

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
May 12, 2015
Howe Branch at 5:30 pm

Call to Order – 5:30 pm

Adoption of Agenda

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

Minutes

Treasurer's Report and Check Register

Committee Reports

- Policy and Governance

UHLS Report

Director's Report – 6:10 to 6:15 pm

Review Policies and Procedures Grid – 6:15 to 6:30 pm

- Workplace Violence Prevention and Incident Reporting Policy Update – Discussion/Action
- Art Exhibition Policy Update – Discussion/Action
- Privacy & Confidentiality of Records Policy Update – Discussion/Action
- Travel Reimbursement Policy Update – Discussion/Action
- Purchasing Policy Update – Discussion/Action
- Service to Children Policy Update – Discussion
- Donation Form – Discussion/Action

Unfinished Business

- MOU with Delaware Avenue Merchants Group – 6:30 to 6:35 pm – Discussion/Action
- Staff Survey Results – 6:35 to 6:45 pm – Discussion/Action
- Board Survey Results – 6:45 to 7:05 pm – Discussion/Action
- Washington Ave. Branch Entrance Project – 7:05 to 7:15 pm – Discussion/Action

New Business – None

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

Executive Session (if necessary)

Adjournment – 7:20 pm

Next Meeting – June 9 at North Albany Branch

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library April 14, 2015 Delaware Branch

TRUSTEES IN ATTENDANCE: Mary-Ellen Piché (president), Daniel Curtis (vice president), Andrew Bechard (vice president for finance), Esther Patterson, Timothy Smith, Donna Dixon, John Davis, Alison Calacone

ABSENT: Arlene Way (secretary)

ALSO IN ATTENDANCE: Scott Jarzombek (executive director), Melanie Metzger (assistant director), Mary Cullinan (chief fiscal officer), Stephanie Simon (public information officer), Robert Schofield (counsel), Alan Walther (Bonadio Group)

CALL TO ORDER: The meeting was called to order by Piché at 5:30 pm

ADOPTION OF AGENDA: Piché made a motion, seconded by Curtis, to add a verbal report from the Nominating Committee and approve the amended agenda. The motion was approved unanimously.

PUBLIC COMMENT: P.K. Miller spoke in favor of the recent changes to the Washington Ave. Branch, and asked the board to consider adding a unisex/handicapped-accessible restroom, enhanced audio system in the auditorium, and relaxed dress code for staff.

AUDIT PRESENTATION: Walther, of the Bonadio Group, presented a report of the 2014 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. Patterson made a motion, seconded by Curtis, to accept the 2014 audit report from Bonadio. The motion was approved unanimously.

MINUTES: The board considered the draft minutes from the March 10, 2015 regular meeting and made one correction. Davis made a motion, seconded by Patterson, to approve the amended minutes. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: The treasurer's report (covering finances from Jan. 1 through Feb. 28, 2015) will be filed. The updated check register (covering March 12 through April 15, 2015) was reviewed by the trustees. Curtis made a motion, seconded by Dixon, to accept the updated check register and approve it for payment. The motion was approved unanimously.

FACILITIES COMMITTEE REPORT: The report was reviewed at the meeting and the trustees discussed the following projects: property on Clinton Street adjacent to Howe Branch,

renovation of front entrance to Washington Ave. Branch, and change to back desk area at Washington Ave. The first two project are still in the discussion phase. Due to safety and staffing concerns, the committee is recommending the following changes to the entrance off the parking lot and circulation desk on the basement level at Washington Avenue: remove staff from the back desk, add security camera monitoring, close off the back stairwell except in case of emergencies, and require elevator-only access to the upper floors. Smith made a motion, seconded by Curtis, to make the suggested changes to the back desk and stairwell at the Washington Ave. Branch. The motion was approved by a vote of 6-0-1 (with Patterson abstaining).

NOMINATING COMMITTEE REPORT: Patterson briefly discussed a trustee candidate information session held the previous Saturday.

UHLS REPORT: Calacone briefly reported on the system's most recent board meeting. Curtis encouraged staff and trustees to attend the UHLS annual meeting on June 10.

REVIEW OF POLICIES AND PROCEDURES GRID: The document was included in the pre-meeting packet and Metzger briefly reviewed the contents with the trustees.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet. Jarzombek also briefly discussed a decrease in incident reports.

UNFINISHED BUSINESS:

Proposed Hours Changes: The trustees briefly discussed the hours changes that were proposed at the March meeting. Smith made a motion, seconded by Davis, to adjust open hours at all branches according to the plan devised by the executive director starting on Sept. 1, 2015. The motion was approved unanimously.

MOU with Delaware Avenue Merchants Group: The board members briefly discussed the proposed memorandum of understanding regarding the sale of commemorative bricks for the trolley statue walkway at the Delaware Branch. Davis made a motion, seconded by Smith, to approve the trolley statue brick MOU with the Delaware Avenue Merchants Group. The motion was approved unanimously.

Board of Trustees Meeting Schedule Changes: The board devised new meeting locations for trustee meetings from June through December this year. Calacone made a motion, seconded by Patterson, to approve the meeting location changes. The motion was approved unanimously.

Staff Survey Results: The trustees reviewed the results of the staff survey and discussed several components. Piché noted that the board wants administration to prepare a plan for addressing the concerns highlighted in the report. Jarzombek will report back to the board at the next meeting.

NEW BUSINESS:

User Satisfaction Survey: Jarzombek reviewed the user satisfaction survey report. He and the leaders are working through the findings and developing strategies to address them. Piché requested a condensed version of the report be posted on the library's website.

Request for Memorial Plaque: The trustees briefly discussed a proposed form that would be used when people want to donate money to the library. The form was drafted in response to a patron request to place a memorial plaque at one of the branches. Piché asked that a Donation Policy be drafted and submitted to the Policy and Governance Committee for review before it is presented to the full board.

PUBLIC COMMENT: Stephen Winters commented on the user survey, need for outdoor benches at Howe Branch, and more transparency in programming metrics. Jeff Cannell thanked the trustees for their service and recognized Jarzombek's participation in a Regents panel discussion about public libraries.

ADJOURNMENT: Patterson made a motion, seconded by Dixon, to adjourn. The motion was approved unanimously and the meeting was adjourned at 7:17 pm.

NEXT MEETING: Tuesday, May 12 – Howe Branch at 5:30 pm

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE THREE MONTHS ENDED
MARCH 31, 2015

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,434,764	536,230	1,608,690	25.00%
Tax Levy- Branch Improvement Plan	1,853,313		-	0.00%
Future Operations Income	-			
NYS Grants	197,000		-	0.00%
NYS Construction Grant	26,250	5,000	5,000	19.05%
Federal Grants	38,000		-	0.00%
Fines and Fees	170,000	13,084	40,201	23.65%
Book Sales	0	-	518	
Interest Income	5,000	4,577	40,275	805.50%
Foundation Contributions	10,000		-	0.00%
DASNY Project Reimbursement	0		-	
Copier Printers	45,000	-	1,720	3.82%
Miscellaneous Income	0	640	1,943	
Fund Balance Used	759,732		-	0.00%
Total Support and Revenue	9,539,059	559,531	1,698,347	17.80%
Expenditures				
Payroll and Related costs	4,959,346	387,149	1,174,046	23.67%
Occupancy Costs	1,111,400	67,064	278,253	25.04%
Materials and Services	715,000	45,762	205,033	28.68%
Administration and Miscellaneous	535,000	35,913	122,965	22.98%
Automation	365,000	6,514	42,192	11.56%
Contingency	-	-	-	
Total Expenditures	7,685,746	542,402	1,822,489	23.71%
Debt Service	1,853,313	-	-	0.00%
Net Income (Loss)	-	17,129	(124,142)	0.00%

