Each Building		X	X		Dec.2015	Dec. 2017	Safety Cmt.
Employee Safety	X		X		Mar. 2015	Mar. 2017	Safety Cmt.
Workplace Violence Prevention and Incident Reporting	X		X		May 2015	May 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
SERVICES TO PUBLIC							
Social Media	X		X		April 2016	April 2018	Web Devel. Cmt.
Website Privacy	X		X		April 2016	April 2018	Web Devel. Cmt.
Washington Library Closing		X	X		Dec. 2015	Dec. 2016	Public Serv. Cmt.
Fine Limit		X	X		May 2015	May 2017	Pub. Serv.
Library Card Registration		X					Public Serv. Cmt. – On hold 2016
Overdue Fine Structure		X	X		May 2015	May 2017	Pub. Serv.
Children's Card		X	X		June 2014		Public Serv. Cmt.
Banning Re-Entry		X	X		Oct. 2013	Oct. 2015	Safety Cmt.
Wireless Use	X		X		Oct. 2014	Oct. 2016	Public Serv. Cmt
Tutoring	X		X		Oct. 2014	Oct. 2016	Public Serv. Cmt
Displays, Exhibits & Public Notices	X		X		May 2016	May2018	Public Serv. Cmt
Internet Use	X		X		April 2016	April 2018	IT Dept.
Meeting Room Use	X		X		Jan. 2014	May 2016	Public Serv. Cmt. – Discussing Registration Form
Materials Selection	X		X		Mar. 2015	Mar. 2017	CMS

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
Behavior	X		X		April 2016	April 2018	Safety Cmt. / Public
Public Comments at Board Meetings	X		X		Mar. 2015	Mar. 2017	Board
Tobacco Use	X		X		June 2014	June 2016	Safety Cmt.
Art Exhibition	X		X		May 2015	May 2017	Art Exhibition Cmt.
Art Acquisition	X		X		Oct. 2014	Oct. 2016	P&G Committee (With Art Exhib.)
Nondiscrimination	X		X		June 2015	June 2017	HR
Confidentiality of Records	X		X		May 2015	May 2017	Web Devel. Cmt.
Service to Children	X		X		June 2015	August 2015	Board Vote and Comm. Discussion
Group Visit Policy	X		X		June 2015	July 2017	Youth Services
Public Access to Library Information and Records	X		X		Mar. 2015	Mar. 2017	Web Devel. Cmt.
Albany Made	X		X		Nov. 2014		Albany Made Cmt.

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
INTERNAL							
Comp Time and Flex Policy for Admin Staff	X		X		Dec. 2015	Dec. 2017	HR
Travel Reimbursement (policy and form)	X		X		May 2015	May 2017	HR/Admin
Use of Equipment and Technology by Staff	X		X		Dec. 2014	Dec. 2016	Admin
Purchasing	X		X		May 2015	May 2017	Finance Office
Whistle Blower	X		X		Nov. 2014	Nov. 2016	Admin – P&G
Conflict of Interest	X		X		Nov. 2014	Nov. 2016	Admin – P&G
Investment	X		X		Oct. 2009	May 2015	Legal – Finance (need to review)
EEO / Anti-Discrimination / Anti-Harassment	X		X		June 2015	June 2017	HR
Unrepresented Employee Evaluation	X		X		June 2015	June 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date of Review	Comments
BOARD							
Board Member Excused/Absent	X		X		Feb. 2014	Feb. 2016	Board
Fund Balance	X		X		Dec. 2015	Dec. 2017	Board
Reserve Fund	X		X		Nov. 2014	Nov. 2016	Board Finance

Board Member Expectations		X	X				Board
Board Code of Conduct	X		X				Board
Dissemination of Library Information	X		X		June 2015	June 2017	Board
Evaluation of Board of Trustees Operational Procedures		X	X		June 2015	June 2017	Board
Community Relations Goals		X	X		June 2015	June 2017	Board
Evaluation of the Executive Director	X		X		June 2015	June 2017	Board

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Albany Public Library
www.albanypubliclibrary.org

Internal Audit Procedures: Deduction & Salary Verification in ADP

Challenge: Due to staff turnover, changes in full-time status, and the ever-evolving nature of health care, individual benefits provided to staff will change within a year. Staff may also have a spouse or partner that re-enters the workforce and is provided his or her own benefits. There may also be additions to the family. While these changes are made in real time, there is a possibility of unintentional oversights.   It is important that the Business Office and Human Resources Department check and verify billing from providers.

Schedule: Quarterly

Procedure:

- All changes in the ADP system are submitted by the Human Resources & Finance Manager to the Human Resources Technician via paper trail. This includes on-boarding, off-boarding, and any other status changes of staff.
- The Human Resources Technician, makes the changes into the ADP payroll system, as well as the paper trail.
- Once all data is entered in the ADP system, the payroll is run. A payroll preview is generated and the Human Resource Technician and the Account Clerk together verify that the payroll is accurate, including all changes in salary and deductions before the final payroll is processed.
- Review of the payroll reports are then performed by the Chief Fiscal Officer during the bi-weekly posting of payroll into the accounting software.