ALBANY PUBLIC LIBRARY
 DETAIL OF EXPENDITURES
 FOR THE THREE MONTHD ENDED
 MARCH 31,2015

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,409,678	260,214	781,377	22.92%
NYS Retirement System	545,548	43,750	131,250	24.06%
Payroll Taxes	261,063	19,237	57,251	21.93%
Hospital Insurance	721,557	62,516	198,496	27.51%
Payroll processing Costs	20,000	1,432	5,672	28.36%
Unemployment Insurance	1,500	-	-	0.00%
TOTAL	4,959,346	387,149	1,174,046	23.67%
OCCUPANCY COSTS				
Occupancy Costs	20,000	1,600	4,800	24.00%
Heat & Electric	245,000	14,419	62,625	25.56%
Telephone	13,000	654	2,761	21.24%
Maintenance/repairs/supplies	460,000	42,683	152,150	33.08%
Security	88,400	6,883	17,717	20.04%
NYS Construction Grant	35,000	-	8,140	23.26%
Furniture/Building Improvements	250,000	825	30,060	12.02%
TOTAL	1,111,400	67,064	278,253	25.04%
MATERIALS and SERVICES				
Books,etc.	590,000	44,907	146,262	24.79%
Serials/Magazines	60,000	-	40,946	68.24%
On-line Services	65,000	855	17,825	27.42%
TOTAL	715,000	45,762	205,033	28.68%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	70,000	4,842	17,581	25.12%
Postage	20,000	340	4,271	21.36%
Publicity, Printing	47,000	270	4,316	9.18%
Training and Travel	30,000	1,420	4,044	13.48%
Community Activities	8,000	3,042	3,167	39.59%
Professional Services	200,000	18,606	67,482	33.74%
Misc Grant Expense	0	-	-	
Programming Activities	70,000	2,054	6,548	9.35%
Insurance	90,000	5,339	15,556	17.28%
TOTAL	535,000	35,913	122,965	22.98%
AUTOMATION				
Automation Services	240,000	6,514	38,654	16.11%
Automation Software	15,000	-	170	1.13%
Automation Hardware	110,000	-	3,368	3.06%
TOTAL	365,000	6,514	42,192	11.56%
CONTINGENCY				
	0	-	-	0.00%
DEBT SERVICE PAYMENT				
	1,853,313	-	-	0.00%
TOTAL EXPENDITURES	9,539,059	542,402	1,822,489	19.11%

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Apr 16, 2015 to May 13, 2015

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
3944	4/21/15	First Light Fiber	6,086.17	Telephone Expense/Automation Services
3945	4/21/15	Albany Water Board	1,424.16	Building Maintenance/Repair
3946	4/21/15	National Grid	7,465.33	Heat, Light and Power
3947	4/23/15	CSEA	1,939.70	Union Dues
3948	4/23/15	CSEA Employee Benefit Fund	4.71	Insurance/Hospitalization
3949	4/23/15	MetLife-TSA Contribution	1,846.00	403b
3950	4/23/15	NYS Deferred Comp Plan	841.47	NYS Def. Comp.
3951	4/23/15	Pearl Carroll & Associates LLC	9.00	Short Term Disability
3952	4/23/15	The Travelers	1,878.00	403b
3956	4/28/15	National Grid	6,954.35	Heat, Light and Power
3953	5/13/15	OverDrive, Inc.	1,634.40	Central Library Materials
3954	5/13/15	Midwest Tape	1,045.63	Audio Visual
3955	5/13/15	Midwest Tape	583.55	Audio Visual
3957	5/13/15	Midwest Tape	1,490.34	Audio Visual
3958	5/13/15	Baker & Taylor	7,477.68	Books-Adult
3959	5/13/15	W.B.Mason Co., Inc.	2,088.57	Supplies (Office/Maintenance)
3960	5/13/15	OverDrive, Inc.	1,093.74	Central Library Materials
3961	5/13/15	Midwest Tape	386.69	Audio Visual
3962	5/13/15	MicroMarketing LLC	915.21	Books-Audio
3963	5/13/15	Midwest Tape	877.77	Audio Visual
3964	5/13/15	Midwest Tape	782.15	Audio Visual
3965	5/13/15	Accuprint	3,804.48	Publicity & Printing
3966	5/13/15	ADP, Inc.	1,516.91	Payroll Services
3967	5/13/15	AGATI	1,894.00	Furniture Washington (Childrens Room)
3968	5/13/15	All U Inc.	475.35	Employee Wellness Program
3969	5/13/15	Republic Services #964	1,405.49	Maintenance Service Contracts
3970	5/13/15	American Library Association GA	160.00	Travel/Staff Development
3971	5/13/15	ATSCO Products	106.47	Equipment Repair
3972	5/13/15	Baker & Taylor	2,474.60	Books-Adult
3973	5/13/15	Bay State Elevator Company	183.98	Maintenance Service Contracts
3974	5/13/15	BlueShield of Northeastern New York	7,069.30	Insurance/Hospitalization
3975	5/13/15	Bonadio & Co., LLP	6,500.00	Legal and Accounting Fees
3976	5/13/15	Brad Rose Landscaping, Inc.	2,500.00	Maintenance Service Contracts
3977	5/13/15	CDPHP	38,946.66	Insurance/Hospitalization
3978	5/13/15	CDPHP Universal Benefits, Inc.	15,805.72	Insurance/Hospitalization
3979	5/13/15	CDW G	82.96	Automation Hardware
3980	5/13/15	Charles Slatterick	930.00	Contracted Services
3981	5/13/15	Chinasa Seyse	310.98	Programming Howe
3982	5/13/15	Chris Sagaas	62.50	Travel/Staff Development
3983	5/13/15	Communication Services	1,650.00	Contracted Services
3984	5/13/15	Dana Sela	60.00	Programming Pine Hills
3985	5/13/15	Delta Dental of New York, Inc.	3,635.02	Insurance/Hospitalization
3986	5/13/15	Dell Marketing L.P.	29,379.28	Automation Hardware
3987	5/13/15	Demco	735.63	Supplies (Office/Library)
3988	5/13/15	Destroyer Escort Historical Museum	60.00	Books-Adult
3989	5/13/15	Dow Electric Inc.	22,039.00	Building Improvements Washington
3990	5/13/15	Eastern Managed Print Network	295.86	Contracted Services
3991	5/13/15	Edward Mangione Locksmith	17.20	Maintenance Supplies
3992	5/13/15	Ehrlich Co., Inc.	159.74	Maintenance Service Contracts
3993	5/13/15	EMCOR Services Tri-Tech	623.32	Maintenance Service Contracts
3994	5/13/15	Eye Med Vision Care	575.69	Insurance/Hospitalization
3995	5/13/15	Fire Security & Sound Systems, Inc.	325.00	Maintenance Service Contracts
3996	5/13/15	First Unum	1,934.44	Insurance-NYS Disability
3997	5/13/15	G4S	5,440.89	Security Services
3998	5/13/15	Grainger	85.14	Building Repair/Maintenance
3999	5/13/15	Historic Cherry Hill	75.00	Books-Adult
4000	5/13/15	Hollan Bonjukian	240.00	Programming Pine Hills
4001	5/13/15	Home Depot Credit Services	893.47	Building Repair/Maintenance Supplies
4002	5/13/15	James Surano	90.00	Programming Howe

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Apr 16, 2015 to May 13, 2015

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
4003	5/13/15	Janeth Luna	78.66	Travel/Staff Development
4004	5/13/15	Lee J. Ricci	18.97	Programming Community
4005	5/13/15	Lisa Neuman	10.76	Programming YS
4006	5/13/15	MAILFINANCE	119.95	Postage
4007	5/13/15	Main Bros Oil Company	351.56	Van Operation
4008	5/13/15	Mary Beth Earley	129.81	Programming YS
4009	5/13/15	MicroMarketing LLC	30.95	Books-Audio
4010	5/13/15	Midwest Tape	248.13	Audio Visual
4011	5/13/15	OrangeBoy, Inc.	4,950.00	Contracted Services
4012	5/13/15	OverDrive, Inc.	1,435.91	Central Library Materials
4013	5/13/15	Paul Lamar	150.00	Programming Pine Hills
4014	5/13/15	Rhode Island Novelty	73.28	Programming Bach (SRP)
4015	5/13/15	Richard Waugh	220.00	Insurance-Medicare Reimb.
4016	5/13/15	Siena College -ACE	500.00	Contracted Services
4017	5/13/15	Staples Advantage	520.97	Supplies (Office/Library)
4018	5/13/15	Stephanie Anderson	164.36	Programming Delaware
4019	5/13/15	The Albany YMCA	1,600.00	Rent-North Albany
4020	5/13/15	The Pottery Place	204.00	Programming Bach
4021	5/13/15	Upper Hudson Library System	1,574.00	Automation Services
4022	5/13/15	UniFirst Corporation	74.15	Maintenance Service Contracts
4023	5/13/15	Upstart	595.02	Programming SRP
4024	5/13/15	Walter Huntley	22.83	Programming Howe
4025	5/13/15	W.B.Mason Co., Inc.	1,340.47	Supplies (Office/Maintenance)
4026	5/13/15	Whiteman, Osterman & Hanna	2,715.91	Legal and Accounting Fees
4027	5/13/15	Wolberg Electrical Supply Company	292.00	Building Repair/Maintenance
4028	5/13/15	Barbara Kam.	40.00	Programming Pine Hills
4029	5/13/15	Lakeshore Learning Materials	166.73	Programming Bach
4030	5/13/15	Oriental Trading Company, Inc.	151.26	Programming Bach/AH (SRP)
4031	5/13/15	P & J Computers, Inc.	270.00	Automation Services
4032	5/13/15	Upstart	14.50	Programming AH (SRP)
4033	5/7/15	CSEA	1,939.70	Union Dues
4034	5/7/15	CSEA Employee Benefit Fund	4.71	Insurance/Hospitalization
4035	5/7/15	MetLife-TSA Contribution	1,846.00	403b
4036	5/7/15	NYS Deferred Comp Plan	841.47	NYS Def. Comp.
4037	5/7/15	Pearl Carroll & Associates LLC	9.00	Short Term Disability
4038	5/7/15	The Travelers	1,878.00	403b
Total			223,951.76	

**BOARD OF TRUSTEES
POLICIES AND GOVERNANCE COMMITTEE**

DATE: May 6, 2015, convened 5:30 PM, adjourned 6:30 PM.