Drafted May 2016

Albany Public Library
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Internal Audit Procedures: Staff Benefits

Insurance Invoice Verification (includes health, vision & dental)

Challenge: Due to staff turnover, changes in full-time status, and the ever-evolving nature of health care, individual benefits provided to staff will change within a year. While these changes are made in real time, there is a possibility of unintentional oversights. It is important that the Business Office and Human Resources Department check and verify billing from providers.

Schedule: Quarterly

Procedure:

- A folder labeled "changes to insurances" holds all paperwork for any changes to the insurance plans throughout the month. This includes all status changes, on-boarding, and off-boarding of staff.
- Upon receipt of each invoice, the invoice is matched with the changes in the folder.
- The invoice is submitted to the account clerk for payment.
- The account clerk verifies previous balances paid and pays the new balance accordingly.
- Open enrollment is treated very similar, with all changes are entered into the folder labeled "changes to insurance." Once the invoice is received, the invoice is matched with all necessary changes to the invoice.

Drafted May 2016

Albany Public Library
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Internal Audit Procedures: Time and Attendance

Challenge: Due to the nature of the APL's workflow, it is necessary for scheduling to be fluid. Staff schedules need to be flexible. Staff may need time off in an emergency, or volunteer to come in on a scheduled day off during a staff shortage. While recording of time off is checked by supervisors during payroll, there still is a possibility of unintentional oversights. It is important that the Business Office and Human Resources Department check and verify billing from providers**.**

Schedule: Twice Annually

Procedure:

- Supervisors write weekly schedules a month in advance in When to Work.

- Bi-weekly, the supervisors match the staff schedules with the timecards in ADP.

- After all timecards are approved by the supervisors, the Human Resources Technician runs a "summary of hours" report to look for anything out of the ordinary. This would include part-time employees working more than 37 hours, overtime, bereavement, holiday hours, etc. If there appears to be an error, the technician will review the approval for further verification with the supervisor.

- Annually, the Human Resources Department will conduct an audit by matching the set schedules in When to Work with the ADP payroll system for 20 randomly selected employees.

Drafted May 2016

Displays and Public Notices

PURPOSE:

Albany Public Library maintains community information space such as bulletin board for use by non-profit community groups, associations, and agencies when such space is not being used for library sponsored announcements. Authorization to post community information does not constitute an endorsement by the library of a group or organization's positions or beliefs.

POLICY:

The Library adheres to the following policies in regards to the posting of community information.

- Library related items, including Friends of the Library information, will receive first priority for displaying purposes. Other items will be displayed on a first-come, first-served basis and depending on space availability.
- The Library cannot guarantee that all items received will be posted.
- All items must be approved for posting by a designated library staff member.
- Items can be given to a staff member in person or mailed to the library. Library will not print out materials sent electronically.
- Items will be posted for at most one month.
- The Library is not responsible for returning expired or unused items. All items will be recycled at the end of their use.
- Priority will be given to local, non-profit organizations as well as those events that are one-time versus ongoing.
- Items that will not be posted are items that include:
    - Obscene comments or hate speech, or images of same
    - Personal attacks, harassment, or threatening language
    - Potentially libelous statements
    - Any illegal activity

RESPONSIBILITY:

It is the responsibility of the designated Library staff member at each location for the posting of community information
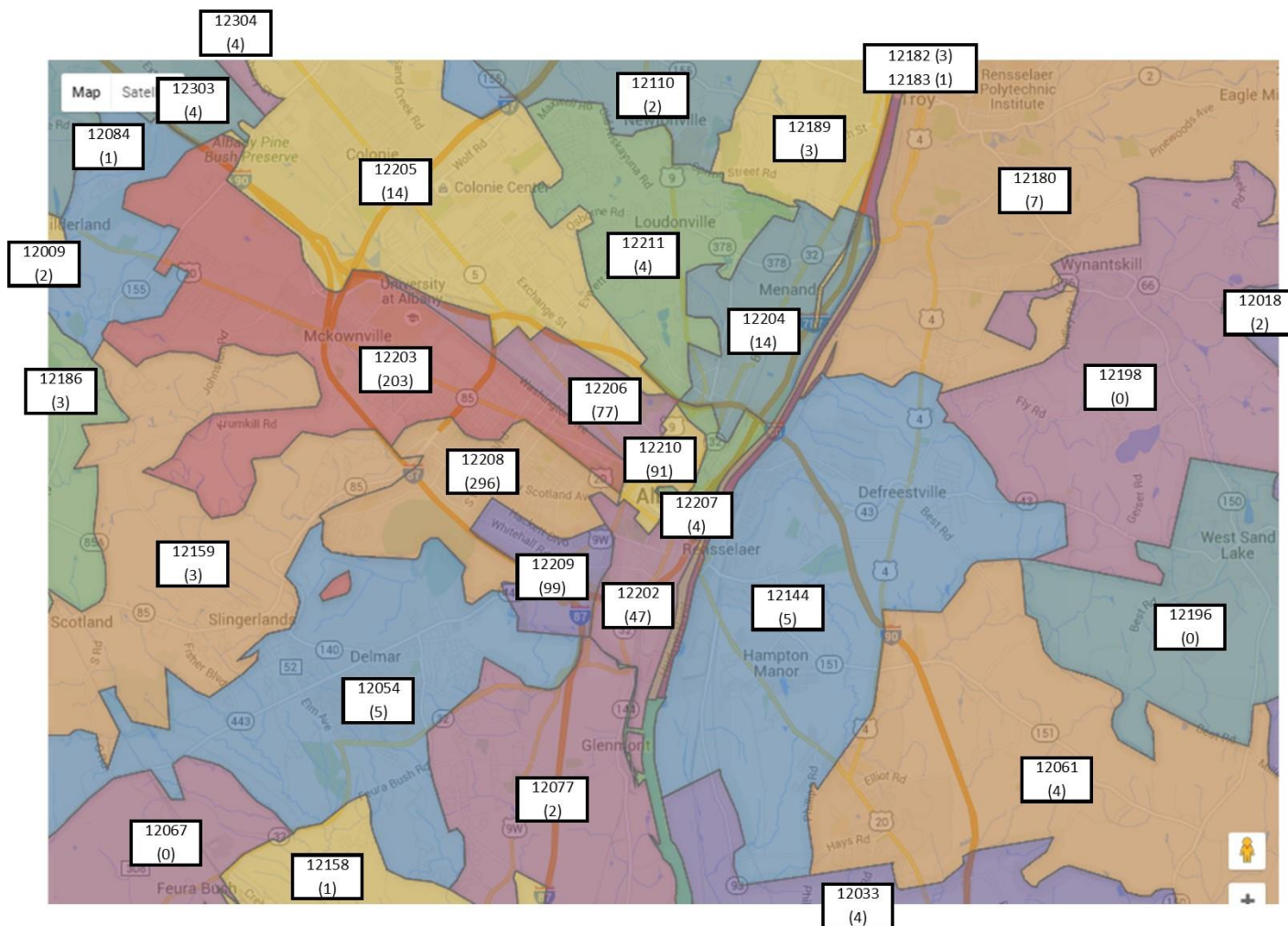
PROCEDURE:
As stated above

APPROVED ON:
October 14, 2014 / Revised May 2016

REVIEW DATE:

May 2018

Albany Public Library

Results of 2016 Customer Survey

Respondents by Zip Code.

Map of respondents by zip code:

- 12304 (4)
- 12303 (4)
- 12084 (1)
- 12182 (3)
- 12183 (1)
- 12110 (2)
- 12189 (3)
- 12180 (7)
- 12205 (14)
- 12009 (2)
- 12211 (4)
- 12018 (2)
- 12204 (14)
- 12186 (3)
- 12203 (203)
- 12198 (0)
- 12206 (77)
- 12208 (296)
- 12210 (91)
- 12207 (4)
- 12159 (3)
- 12209 (99)
- 12202 (47)
- 12144 (5)
- 12196 (0)
- 12054 (5)
- 12061 (4)
- 12077 (2)
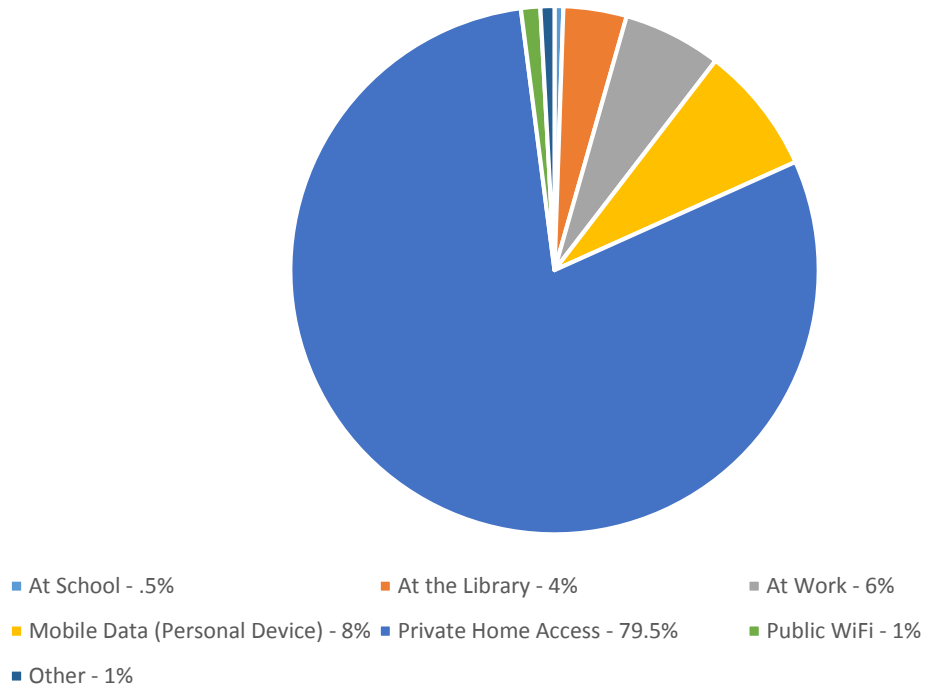- 12067 (0)
- 12158 (1)
- 12033 (4)

An additional 25 respondents were from areas outside the map including such towns as:

Altamont, Clarksville, Coeymans Hollow, Cohoes, Duanesburg, East Berne, Clifton Park, Greenville, Hoosick Falls, Rensselaerville, Rexford, Spencertown, Waterford, Granville, Rochester, and 2 responses from Albany, Oregon.
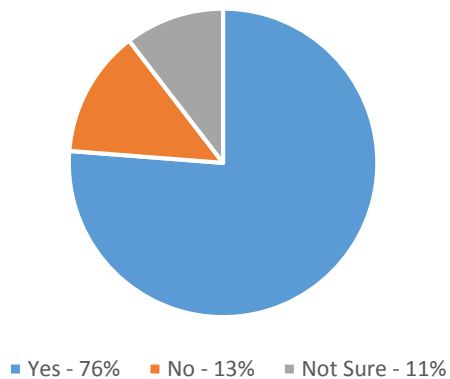
2016 Customer Survey Results

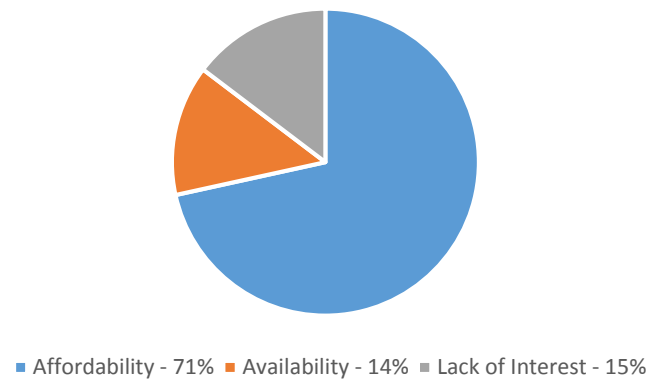Questions Relating to Internet Access and Broadband

What is Your Primary Means of Connecting to the Internet?

- At School - .5%
- At the Library - 4%
- At Work - 6%
- Mobile Data (Personal Device) - 8%
- Private Home Access - 79.5%
- Public WiFi - 1%
- Other - 1%

Do You Have Broadband at Home?

- Yes - 76%
- No - 13%
- Not Sure - 11%

If No, Why Not?

- Affordability - 71%
- Availability - 14%
- Lack of Interest - 15%

2016 Customer Survey Results

Library Usage Questions

What Branch Do You Most Frequently Use?