PRESENT: Donna Dixon, chairperson; Timothy Smith, trustee; Arlene Way, trustee; Scott Jarzombek, executive director; Melanie Metzger, assistant director.

Public: None

TOPIC	DISCUSSION	ACTION
1 New Policy Discussion	<p>Ms. Metzger presented a draft donation form for direct donations to the library. The committee discussed the issue of patrons wishing to have a memorial or tribute plaque in various branches.</p> <p>It was noted that information about donations being tax-deductible is missing from that form.</p> <p>Ms. Dixon noted that tax-deductible information was not included on the last donation receipt she received from the Albany Public Library Foundation and from donation solicitations she has received from the Foundation.</p>	<p>The form was approved for use, with the addition of language regarding the minimum donation for such plaques being \$150. The library administration will research and purchase plaque/nameplate displays (framed item with room for multiple nameplates) for each branch. Information about donations being tax deductible will be added to the form.</p> <p>Mr. Jarzombek will discuss this concern with the APL Foundation.</p>
2. Draft Policy Review	<p>Ms. Metzger presented drafts and existing policies for the following for review by the committee:</p>	<p>The participants reviewed all of the drafts, with the exception of the Investment Policy, on we will seek input from counsel and the Finance Committee before considering it.</p>



AlbanyPublicLibrary

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	<ul style="list-style-type: none">• Workplace Violence and Incident Reporting Policy• Art Exhibit Policy• Nondiscrimination Policy• Service to Children Policy• Public Access to Library Information and Records• Travel and Meal Reimbursement• Purchasing Policy• Investment Policy	<p>The Nondiscrimination Policy was tabled pending additional input from counsel.</p> <p>We recommend discussion of the Service to Children Policy at the May 12 board of trustees meeting.</p> <p>With a few minor edits, the committee members recommend the following policies for adoption at the next Board of Trustees meeting:</p> <ul style="list-style-type: none">• Workplace Violence and Incident Reporting Policy• Art Exhibit Policy• Public Access to Library Information and Records• Travel and Meal Reimbursement• Purchasing Policy
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**Respectfully submitted,
Donna Dixon**

**EXECUTIVE DIRECTOR'S REPORT
ALBANY PUBLIC LIBRARY
MAY 2015**

STATE OF THE LIBRARY

APL was very proud to launch its first website upgrade in more than eight years in April. This project is a major step for this organization that could not have been done without the hard work of the PIO, eLibrarian, local history librarian, and Automation Department. The feedback from the public has been very positive.

We have successfully transitioned the entire staff to When to Work. We hope this will help managers find efficiencies in staffing. CMS has started the process of centralized ordering for New York Times best sellers. "This should enable branch selectors to concentrate on filling gaps, replacing worn copies, and responding to their neighborhood patrons' unique interests."

The Foundation facilitated its second fundraiser of the year, "Albany Reads," in late April. This intimate affair started at the home of the Foundation president and the Book House at Stuyvesant Plaza, and concluded in the Local History Room. The Foundation has also sponsored this season's art exhibition at Pine Hills, which began May 1st. The Friends of APL hosted a lunch event with Amy Biancolli as their guest speaker.

CMS and automation have been very busy with Sierra migration cleanup process, including integration with third-party vendors (point of sale, SAM, web site, DVD dispensers), problems with notices and printing, set up and troubleshooting of the acquisitions system, staff user support and training, and technical support coordination with UHLS. The public side of Sierra has gotten very mixed reviews. Staff at all the UHLS libraries are working on improving the experience.

Two Bach Branch programs were covered by the media: "Social Robotics" by Channel 6 and "Build Your Own Kite" by the Times Union. The latest art exhibition is underway at Pine Hills. The ongoing Arbor Hill neighborhood history display debuted at AH/WH in April and I strongly suggest trustees make an attempt to see it. "Game of Thrones Trivia Night" at Washington Ave. was very well attended. The "Raising a Reader Baby Shower" on April 26 at Washington Ave. attracted over 150 attendees. Howe's "Sew What" program continues to grow. This branch also hosted the South End Improvement Corporation's fundraiser with Paul Grondahl, with more 50 people in attendance.

Statistics

Because of the recent transition to Sierra we are unsure of the statistics provided by the system. Therefore, we are not doing an analysis at this time.

SERVICES

ARBOR HILL/WEST HILL BRANCH

Adult Services

- The ongoing Arbor Hill neighborhood history display, which debuted this month, has been very well received by library patrons. Visitors have left very positive responses on the comment form.
- Capital South Campus Center tabled at branch and presented information about the variety of programs offered there.

Youth Services

- An “African Paper Beads Night” was held on April 15 and introduced library users to this Ugandan craft tradition.
- This month’s “Saturday Family Matinee” was a huge hit, with “Annie” attracting nearly 20 patrons.

BACH

Youth Services

- Bach Branch is scheduling more youth programs and went all out for April break with something planned every day of that week. Two programs were covered by the media.
- Daisy Girls Scouts visited to receive library skills instruction in order to earn a patch.
- Due to poor attendance on Saturdays, “Play & Grow” sessions have been moved to Friday afternoons.

Building Issues

- The first week of continuous warm weather made patrons want to go out in the garden, which will open in mid-May.
- Repairs to the tiles by the garden door are underway.

DELAWARE

Adult Services

- The most recent “Beading with Danielle” class was a huge hit, once again. Participants always come straight back to the Reference Desk to provide feedback and sign up for her next class.
- Presented two workshops for “April is gardening month”
- “Spanish Instruction Class” is off to a great start with 15 people registered.
- Partnered with Literacy New York Greater Capital Region to hold a citizenship preparation class.

Youth Services

- The branch’s work study student from Albany Med is launching a Jiu-jitsu club for teens.
- Tutoring still going strong; the branch is also seeing an increase in school tutors. The small study rooms are booked solid in the hours immediately following school dismissal.
- As a result of follow-up letters sent to Delaware Community School teachers following Literacy Week visits in March, 3 teachers have contacted the library to arrange additional class visits.

- Of special note, the Delaware Branch worked with one teacher who brought not only her pre-K class to the library for an activity, but she also brought an education class from the College of St. Rose. Ten students from the college's education program, as well as their professor, came to assist the class with a library activity. The professor explained that her students are expected to do this kind of field work as part of the class.

HOWE

Adult Services

- The memoir writing group used photographs from the Disability Awareness Series as a writing exercise. Both groups are planning an event around the two activities for June.
- One-on-one computer assistance is well attended with Facebook and Windows 8 as most popular topics.

Youth Services

- The milk jug castle in the children's room was completed. There are now plans to expand (more milk jugs needed) and decorate. Kids are enjoying going inside and reading and playing.
- The 4th annual "Green Eggs and Ham Hunt" had its highest attendance since the program began with approximately 70 adults and children.

NORTH ALBANY

While continuing to look for a permanent clerk, clerks from other branches have been helpfully filling in. Despite having the clerks having to constantly switch gears between branches, everything has been running smoothly and everyone has adapted well.

Adult Services

- Computer classes teaching patrons basic computer skills continue to be popular and are attended on a regular basis.

Youth Services

- Weekly story time for the YMCA daycare and North Albany Academy pre-K classes continue.
- During Easter/Spring Break, the YMCA brought in its school break program. The children in the program ranged from 5 to 12 years old and were brought in multiple times a day by a YMCA staff member. YMCA staff would bring in anywhere from 5 to 25 children at a time to look through books, go on the computers, and do coloring sheets as well as complete simple crafts.

PINE HILLS

Adult Services

- "Read a Play, See the Play" continues, to very positive feedback from both attendees and the presenter. Albany Art Room taught a well-attended still-life watercolor class. Also started a short exercise series, "Senior Sculpt and Stretch," which is getting some great feedback.
- New art coordinator worked very hard to get everything ready for the summer exhibition in an extremely short timeframe.

- Anecdotal patron reaction to Overdrive magazines has been mixed—those with compatible devices seem very happy with the increased ease of use, while those with Kindle Fires and Windows 7 computers are unhappy at being excluded from the service.
- With the nice weather and the peak of tax season, this branch has seen a definite uptick in reference transactions over the past few weeks.

Youth Services

- Spring Break programs were well attended with Lego team building challenge being the highest attended with 35 people.
- Branch has been having some issues with the after-school crowd. Staff is hoping the improved weather provides teens with more options after school.
- In the final stages of planning our summer reading program, with activities including a comic-con for children and teens, Tang Museum visiting from Saratoga, Dyken Pond Environmental Education Center visiting from Grafton, and another building challenge.
- Branch youth services intern is closing out her time at Pine Hills with a Mother Goose program of rhyming activities and games.