How Do You Use the Library Website? (Check All That Apply)
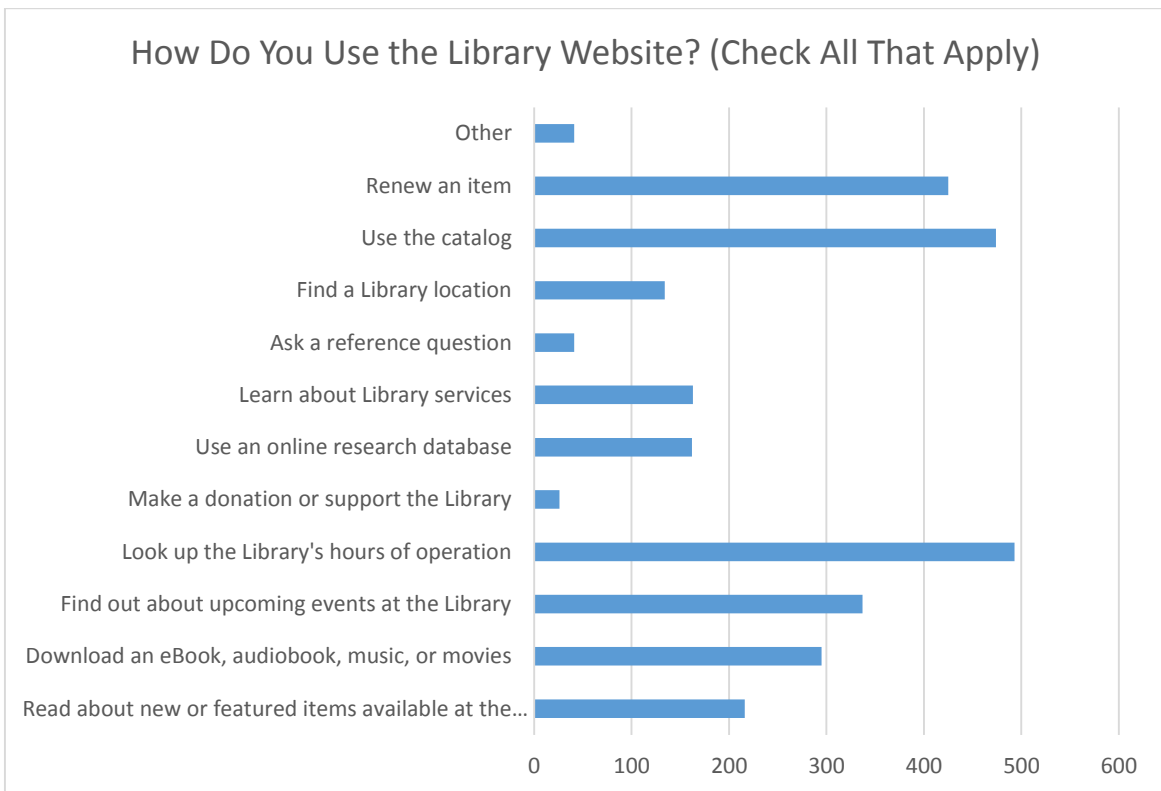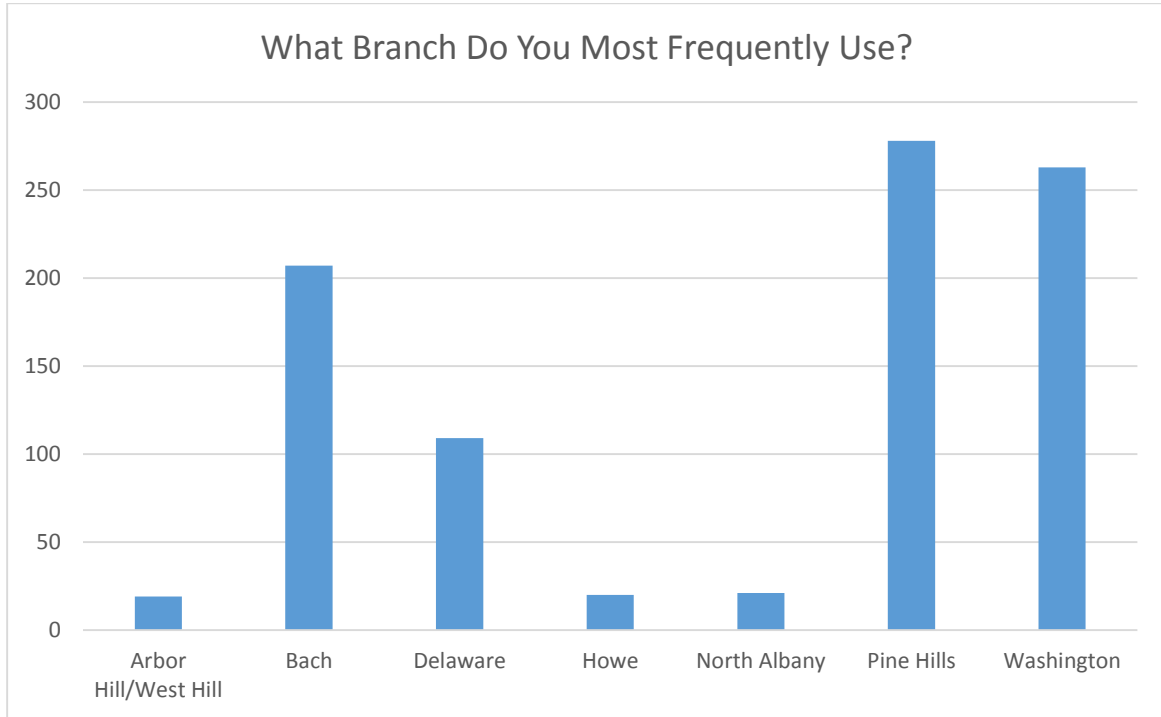
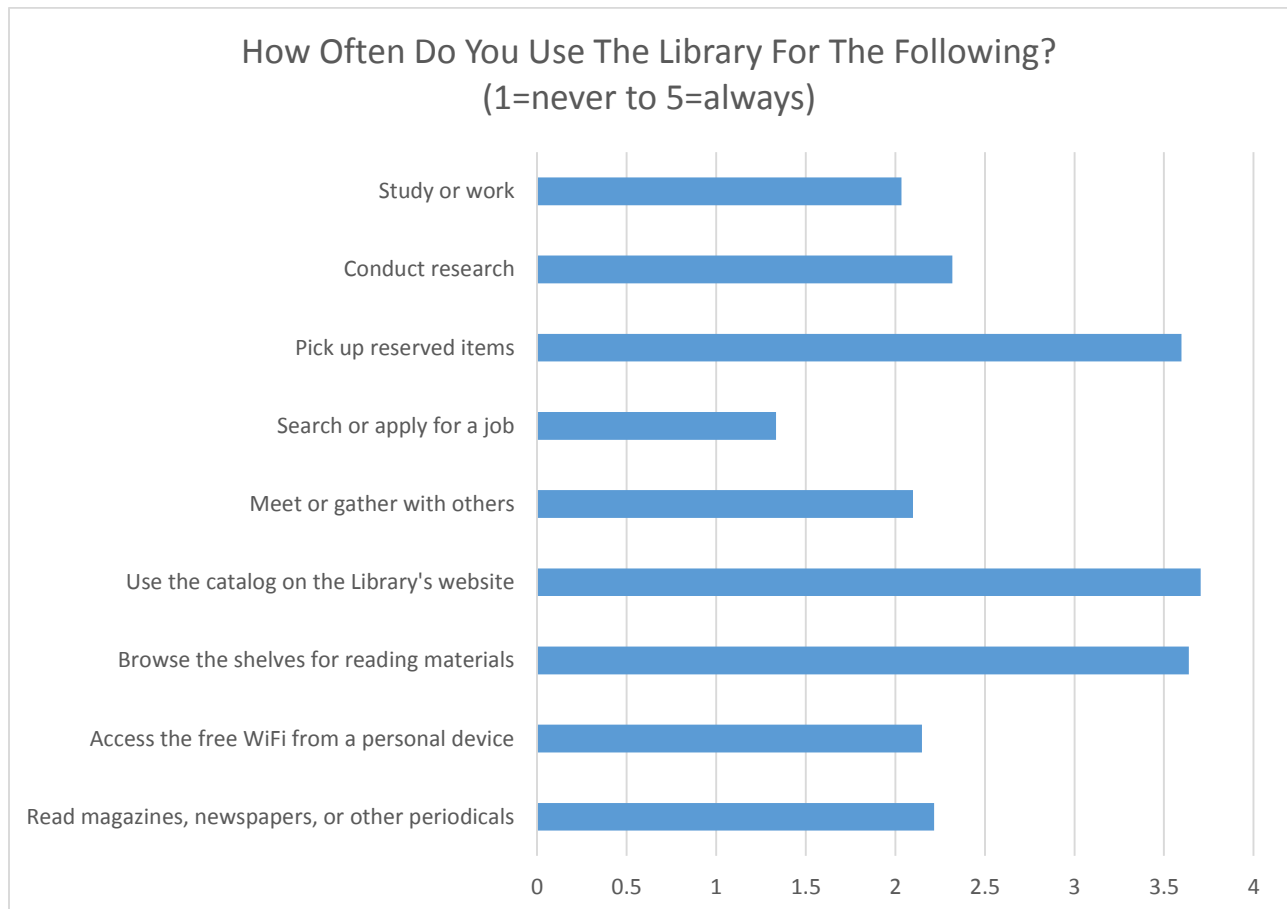"Other" responses include: Don't use it at all; Look up Board information; Meeting Room requests.