WASHINGTON AVE.

Adult Services

- “Game of Thrones Trivia Night” on April 8 drew social media and press coverage to watch 64 people participate in a team trivia contest focused on the popular HBO show. The winning teams earned unique prizes, with the first-place team choosing bottles of Ommegang Brewery's “Game of Thrones” beer and George R. R. Martin's *The World of Ice and Fire*.
- APL hosted Affordable Housing Partnership's annual Capital Region Homebuyer Fair April 18. More than 150 people were able to speak with creditors, banks, real estate agents, experts, and educators.

Youth Services

- “The Raising a Reader Baby Shower” on April 26 attracted more than 150 parents and children. This is one of the major Youth Services programs of the year, and provides expectant and new parents with tips and tools to make reading fun. Parenting resources from local organizations and story times, crafts and active play for youth - all in the festive atmosphere of a baby shower.
- Spring Break week programming drew almost 100 children, highlighted by a game of “Crab Soccer.”

OPERATIONS

AUTOMATION

- Sierra migration cleanup process, including integration with third-party vendors (point of sale, SAM, website, DVD dispensers), problems with notices and printing, set up and troubleshooting of acquisitions system, staff user support and training, and technical support coordination with UHLS.
- Website “go live” date was April 7, with department involved in backend implementation, integration and clean up processes.
- SAM “go live” date in Youth Services Department was April 27.

- Revised and updated network security procedures and passwords.
- Continued work on network switch upgrade process.

COMMUNITY ENGAGEMENT

- Annual “Raising a Reader Baby Shower” event was attended by about 150 expectant mother and their families. Event attendees enjoyed refreshments, shower games, story times, giveaways and the chance to meet local agencies.
- Provided story times to ACAP and Head Starts at several locations.
- Pine Hills staff worked with Historic Albany Foundation to provide a youth program at the Madison Theater.
- Attended a job fair at the Capital South Campus Center.
- Met with staff at city Department of Recreation to establish a summer program collaboration. APL, Department of Recreation, and the Albany Barn will co-sponsor a series of outdoor story times in the parks with crafts led by Albany Barn. To take place throughout the city’s parks in July and August.
- Developing a series of kindergarten readiness programs for August. The focus will be on children entering pre-K.
- School visits were conducted at several schools, and plans for summer school visits have begun.
- **Volunteer Activity:** Total 46 volunteers and 539 hours
 - Bach: 10 volunteers, 103 hours
 - Delaware: 10 volunteers, 136 hours
 - Howe: 1 volunteer, 18 hours
 - North Albany: 1 volunteer, 4 hours
 - Pine Hills: 7 volunteers, 104 hours
 - Washington: 17 volunteers, 174 hours (includes 5 volunteers, 15 hours for baby shower)

COLLECTION MANAGEMENT

- The major focus in CMS this month has been learning and adjusting the Sierra setup for the acquisitions, cataloging and serials components. With a lot of help from APL Automation Department, and from UHLS, we were able to explain to III what wasn’t working properly and get them to make adjustments. The trainer returned to UHLS for a more detailed session on acquisitions.
- CMS library assistant has begun placing orders and receiving materials from our major vendors, entering magazines, books, and AV.
- Working up procedures for CMS and public service staff.
- Awaiting a response from UHLS support or III on several unresolved Sierra issues (including certain functions, codes, statistics, and data fields).
- eLibrarian and CMS librarian attended a session at UHLS on digital content selection. eLibrarian has been coordinating APL selectors and has been instrumental in developing guidelines and best practices for all UHLS digital content selectors.

- Starting in May, will start centralizing orders of adult “PrePub” titles and make sure each location has the minimum number of New York Times bestsellers, as outlined by executive director. This should enable branch selectors to concentrate on filling gaps, replacing worn copies, and responding to their neighborhood patrons’ unique interests.

FACILITIES

- We are working on cleanup and repairs from winter months and getting the outside of the buildings in shape for the summer.
- Preparing for crack and parking lot sealing for summer.
- New controls systems for the Washington Avenue Branch have been completed for the construction grant. We will start to see a lot of energy savings.
- Garden area at Bach will open this week.

FINANCE

- Holding 1Q meetings with all supervisors to review their 1Q expenditures versus budget
- Set up meetings with both Paychex and ADP (current vendor) to compare payroll costs and options
- CFO attended APL budget/candidate forums at Washington Ave. and Pine Hills, and the CANA meeting
- Working with CDTA and APL Automation Services to set up the logistics of selling bus passes at all libraries
- Working with the Foundation and APL Automation Services to be able to sell merchandise for the Foundation at all APL branches
- Completed audit with Bonadio Group
- Responded to FOIL request for investment data

HUMAN RESOURCES

Personnel Changes

- Promoted one part time library assistant to full time
- Terminated one senior computer support technician

Staff Development: Began working on Staff Development Day with committee

Wellness

- 12 employees completed a “Weigh 2 Be” wellness program with CDPHP.
- 30 employees completed an APL-sponsored “Weight Loss Challenge.”
- Several employees signed up for CDPHP Workforce Challenge to be held in May.

Education: HR manager completed five online human resource courses geared toward negotiations, coaching and communications.

Training: Began training HR Technician in new employee orientation and paperwork

PERB hearing preparation: Met with legal and staff in preparation for PERB hearing, as well as met with staff privately to build confidence and discuss concerns.

Training: 6 staff members completed 19 hours of training in April on Human Resources and E-Content topics.

PUBLIC RELATIONS

- **Media Relations:** Media coverage of following programs: spring break activities, “Game of Thrones” program, homebuyer fair, budget vote, and art show. Press releases on: new website, homebuyer fair, baby shower, trustee candidates, summer art exhibition, and Free Comic Book Day.
- **Publications:** Distributed May/June program guide and started preparing July/August issue. Wrote and distributed April eNotes; will expand email newsletter to twice monthly starting in May. Created and distributed educational materials about budget vote and trustee election.
- **Social Media:** Good growth with 5 percent increase in Facebook and 2 percent each for Twitter and Instagram. Since we reached 2,000 Facebook likes, our engagement has increased. New website has a built-in function for patrons to share our blog posts directly to Facebook and Twitter, so we’ll be watching engagement numbers in coming months. Most engagements for new website announcement, trustee candidates, free comic book day, “Game of Thrones” event.
- **Website:** Successfully launched new website on April 7, after nine months of planning, content creation, and development with APL Web Development Committee and Overit. Getting positive feedback from patrons and staff. In first three weeks, received 25 library card applications online, 48 messages via contact form, and more than 75 email newsletter sign-ups. eLibrarian answered 25 reference questions.

INCIDENT REPORTS & COMMENT CARDS

Incident Reports: 27 incidents for the month of April: adult-14, youth-13, APD/EMT called-9 (banned patrons, fights and some medical help), 6 violent (teens fighting, being aggressive, car vandalized). At these branches: Washington Ave.-12, Howe-8, Delaware-4, Pine Hills-2, Arbor Hill/West Hill-1, North Albany-0, Bach-0.

Comment Cards:

- Cards submitted at branches: 26 total (Washington Ave. had 1 positive and 1 negative comment, plus 3 title suggestions, 16 general suggestions; 7 comments received direct responses).
- Comments submitted via website: 48 total (25 reference questions received direct responses).

DIRECTOR’S CALENDAR

4/3: UHLS DA Association
4/6: Albany City – Brother Keeper
4/7: Albany Law – Health Crisis and Civil Unrest Seminar
4/8: Delaware Avenue Merchants Group
4/8: Media – Jewish View
4/9: New Scotland/Woodlawn Neighborhood Association
4/9: Delaware Neighborhood Association
4/10: City Hall
4/15: SUNYA – Public Libraries Class
4/16: Pine Hills Neighborhood Association

4/16: New Albany Neighborhood Association
4/17: SENRLC – Library Freedom Project
4/18: Historic Albany
4/20: City of Albany
4/20: Sheridan Hollow Neighborhood Association
4/21: SEIC Fundraiser
4/22: Mansion Neighborhood Association
4/23: West End Neighborhood Association
4/23: Whitehall Neighborhood Watch
4/25: Albany Public Library Foundation – Books and Bites
4/27: Arbor Hill Neighborhood Association
4/28: South End Neighborhood Association
4/29: Park South Neighborhood Association

Implementation and Status of ED Performance Goals
Updated: May of 2015

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	Planned	Implemented	Completed
• Work with HR Dept. to identify outside agency for staff survey	9/14	9/14	9/14
• Create staff survey to be distributed to staff	11/14	11/14	9/14
• Distribute survey	12/14	1/15	2/15
• Analyze data	12/14	3/15	3/15
• Decision on how often survey will be done	12/14	3/15	5/15
• Identify organizational changes to address concerns of survey.	4/15	4/15	5/15
• Implement changes to address concern of survey	5/15		
Report to Board turnover rates and key staff changes:	Planned	Implemented	Completed
• This is now a part of the director's report submitted to the board on a monthly basis.	6/14	8/14	9/14
Off Boarding Process	Planned	Implemented	Completed
• Develop procedure for an off boarding process for staff leaving the organization, including an exit interview or survey.	2/15	5/15	
Complete an assessment of staff diversity and implement a plan to fill gaps.			
Develop Staff Census	Planned	Implemented	Completed
• Create staff census	8/14	9/14	Ongoing
• HR work with EOM to accurately report staff ethnicity	9/14	9/14	Ongoing
Civil Service	Planned	Implemented	Completed
• Work with Municipal Civil Service on residency points or requirements for several positions	7/14	1/15	
• Work with Municipal Civil Service to change the nature of the clerk exam.	6/14		
Outreach	Planned	Implemented	Completed
• Create plan with Outreach Coordinator to reach out to organizations for purpose of educating members of the community about job opportunities.	10/14	11/14	ongoing

Execute the Strategic Plan while developing a strong process to measure outcomes.			
Director's Report <ul style="list-style-type: none"> Develop new version of director's report that includes statistical analysis Reassign a position in CMS to collect and distribute statistical data 	Planned	Implemented	Completed
	6/14 8/14	8/14 10/14	Ongoing Ongoing
Reorganization <ul style="list-style-type: none"> Create service areas, and additional head of branch services, to oversee operation and budget of branches. Create leadership team whose job is to examine and make decisions based on the strategic plan 	Planned	Implemented	Completed
	8/14 9/14	8/14 9/14	8/14 9/14
Orange Boy dashboard implementation <ul style="list-style-type: none"> Create dashboard Launch multi-level dashboard Training for leadership on dashboard 	Planned	Implemented	Completed
	10/14 12/14 1/15	12/14 2/15 3/15	3/15 3/15 3/15

Develop and implement a Quality Management Program to include a process for evaluating and improving process efficiency.			
Budget <ul style="list-style-type: none"> Create and approve Budget Modification Policy Develop system of budget reporting by quarter Assign budget responsibility to Branch Managers for their Service Area 	Planned	Implemented	Completed
	12/14 12/14 12/14	12/14 1/15 12/14	12/14 Ongoing Ongoing

Establish a process for employee development.			
Continuing Education Tracking <ul style="list-style-type: none"> Create tracking mechanism for staff development hours 	Planned	Implemented	Completed
	9/14	9/14	Ongoing

Develop an integrated approach to civility and safety in the workplace.			
Incident Reports <ul style="list-style-type: none"> Develop written procedure for incident reports Change security model 	Planned	Implemented	Completed
	12/14 1/15	12/14	12/14

*Please note that this is a working document and there will be additions. These are only the action that have been planned, implemented or completed.

Policy Master List

Updated 5/7/15

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			June 2015			To Be Created (Federal Changes)
Emergency Action Plan for Each Building		X		Jan. 2015			Safety Cmt. – Have a few modifications (Meeting end of May)
Employee Safety	X		X		Mar. 2015	Mar. 2017	Safety Cmt.
Workplace Violence Prevention and Incident Reporting	X		X		May 2015	May 2017	To Board for Voting - HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
SERVICES TO PUBLIC							
Social Media	X		X		April 2014	April 2016	Web Devel. Cmt.
Website Privacy	X		X		April 2014	April 2016	Web Devel. Cmt.
Main Library Closing		X	X		Jan. 2014	Jan 2015	Public Serv. Cmt.
Fine Limit		X	X		May 2015	May 2017	To Board for Voting – Pub. Serv.
Library Card Registration		X					Public Serv. Cmt. – On hold until new ILS
Overdue Fine Structure		X	X		May 2015	May 2017	To Board for Voting – 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		Oct. 2014	Oct. 2016	Public Serv. Cmt
Internet Use	X		X		April 2014	April 2016	IT Dept.
Meeting Room Use	X		X		Jan. 2010	May 2016	Public Serv. Cmt.
Materials Selection	X		X		Mar. 205	Mar. 2017	CMS

Behavior	X		X		April 2014	April 2016	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	Board Vote: Art Exhibition Cmt.
Art Acquisition	X		X		Oct. 2014	Oct. 2016	P&G Committee (With Art Exhib.)
Nondiscrimination	X		X		Dec. 2012	Dec. 2014	Tabled for review of legal recommendations
Confidentiality of Records	X		X		May 2015	May 2017	Board Vote: Web Devel. Cmt.
Service to Children	X		X		Dec. 2012	Dec. 2014	Public Serv. (DISCUSSION)
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		Oct. 2013	Oct. 2015	HR
Travel Reimbursement (policy and form)	X		X		May 2015	May 2017	Board Vote: HR/Admin
Use of Equipment and Technology by Staff	X		X		Dec. 2014	Dec. 2016	Admin
Purchasing	X		X		May 2015	May 2017	Board Vote: 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)

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		Oct. 2013	Oct. 2015	Board
Reserve Fund	X		X		Nov. 2014	Nov. 2016	Board Finance
Board Member Expectations		X	X				Board
Board Code of Conduct	X		X				Board

Workplace Violence and Incident Reporting Policy

PURPOSE

Albany Public Library is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our institution, staff, and patrons. Threats, threatening behavior or acts of violence against employees, visitors, patrons, or other individuals by anyone on Albany Public Library property will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients, following all policies, procedures and program requirement, and for assisting in maintaining a safe and secure work environment.

POLICY

This policy is designed to meet the requirements of NYS Labor Law §27-b and highlights some of the elements that are found within our Workplace Violence Prevention Program. The process involved in complying with this law included a workplace evaluation that was designed to identify the workplace violence hazards our employees could be exposed to. Other tools that were utilized during the process included establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process and investigating workplace violence incidents or allegations. All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. Albany Public Library has identified response personnel that include a member of management and an employee representative. If appropriate, Albany Public Library will provide counseling services or referrals for employees.

All Albany Public Library personnel are responsible for notifying the contact person designated below (or their immediate supervisor) of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

Inquiries regarding this policy or requests for a printed copy should be directed to: Executive Director, Albany Public Library, 161 Washington Avenue, Albany, NY 12210 – 518-427-4300

RESPONSIBILITY

Marjorie K. Reinhart

Human Resources Manager

Albany Public Library, 161 Washington Avenue, Albany, NY 12210

reinhartm@albanypubliclibrary.org – 518-427-4336

PROCEDURE

As stated above

APPROVED ON

March 2013 (Revised on May 2015)

REVIEW DATE

May 2017

ART EXHIBITION POLICY

PURPOSE:

To further the established mission of the Albany Public Library: to educate, entertain and empower the community, the Library has developed an Art Exhibition Program to build the cultural vitality of the Capital Region by presenting rotating exhibitions that include work by regional artists and from local collections. The Library aims to enrich the experience of patrons and the local community through exhibition programing, while providing new opportunities for contemporary artists.

POLICY:

The Art Exhibition Policy defines the criteria by which the Library selects artwork to be exhibited in its facilities through this program. Artwork for display in Albany Public Library facilities will be exhibited in accordance with the mission, goals, and objectives of the Library. The following exhibition criteria will be applied:

1. The Albany Public Library Art Exhibition Program will make selections with a priority to artists who live, work, or are otherwise closely connected with the Capital Region.
2. The artwork must meet standards for art exhibited in a public space, focusing on themes that have a broad appeal to diverse and intergenerational audiences.
3. Artwork must have high artistic merit.
4. To be considered for exhibition, artists must follow submission guidelines. The Library will determine the selection, content, arrangement, and location of all exhibitions. The Library reserves the right to cancel an exhibition at any time for any reason. Legal, contractual, and financial procedures must follow Albany Public Library policies and approval processes.

The views expressed in the artwork exhibitions at Albany Public Library facilities are those of the artists and not necessarily those of the Library, its staff, or supporting organizations.

APPROVED ON:

March 2013 (Reviewed May 2015)

REVIEW DATE:

May 2017

Privacy and Confidentiality of Library Records

Purpose

The Albany Public Library respects the privacy and confidentiality of all library customers regarding information related to the use of the Library.

Policy

Under State law, library records which contain names or other personally identifying details regarding the users of public libraries, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

The Executive Director or his/her designee is the sole library representative authorized to receive and comply with requests for those library records which are protected by law. Library staff and volunteers are required to refer any requests for records or information relating to records to the Executive Director or his/her designee. The Albany Public Library does not make library records available to any person or any agency of state, federal, or local government unless a subpoena, warrant, court order is issued pursuant to law. Before complying with any such requests, the Library's legal counsel is consulted to determine the proper response.