2016 Customer Survey Results

How Do You Find Out About Library Programs and Information? (Check All That Apply)

Category	Value
Other	~65
Other (non-Library) website	~60
Library staff	~185
Fliers & posters	~275
Program guide	~145
Library website	~575
Library Facebook, Twitter, or Instagram page	~140
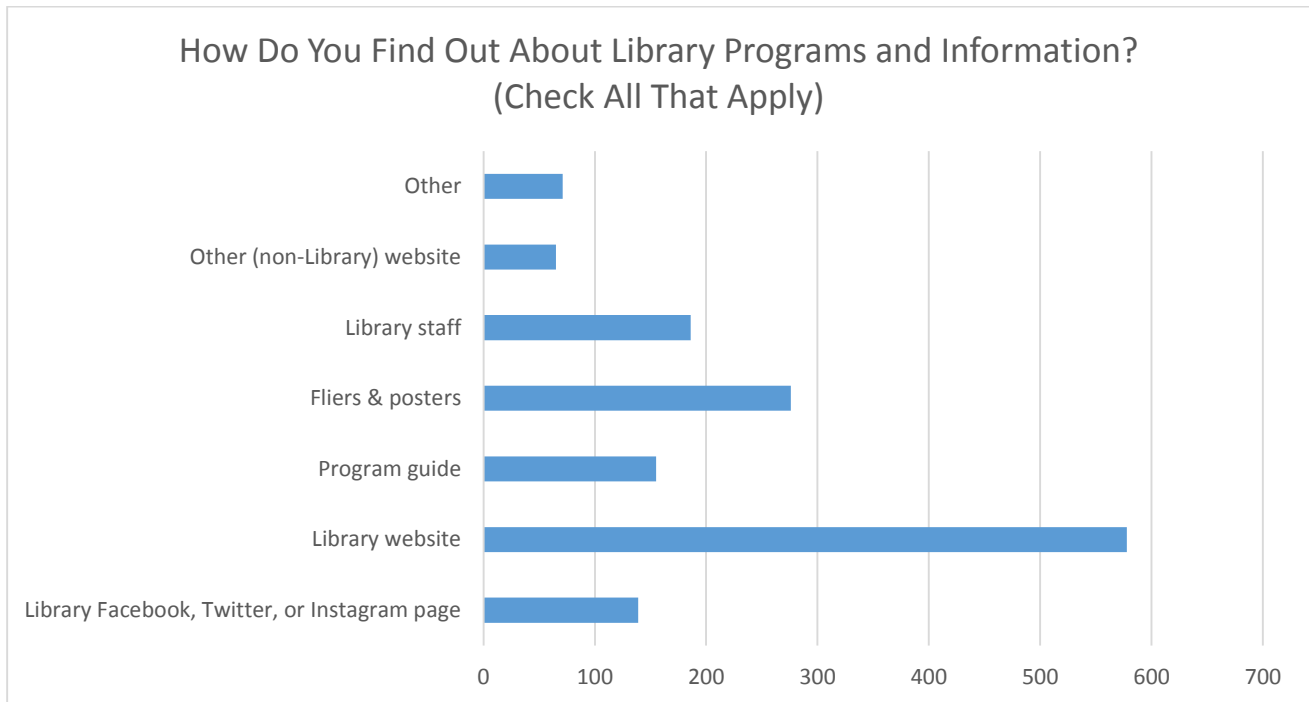
"Other" responses include: Email; Neighborhood Associations; Friends (word of mouth); App; Newspaper

How Often Do You Use The Library For The Following? (1=never to 5=always)