Use of Information in Connection with Other Programs, Services and Activities

The Library compiles aggregate demographic data related to our users to better manage our services. In addition, like other similar organizations, the Library collects certain personally-identifiable information about our patrons, customers, donors, and friends for purposes related to our mission. For example, information is obtained from online transactions such as purchases, registrations, or contributions as well as responses to our e-newsletters and email communications. (In order to help us to better tailor our services and offerings, APL collects limited information about user click-throughs, in connection with our e-newsletters and certain email communications.) This information may be used to send our customers/patrons information about various programs and services offered by APL as well as other initiatives and information. Should a customer ever wish to stop receiving any particular type of communication, please either click the unsubscribe link at the bottom of the email you received or contact Opt-Out@albanypubliclibrary.org.

APL will sometimes send requests to support the library to people who have expressed interest in the Library's programs or services. In order to ensure the most efficient use of APL fundraising dollars, we use third party vendors to make sure the contact information we have for our users is current and to determine which users are most likely to provide support. Information about our donors is never sold or rented to other organizations.

Third-Party Partners

The Library has teamed up with reputable third-party partners in order to provide certain services to its users. The information customers submit to the Library may be provided to those third parties so that they can assist us in providing certain services (such as the delivery of eBooks, electronic magazines or the collaborative features of APL's online public access catalog and activities that require us to maintain databases and/or process credit card transactions and donations). In cases where users leave the Library's website to visit one of its partners' websites, users are encouraged to become familiar with the privacy policies of the websites they visit.

Security

The Library has physical, electronic, and managerial measures in place to prevent unauthorized access to the information we collect.

Inquiries regarding this policy or requests for a printed copy should be directed to: Executive Director, Albany Public Library, 161 Washington Avenue, Albany, New York, 12210, (518) 427-4300.

Responsibility

The Executive Director is responsible for compliance with this policy.

Procedure

As outlined above

Approved

April 2014 (Reviewed on May 2015)

Review Date

May 2017

TRAVEL AND MEAL POLICY –Draft 5.7.15

PURPOSE:

The purpose of this policy is to outline the reimbursement of expenses to employees accrued during work related training and/or travel.

POLICY:

SECTION I: OVERVIEW

It is the policy of Albany Public Library to reimburse staff for reasonable and necessary expenses incurred in connection with approved travel on behalf of the library. The Library strongly encourages use of travel discounts when making travel arrangements.

Reimbursement is allowed only when reimbursement has not been, and will not be, received from other sources. If a circumstance arises that is not specifically covered in the travel policies, the most conservative course of action should be adopted.

Authorization and Responsibility

Travel for staff must be authorized. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Upon completion of the trip, and within 10 days, the traveler must submit a reimbursement form and supporting documentation to obtain reimbursement of expenses.

The Executive Director, Assistant Director or Chief Fiscal Officer is required to review expenditures and withhold reimbursement if there is reason to believe that the expenditures are inappropriate or extravagant.

Personal Funds

Travelers should review reimbursement guidelines before spending personal funds for business travel to determine if such expenses are reimbursable. See Section II – Travel Expenses/Processes for details. The Library reserves the right to deny reimbursement of travel related expenses for failure to comply with policies and procedures.

Vacation in Conjunction with Business Travel

In cases where vacation time is added to a business trip, any cost variance in airfare, car rental, and/or lodging must be clearly identified on the reimbursement form. The Library will not prepay any personal expenses with the intention of being “repaid” at a later time, nor will any personal expenses be reimbursed.

Exceptions

Occasionally it may be necessary for travelers to request exceptions to these Travel Policies. Requests for exceptions to these policies must be made in writing and approved by the Executive Director, Assistant Director or Chief Fiscal Officer.

SECTION II: EXPENSES THAT MAY BE PREPAID OR REIMBURSED

1. Airfare – Travelers are expected to obtain the lowest available airfare that reasonably meets business travel needs. Airfare may be prepaid by the Business Office.

Travelers are encouraged to book flights at least 30 days in advance to avoid premium airfare pricing. First class tickets are not reimbursable.

Coach class or economy tickets must be purchased for domestic or international flights. A higher-priced coach ticket cannot be purchased for a subsequent upgrade in seating.

2. Rail Transportation – The Library will prepay rail transportation providing the cost does not exceed the cost of the least expensive available airfare.

3. Automobile – Reimbursement for usage of a personal automobile is based on IRS Mileage Rate.

Reimbursement for a commercial rental vehicle as a primary mode of transportation is authorized only if the rental vehicle is more economical than any other type of public transportation, or if the destination is not otherwise accessible. Vehicle rental at a destination city is reimbursable. Original receipts are required.

The Library authorizes reimbursement for entry-level or the most economic vehicle available. In certain circumstances larger vehicles may be rented, with supervisory approval.

When vehicle rentals are necessary, The Library encourages travelers to purchase CDW and LDW coverage. The Library will reimburse the cost of CDW and LDW coverage. Travelers are strongly encouraged to fill the gas tank before returning the vehicle to the rental agency to avoid service fees and more expensive fuel rates.

4. Conference Registration Fees – Conference registration fees can be prepaid with a credit card or check through the Business Office. Business related banquets or meals that are considered part of the conference can be paid with the registration fees; however, such meals must be deducted from the traveler's per diem allowance. Entertainment activities such as golf outings and sightseeing tours will not be reimbursed.

5. Lodging (commercial) – The cost of overnight lodging (room rate and tax only) will be reimbursed to the traveler.

The Library will reimburse lodging expenses at reasonable, single occupancy or standard business room rates. When the hotel or motel is the conference or convention site, reimbursement will be limited to the conference rate.

Only single room rates are authorized for payment or reimbursement unless the second party is representing the agency in an authorized capacity. If the lodging receipt shows more than a single occupancy, the single room rate must be noted. If reimbursement for more than the single room rate is requested, the name of the second person must be included.

6. Meals (Per Diem) –For all day, local workshops/conferences, lunch will be reimbursed up to \$20.

For multi-day travel, per diem reimbursements of \$65 per day are based on departure and return times over the entire 24-hour day and prorated accordingly. If a meal is included in a conference registration fee, or replaced by a legitimate business meal, the cost of the event shall be deducted from the per diem amount. Original itemized receipts are required for all meal purchases.

7. Business Expenses – Business expenses including faxes, photocopies, postage, Internet charges, data ports, and business telephone calls incurred while on travel status can be reimbursed. Original itemized receipts are required.

8. Tolls – Original receipts or EZ Pass statement are required for tolls.

9. Miscellaneous Transportation (Including Parking) – Original receipts are required for taxi, bus, subway, metro, ferry, other modes of transportation or parking (including airport parking). The lodging bill can be used as a receipt when charges are included as part of the overnight stay.

SECTION III: EXPENSES NOT REIMBURSABLE

The following items that may be associated with business travel that will not be reimbursed by the Library:

- Airline club memberships
- Alcoholic Beverages
- Any airfare class greater than coach
- Child-care, babysitting, house-sitting, pet-sitting/kennel charges
- Costs incurred by traveler's failure to cancel travel or hotel reservations in a timely fashion
- Evening or formal wear expenses
- Haircuts and personal grooming
- Laundry and dry cleaning
- Passports, vaccinations, and visas when not required as a specific and necessary condition of the travel assignment
- Personal entertainment expenses including in-flight movies, headsets, health club facilities, hotel pay-per-view movies, in-theatre movies, social activities and related incidental costs
- Telephone Calls

- Travel accident insurance premiums and/or purchase of additional travel insurance
- Other expenses not directly related to the business travel

Travel for Non Company Employees - Incremental costs for travel, lodging, meal or other travel expenses for spouses or other family members will not be reimbursed unless the individual has a bona fide company purpose for attending the event.

RESPONSIBILITY:

The employee, Executive Director and Chief Financial Officer are responsible for compliance with this policy.

PROCEDURE:

As outlined above

APPROVED:

March 2014 (Revised on May 2015)

REVIEW DATE:

May 2016



Purchasing Policy

PURPOSE:

The Albany Public Library establishes this purchasing policy in order to comply with the General Municipal Law of the State of New York, generally accepted auditing standards, and the principles of responsible fiscal management.