Category	Value
Study or work	~2.0
Conduct research	~2.2
Pick up reserved items	~3.6
Search or apply for a job	~1.3
Meet or gather with others	~2.05
Use the catalog on the Library's website	~3.7
Browse the shelves for reading materials	~3.65
Access the free WiFi from a personal device	~2.1
Read magazines, newspapers, or other periodicals	~2.2

2016 Customer Survey Results

How Often Do You Attend Programs On The Following?
(1=never to 5=always)

- Programs for teens & young adults, such as tutoring or college application help
- Programs for children, such as story times or arts & crafts
- Entertainment, such as movie screenings or concerts
- Fitness & health classes, such as yoga or blood pressure screenings
- Programs on topics of interest, such as cooking or knitting classes
- Programs that encourage a love of reading, such as author visits or book club discussions
- Skills training, such as computer help or personal finance workshops

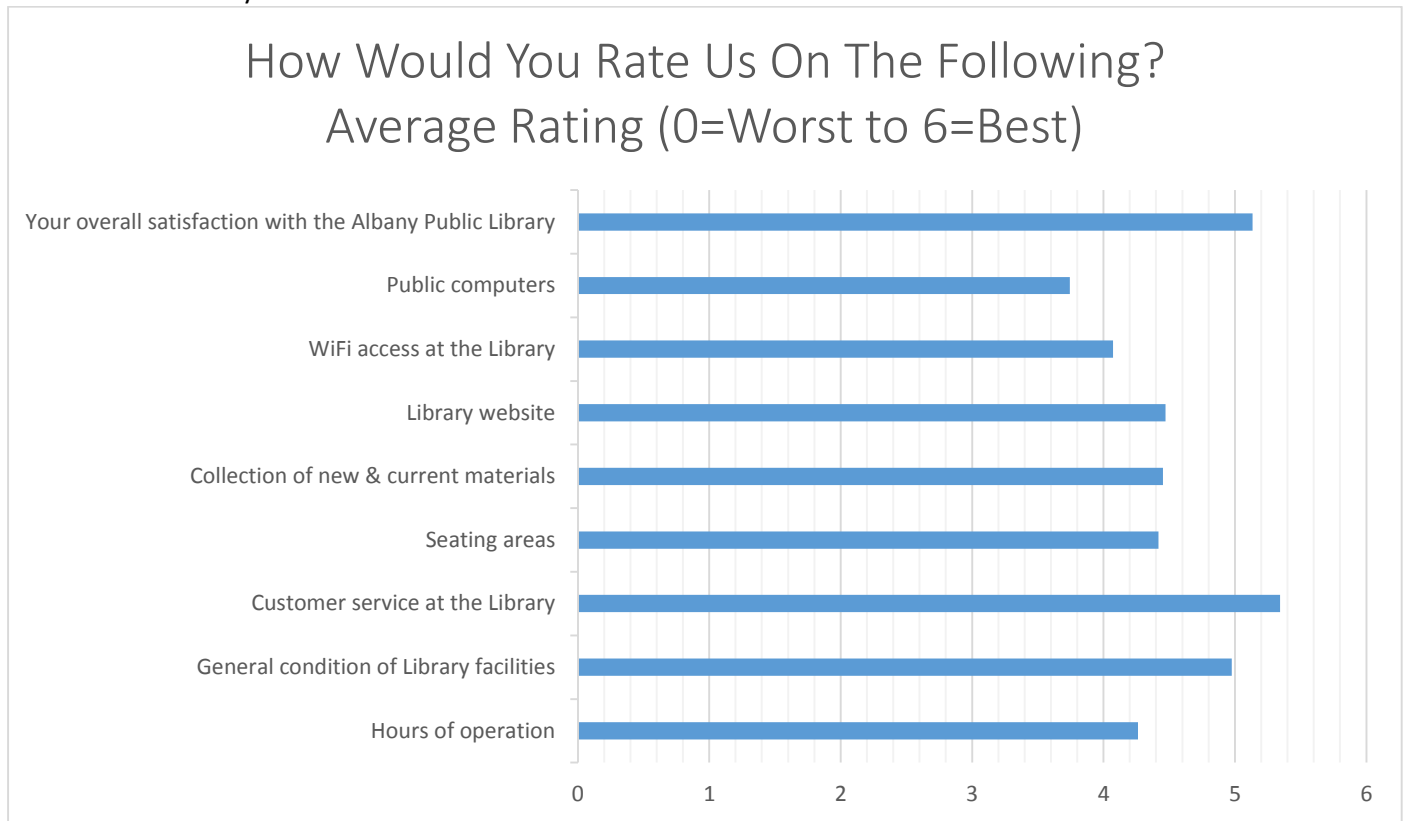0 0.2 0.4 0.6 0.8 1 1.2 1.4 1.6 1.8 2

Please Note: Age demographics were not gathered for this survey so we can't tell the ages of respondents.

Which of the Following Would Encourage You To Use the Library More? (Check All That Apply)

- None of the above
- Homework help centers
- More job search assistance
- More meeting rooms or group spaces
- Shorter waits for reserved items
- Increased availability of public computers
- Easier download of digital materials (such as music or movies) to personal devices

0 50 100 150 200 250 300 350 400 450 500

How Would You Rate Us On The Following?
Average Rating (0=Worst to 6=Best)

Category	Rating
Your overall satisfaction with the Albany Public Library	~5.1
Public computers	~3.7
WiFi access at the Library	~4.1
Library website	~4.4
Collection of new & current materials	~4.4
Seating areas	~4.4
Customer service at the Library	~5.3
General condition of Library facilities	~5.0
Hours of operation	~4.3

Some of the Wonderful Responses We Received:

- I love the children's programs you have! My sons adore the lego club, art club, and story time programs. The teachers are great and very engaging with the students. Keep up the good work!!