POLICY:

General

1. Only the Executive Director, members of the Library's management staff (administration and department supervisors), or another person designated by the Board of Trustees, may commit the Library to make purchases. Further, with the few exceptions described herein and those purchases requiring action to secure the immediate safety of employees or the public, all purchases require advanced planning and the adherence to the processes outlined in this policy.
2. Materials, equipment, supplies, and services purchased by the Library shall be of a quality and quantity required to serve the functions of the Library in a satisfactory manner.
3. It is the responsibility of each supervisor, supported by the Library administration, to secure the required quotes or bids, or to investigate alternative suppliers to ensure the most economical purchase of required items. The process of securing quotes and/or bids is further described in this policy. The Executive Director shall have the final authority on all purchase decisions.
4. Every effort will be made to obtain the lowest cost for materials and services purchased by the Library. Purchases that can be made using New York State approved contract pricing and/or discount programs or BOCES group purchasing programs constitute an exception to local competitive bidding requirements and do not require additional quotes or bids. In the event that pricing and/or discount program can be found that result in greater cost savings to the Library than a comparable State contract, that pricing and/or discount program may be used.
5. In the event that the Library needs to make a purchase from a specific vendor (i.e., a sole source supplier) such that competitive quotes and/or bids are not practical, the supervisor making the purchasing request must submit a written justification for an exemption to the Executive Director and the Chief Fiscal Officer, who will review the request and determine whether to allow such an exemption. If such request is for a purchase in excess of \$20,000, the exemption must also be approved by the Board of Trustees. A written copy of the request and the decision will be included in the documentation of the purchase.
6. Surplus or second-hand supplies, material, or equipment may be purchased from the federal government, the State, or another municipality without the necessity of obtaining quotes or bids.

Requirements for Obtaining Quotes and Bids

With the understanding that purchases for library materials are often available through statewide or national discount programs for libraries, the Board of Trustees establishes the following policy related to bids:

1. **Library Materials:** Books, magazines, A/V, and other such materials intended for patron use are generally purchased from vendors offering volume discounts or vendors offering a State contract discount program. Materials available only from the publisher are generally purchased with little or no discount. Unless a vendor is providing materials pursuant to a State contract, or an exemption from competitive bidding has been approved, the Library shall submit for bid, annually, any category of library material purchase which is anticipated to exceed \$20,000 in the aggregate (i.e., audio books, electronic media, etc.).
2. **Purchasing and Public Work Purchasing Limits:** The below schedule establishes the requirement for various purchasing requirements for purchasing and or public work procurement by the Library.

Purchases	Public Work	Requirement
Up to \$2,999	Up to \$4,999	Discretion of Appropriate Staff
\$3,000-9,999	\$5,000-9,999	Minimum of three, documented oral quotes
\$10,000-19,999	\$10,000-34,999	Minimum of three written quotes
\$20,000 and above	\$35,000 ¹ and above	Formal bid process approved by the Board of Trustees

The Library will comply with all New York State requirements for public works projects.

Claims

All invoices and pre-payments shall be paid in accordance with procedures established by the Board of Trustees

Professional Service Contracts

The Library will conduct a formal Request for Proposal (RFP) process to secure any professional services expected to cost \$20,000 or more. For multi-year services (i.e., legal counsel, auditing service, insurance broker/consultant, etc.) the Library will complete an RFP process for the service at least every 5 years.

¹ This bidding limit is set by Gen. Municipal Law §103 (1), but will revert to \$20,000 on June 1, 2018 unless extended by the Legislature.

Library policies are posted on the Albany Public Library web site (www.albanypubliclibrary.org) and are available upon request. Requests should be directed to: Executive Director, Albany Public Library, 161 Washington Avenue, Albany, New York, 12210, (518) 427-4300.

RESPONSIBILITY:

The Executive Director and Chief Financial Officer are responsible for compliance with this policy

APPROVED ON:

August 2012 (Reviewed May 2015)

REVIEW DATE:

May 2017

SERVICE TO CHILDREN POLICY - DRAFT

PURPOSE:

The Albany Public Library welcomes and encourages children to visit the Library, to use Library resources and services, and to attend Library programs. Library staff members are available to help and support children and to make their library experience a rewarding and positive one.

POLICY:

Unattended Children

The Library does not provide care or supervision of children, except to the extent needed to uphold Library rules of conduct and use. The Library does not accept responsibility for care or supervision of children who are not accompanied by an adult or designated caregiver. The Library is not able to provide short- or long-term childcare and is not a substitute for supervised after-school or daycare programs. Parents or designated caregivers are solely responsible for their children's supervision and behavior while using the Library.

The Albany Public Library has developed the following guidelines for the safety and protection of children using the Library:

Children Age 10 or younger must be accompanied by an adult or responsible adolescent (age 14 and older). The designated caregiver must stay with children at all times. If children are participating in a story time or other Library program, the designated caregiver must remain on Library premises and be in visual and/or voice contact with the children. If a child age 10 or under is found to be unattended in the library they may be allowed to use the library phone to contact their parent or guardian to arrange to be picked up. If contact with a parent or guardian cannot be made, Library staff will contact the Albany Police Department. In cases where children age 10 or younger are left unattended in the Library on more than one occasion, Library staff may refer the matter to the Albany Police Department or other appropriate social service authorities.

Children Age 11 or older are welcome to use the Library without a parent or guardian. All Library users must adhere to the Library's Customer Behavior Policy. Parents are advised that if their child misbehaves, the child may be asked to leave the Library and the Library premises. Parents must realize that, even when not present, they are legally responsible for their child's behavior

Truancy

In consideration of the many home-schooled children and those who attend alternative education programs, the Library cannot monitor the status of all school-aged children using the Library throughout its hours of operation. If there is a suspected case of truancy, the Library staff will make every effort to determine whether the child has a legitimate reason to be out of

school. The Library staff will contact the appropriate authorities to deal with a suspected truant.

Children and Use of Library Resources

Albany Public Library offers materials that reflect the diversity of its user population. It is not the responsibility of the Library or its staff to exercise a supervisory or restrictive role in determining which Library resources young people may use or access. It is the responsibility of a child's parents and/or designated caregiver to monitor the child's selection and use of all Library resources. This includes the monitoring of the child's access to the Internet. The Library encourages parents to set their own family rules, in consultation with their child, regarding use of Library resources and services. Library users may consult the Library's youth services and reference staff for information regarding developing such family rules.

Group Visits from School, Daycare or Other Organizations

Albany Public Library encourages group visits by local schools, daycares, camps and other organizations. However, we cannot always accommodate groups in our scheduled storytimes and programs.

Arrangements for group storytimes, tours, library card assistance or other services must be made with Library staff at least two (2) weeks prior to your visit. In order to provide the best possible service to all patrons, we cannot schedule more than one (1) visit per month for the same class or group.

Groups visiting the library must be well-supervised. Teachers, counselors or adult supervisors are expected to remain with their group at all times.

APPROVED ON:

July 2006 (Revised on May 2015)

REVIEW DATE:

May 2017

Thank you for supporting the Albany Public Library!
ALBANY PUBLIC LIBRARY DONATION FORM

DONOR INFORMATION

Name(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____ Evening Phone: _____

E-mail Address: _____

GIFT AMOUNT AND PURPOSE	MEMORIALS AND TRIBUTES
<p>Enclosed is my gift of \$ _____ to support Albany Public Library programs, services, and facilities.</p> <p>I would like to direct my gift to:</p> <ul style="list-style-type: none"><input type="checkbox"/> Where the need is greatest<input type="checkbox"/> Programs for library users<input type="checkbox"/> Books and materials<input type="checkbox"/> Arbor Hill/West Hill Branch<input type="checkbox"/> John J. Bach Branch<input type="checkbox"/> Delaware Branch<input type="checkbox"/> John A. Howe Branch<input type="checkbox"/> North Albany Branch<input type="checkbox"/> Pine Hills Branch<input type="checkbox"/> Washington Avenue Branch<input type="checkbox"/> Other: _____	<p>This is a special gift:</p> <p><input type="checkbox"/> In Memory of: _____ _____</p> <p><input type="checkbox"/> In Honor of: _____ _____</p> <p><input type="checkbox"/> <i>I am interested in having a memorial or tribute plaque placed at a Library branch for a minimum donation of \$150. Please indicate on the left which Library branch you would like it displayed at.</i></p> <p>Please send an acknowledgement to the honoree or next of kin listed:</p> <p>Name(s): _____</p> <p>Address: _____</p> <p>City: _____</p> <p>State: _____ Zip: _____</p>

Please make checks payable to:

Albany Public Library
161 Washington Avenue, Albany, NY 12210

To charge your donation or memorial contribution to Master Card or VISA, please complete the following:

Name on Card: _____

Credit Card Number: _____

Expiration Date: _____ / _____

Authorized Signature: _____



AlbanyPublicLibrary

www.albanypubliclibrary.org

161 Washington Avenue
Albany, New York 12210

P: 518.427.4300

F: 518.449.3386

DRAFT

Memorandum of Understanding

This Agreement, between the Albany Public Library, 161 Washington Avenue, Albany, New York ("APL") and the Delaware Area Merchants Group, 35 Twiller Street, Albany, New York ("DAMG"), is entered into this ____ day of April, 2015 for the purpose of establishing the agreements between the parties in connection with a fundraiser to benefit APL's Delaware Avenue Branch.

1. APL is the owner of the Delaware Avenue Branch library located at 331 Delaware Avenue (the "Library"), at which APL, in conjunction with the Delaware Area Neighborhood Association ("DANA") and DAMG, recently installed a sculpture entitled The Tree of Life (the "Sculpture") behind the Library building.