- I LOVE the library. I use the catalog several times a week to reserve books and the customer service at my branch(es) is always great. I love that you offer other services (job hunting, classes, concerts, etc.) even though I answered never or rarely for attendance. APL is one of my all-time favorite organizations!! Thanks for all that you do.

- APL is a true gem in our community.

- I love the Bach library. Its the best thing about this neighborhood!

- I'm pregnant and I know my visits to the library will increase in the coming years with a young child. I place a high value on library and appreciate its many programs and services.

- I think you are doing a wonderful job. Please keep up with the special programs (i.e., art, having professional educators/artists/etc. come to do programs/shows) for kids. It is wonderful how much my son loves the library.

- I love Albany Public Libraries! You will always have my vote!

- Keep up the great work, thank you for being there for us!

2016 Customer Survey Results

- Thanks for being awesome & keep up the hard work!

- You are doing a wonderful job. Libraries are priceless.

- APL is a tremendous resource to our community, in fact it is integral to building community. Thank you for creating this safe space for our community to gather, learn, and grow
.

- Being able to borrow books on inter-library loan has been very useful. Having access to the library's meeting room for neighborhood association meetings is also great. The main things I borrow from the Delaware library's own collection are children's books that I use in volunteer work at an elementary school.

- I have always been an avid reader. I have a very busy schedule and fell off going to the library to get books. Once I discovered the e book library services it got me back to library. Also I have saved a ton of $$$$$. The app is wonderful I tell everyone about it. Thank you for bringing the library to me!!!!!

- I like the concept of libraries being neighborhood community centers that promote learning.

- I love the APL staff-I use Washington, Delaware, and Bach most often. I really like the rearrangement of the first floor at Washington--it brings in more light and isn't ashamed to display the urban vista out the windows. While checking out some French films from the '60s recently, I noticed some daytime Albany Symphony concert previews and thought it was great. Thank you so much for being such a force for the good and humane.

- Very glad you exist! :)

- All of the staff are very helpful and always are very pleasant.

- I am thankful that we have such a well run library system

- I don't know what I would do without the Library.

- I enjoy reading and listening to the book I can download from the library to my phone. Without This resource I wouldn't have the resources to read as often as I do.

- I love the library and often feel privileged that we are able to freely borrow books. I often find books that are newly released at the library as well--books I would otherwise not be able to afford to read. I usually find the librarians helpful and a good resource. My sincere thanks for all you do.

- Since I work full time, the library's websites save me lots of time and frustration. I can tell right away which library branch has the book I'm looking for and what day would be best for me to go get it. I know you have an order service, but I enjoy going to different branches of the Albany Public Library because they are both unique and attractive. It makes me feel good about our community.

- Thanks! I really enjoy the Pine Hills library and consider it a real community resource. The employees make my visit: they're always so friendly and helpful.

- You are doing great. Please don't abandon the function of housing and making books accessible, even as you diversify to reach broader audiences. That is a core part of your mission. The janitor at Pine Hills is great--

friendly and also thorough. The library staff is great, too, bit I figured fewer would notice and applaud the cleaning staff. It is great to have such a wonderful asset in our community. Thanks for all you do.

- I am very impressed by the re-design of the space, the cleanliness, brightness and overall attractiveness of the Washington Ave. branch. Staff are quite helpful also

- I think you do an amazingly good job to meet the broad needs of the Albany population. Thank you.

- I think your social media presence lately has been really excellent at getting the word out about programming and events. I love programming like the silent film series and "garage" band concerts. Your Interlibrary Loan staff have also always been excellent.

- I use the library branches to meet with clients and I also bring my Little (Big Brother's Big Sister's) to the library to attend activities and events. She loves the Albany libraries.

- I've lived in Albany for nearly 4 years and the quality of services and programing for the library has gone up immensely. I am very proud of my local library.

- Love the Albany Public Library. I think you do a lot to bring the community together and I am especially fond of the museum passes that you lend out.

- Thank you for all that you do and provided resources. When I use your services, I get a lot out of them! Thank you guys!

- The Albany Library is a wonderful place to do research, type documents, find various resources or just listen to music while accessing my e-mail. I am grateful that the library is accessible to everyone!

- The Albany library system is one of the most valuable assets in my community.

- The library has made great strides to provide the community a high grade product and service.

- You're amazing!

BOARD OF TRUSTEES MEETING EVALUATION

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The board packet contained useful information in a form that helped trustees understand the issues.					
2. All trustees came to the meeting fully prepared.					
3. The agenda focused on important issues.					
4. Trustees had ample opportunity to ask questions and express their opinions.					
5. The board meeting was efficient and effective.					

6. What did you like best about the meeting?

_____
_____

7. What did you like least about the meeting?

_____
_____

8. What suggestions do you have for how the meeting could be improved?

_____
_____