2. In order to offset the cost of installing and maintaining the Sculpture, DAMG, in coordination with DANA, is selling paving bricks to members of the community for \$50 per brick, upon which the buyer may have inscribed a message of up to three (3) lines and eighteen (18) characters per line (including spaces). The bricks may be purchased through DAMG.

3. APL will assist in promoting the sale of bricks by allowing an order form for the bricks to be made available at the Library until _____, 2015. Bricks will also be available for purchase online directly from DAMG until _____, 2015.

4. DAMG is responsible for reviewing the content of the proposed message on each brick it sells for the purpose of ensuring that the brick's message is consistent with its permanent installation as part of the area surrounding the Sculpture at the Library. Any issues about the content of the bricks will be referred to DAMG which shall use its discretion to determine whether a particular message will be allowed to be printed upon a brick.

5. DAMG has provided to APL a sample brick that is, in all material respects except the proposed messages, identical to the bricks that it is selling and APL has reviewed the sample brick for purposes of determining that it can allow bricks of such type to be permanently installed at the Library.

6. APL is willing to allow the installation of up to ____ paving bricks in the area surrounding the Sculpture behind the Library building. The Library will supervise the installation of the bricks to ensure that they are installed in accordance with applicable codes

and requirements, in a manner consistent with the use of the Library as a public building. The cost of the installation will be borne by DAMG. The Library reserves the right to reject the installation of any brick and to determine the final design of the installation and the configuration and placement of each brick. The installation of the bricks will occur not later than _____, 2015.

7. All money raised by DAMG from this fundraising project, after paying the costs of the acquisition and customization of the bricks (the "Funds"), shall be delivered to the Albany Public Library. The Funds will be delivered to APL on or before _____, 2015 but, in any event, prior to the installation of any bricks at the Library. The Library shall serve as custodian of the Funds and shall account for them separately as a restricted fund to be used only for the following purposes: to pay for the installation of the bricks, to offset costs associated with the installation of the Sculpture, to pay costs associated with the maintenance or repair of the Sculpture, and/or for APL-approved programming associated with the Sculpture. APL may hold the Funds in any manner it deems appropriate and may add to the Funds any additional funds it receives that must be used in a manner consistent with the Funds' restrictions. APL and DAMG further agree that if DAMG raises any additional funds for the maintenance or repair of the Sculpture, they will also be held by APL in accordance with the provisions of this paragraph.

8. Nothing in this Agreement places any burden or obligation on APL to use the Funds for any particular purpose or to expend funds from other sources on the installation of the bricks or the maintenance or repair of the Sculpture.

9. DAMG agrees to indemnify and hold APL harmless from and claims, causes of action, damages, warrants, and charges asserted against APL by any other person in connection with the sale of the bricks, the bricks themselves, or the installation of the bricks at the Library, except for a claims, causes of action, damages, warrants, or charge caused by APL's own acts in installing or maintain the bricks. DAMG agrees to transfer any warranty it obtains on the bricks to APL and understands and agrees that APL will be the beneficiary of any warranty or guarantee connected with the bricks.

10. If DAMG does not raise enough money to cover the installation of the bricks or does not sell at least _____ bricks, the Library reserves the right to delay, indefinitely or permanently, the installation of the bricks at the Library.

For: Albany Public Library

For: Delaware Area Merchants Group

Scott Jarzombek
Executive Director

David Lolik
President

Staff Survey Results and Actions

Topic	Discussion	Action
Top Areas of Dissatisfaction	<ul style="list-style-type: none"> • Career Advancement • Career Development • Personal Safety • Organizational Financial Stability 	
Dissatisfaction – Career Advancement	Staff feel that there are not enough opportunities for career advancement/promotion within the organization	<p>In the past year:</p> <ul style="list-style-type: none"> • Part-Time to Full Time positions have all been internal hires • Librarian Assistant Positions – 100% internal hires • Librarian I position – Hired externally, but it was a former staff member returning • Librarian III position – 1 out of 2 was hired internally but the other was a former staff member returning • Executive Director – Was a former staff member returning • All Full Time positions – 5 out of 8 were internal hires or 7 out of 8 if you count returning staff members
Dissatisfaction – Career Development	Staff feel as though with the cutback on the Profession Development and Travel budget line, there is a cutback as well on professional development opportunities	<ul style="list-style-type: none"> • We have been working with Capital EAP to offer more relevant training on Customer Service skills and techniques • The Director's Association of UHLS is pushing them to provide more library skills training • We reinstated our NYLA institutional membership allowing for more opportunity to attend regional and state wide training opportunities at reduced rates or no charge at all • We try to offer trainings that best suit the majority of staff schedules and have started to offer some evening sessions when available
Dissatisfaction – Personal Safety	Staff feel as though some of our locations do not provide adequate measures to protect their and the community's personal safety	<ul style="list-style-type: none"> • More reactive way of handling incidents such as new banning procedures and working closely with Albany City School District and Albany Police Department to confront problematic behavior on multiple fronts

Dissatisfaction – Personal Safety (cont.)		<ul style="list-style-type: none"> • More proactive approach to addressing problematic behavior • Installing/replacing cameras at the Washington Ave location as well as getting quotes on updating the system to align it with the other locations • Implementing a trial “Panic Button” fob at Howe for emergency situations • Closing the back desk/back stairwell to alleviate the security/facilities concerns • Bringing Security In-House along the model of Howe’s Community Engagement Clerk
Dissatisfaction – Organizational Financial Stability	Staff feel that the budget line cuts indicate that APL is not financially stable	<ul style="list-style-type: none"> • We’ve gone to a quarterly budget system so we can more accurately keep track of what budget lines may need adjusting • Budget lines are given out in order to provide transparency on how much money there is with oversight from the L3’s or Department Heads • Budget mode in place by Board of Trustees • Budget Vote
Good Stuff!	<ul style="list-style-type: none"> • Overall Satisfaction with APL is 83% • 91% would recommend APL to friends and family as a good place to work • Top areas of satisfaction <ul style="list-style-type: none"> ○ Relationship With Co-Workers ○ Relationship With Immediate Supervisor ○ Contribution Your Work Has On Overall Goals Of The Organization ○ The Work Itself ○ Job Security 	Keep up the good work and continue to solicit comments/concerns regarding staff satisfaction

BOARD OF TRUSTEES SELF-ASSESSMENT 2015

HIGHLIGHTS

SCORE= 213.1 A moderately effective board. May need to make some changes and undergo further development.

STRENGTHS

- The ED does not try to dominate or control the board too much.
- The board regularly and systematically carries out assessments of the ED's performance
- The board is not too large and cumbersome to enable it to act as an effective decision-making body.
- The board chair is not too passive and disorganized in her leadership style.
- There seems to be trust between the ED and the board.
- As far as I know, the relationship between the ED and the board chair is balanced between formal and informal
- The board has developed a clear, well-researched, strategic plan that sets out broad goals and establishes priorities for the organization.
- The board chair's meeting leadership skills are as strong.
- The board has a clear mission and vision for the organization.
- The by-laws that provide the rules within which the board operates are up to date.

CHALLENGES

- Finding high quality new board members is a problem for us.
- The board has problems engaging in actual fundraising activities.
- We don't do a very good job of orienting and training new board members.
- The board has not approved an overall strategy for fundraising.
- We do not pay enough attention to making sure we get the mix of skills and backgrounds we need in the new board members we recruit.
- The diversity of publics with an interest in this organization is not well represented in the make-up of the board.
- There is not enough ongoing development and training for regular board members.
- Most board members don't make much use of the information and communications technology made available to them
- Looking at the board as a whole, there is not enough "new blood" coming on to it to bring fresh energy and ideas.
- A few members seem to dominate discussions and this discourages quieter board members from contributing.

REVISED 2015 MEETING SCHEDULE*

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES

- All APL Board of Trustees meetings are held on the second Tuesday of each month at 5:30 pm, unless otherwise noted.
- The public is encouraged to attend and has an opportunity to speak to the board at the beginning and end of each meeting.

DATE	LIBRARY BRANCH
January 13	Bach Branch 455 New Scotland Ave.
February 10	Pine Hills Branch 517 Western Ave.
March 10	Arbor Hill/West Hill Branch 148 Henry Johnson Blvd.
April 14	Delaware Branch 331 Delaware Ave.
May 12	Howe Branch 105 Schuyler St.
June 9	North Albany Branch 616 North Pearl St.
July 14	Washington Avenue Branch 161 Washington Ave.
August 11	Bach Branch 455 New Scotland Ave.
September 8	Pine Hills Branch 517 Western Ave.
October 13	Arbor Hill/West Hill Branch 148 Henry Johnson Blvd.
November 10	Delaware Branch 331 Delaware Ave.
December 8	Howe Branch 105 Schuyler St.

Schedule revised by APL Board of Trustees on April 14, 2015 – Changes indicated in red
Original schedule approved by APL Board of Trustees on July 8, 2014