



ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

October 13, 2015

Arbor Hill/West Hill Branch at 6:00 pm

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

Call to Order – 6:00 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

UHLS Report

Director's Report – 6:30 to 6:35 pm

Review Policies and Procedures Grid – 6:35 to 6:40 pm

Unfinished Business

New Business

- Close Delaware Branch on Nov. 14 for Foundation Gala – Discussion/Action – 6:40 to 6:45 pm
- Central Library Aid Budget 2016 – Discussion/Action – 6:45 to 6:50 pm
- Naming: Tompkins Community Room – Discussion/Action – 6:50 to 6:55 pm

Old Business

- UHLS Representative – Discussion/Action – 6:55 to 7:00 pm
- 2016 Board of Trustees Meeting Schedule – Discussion/Action – 7:00 to 7:05 pm
- Quarterly Update on Strategic Plan – Discussion/Action – 7:05 to 7:10 pm

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

Executive Session (if necessary)

Adjournment – 7:15 pm

Next Meeting – Nov. 10 at the Delaware Branch

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library September 8, 2015 Pine Hills Branch

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

LATE ARRIVAL: Michael Neppl at 6:02 pm, Andrew Bechard (vice president for finance) at 6:07 pm

ALSO IN ATTENDANCE: Scott Jarzombek (executive director), Melanie Metzger (assistant director), Mary Cullinan (chief fiscal officer), Stephanie Simon (public information officer), Mary Coon (head of branches for Bach, Pine Hills), Robert Schofield (counsel)

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

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

PUBLIC COMMENT: There were no comments from the public.

MINUTES: Curtis made a motion, seconded by Dixon, to approve the minutes from the Aug. 11, 2015 meeting. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: The treasurer's report (covering finances from Jan. 1 through July 31, 2015) will be filed. The updated check register (covering Aug. 13 through Sept. 10, 2015) was reviewed by the trustees. Curtis made a motion, seconded by Calacone, to accept the updated check register and approve it for payment. The motion was approved unanimously.

COMMITTEE REPORTS:

Policy and Governance Committee: Dixon briefly reviewed the committee report.

Buildings Committee: The committee is recommending the full board approve the NYS Construction Grant application that would partially fund a project at Washington Avenue Branch to convert one first-floor restroom into a gender-neutral/family bathroom and another first-floor restroom into a private area for nursing mothers.

UHLS REPORT: Calacone noted that the next Upper Hudson Library System meeting is Sept. 9.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and Jarzombek fielded questions about usage statistics, customer survey, and Sierra system.

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

Hazardous Materials Policy: The board reviewed the proposed policy, which is required to comply with OSHA Hazard Communication Standards. The policy calls for compiling a list of hazardous chemicals, using material safety data sheets, ensuring that containers are labeled, and providing employees with training and information. Smith made a motion, seconded by Dixon, to approve the Hazardous Materials Policy. The motion was approved unanimously.

NEW BUSINESS:

2016 Board Meeting Schedule: The trustees considered the proposed 2016 meeting schedule, but after a discussion chose to table a vote pending more consideration of meeting locations. Curtis made a motion, seconded by Way, to table the vote on the 2016 board meeting schedule until the October meeting. The motion was approved unanimously and the schedule will be revisited in October.

2016 Library Schedule of Service: The board reviewed the proposed 2016 schedule of service for APL locations. After a discussion, Curtis made a motion, seconded by Way, to approve the 2016 schedule of service. The motion was approved by a vote of 8-0-1, with Neppi abstaining.

NYS Construction Grant: The proposed 2016 NYS Construction Grant application was reviewed by the trustees. APL is eligible for a 75 percent match for construction projects from this grant, and is proposing to use the funds to renovate customer bathrooms on the first floor of the Washington Ave. Branch (converting one into a gender-neutral, family restroom and the other into a nursing mothers' private room). Kane made a motion, seconded by Calacone, to approve the grant application. The motion was approved unanimously and the application will be submitted.

UNFINISHED BUSINESS:

Trustee Education Plan: The board briefly discussed trustee training opportunities and will take up the issue further at a future meeting.

NYS Retirement Update: Cullinan informed the trustees that the library's NYS retirement obligation for 2015 will be significantly lower, by about \$100,000, than the amount budgeted.

PUBLIC COMMENT: There were no comments from the public.

ADJOURNMENT: Smith made a motion, seconded by Curtis, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 7:00 pm.

NEXT MEETING: Tuesday, Oct. 13 – Arbor Hill/West Hill Branch at 6:00 pm

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE EIGHT MONTHS ENDED
AUGUST 31, 2015

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,434,764	536,230	4,289,840	66.67%
Tax Levy- Branch Improvement Plan	1,853,313		-	0.00%
Future Operations Income	-			
NYS Grants & Aid	197,000		-	0.00%
NYS Construction Grant	26,250		7,250	27.62%
Federal Grants	38,000		-	0.00%
Fines and Fees	170,000	13,586	98,103	57.71%
Book Sales	0	644	3,335	
Interest Income	5,000	11,284	50,790	1015.80%
Foundation Contributions	10,000		-	0.00%
DASNY Project Reimbursement	0		-	
Copier Printers	45,000	-	1,720	3.82%
Miscellaneous income & Aid	0	303	24,304	
Fund Balance Used	759,732		-	0.00%
Total Support and Revenue	9,539,059	562,047	4,475,342	46.92%
Expenditures				
Payroll and Related costs	4,959,346	387,020	3,230,687	65.14%
Occupancy Costs	1,111,400	31,395	564,627	50.80%
Materials and Services	715,000	41,340	418,275	58.50%
Administration and Miscellaneous	535,000	38,962	294,934	55.13%
Automation	365,000	8,103	181,372	49.69%
Contingency	-	-	-	
Total Expenditures	7,685,746	506,820	4,689,895	61.02%
Debt Service	1,853,313	-	-	0.00%
Net Income (Loss)	-	55,227	(214,553)	0.00%

ALBANY PUBLIC LIBRARY
 DETAIL OF EXPENDITURES
 FOR THE EIGHT MONTHS ENDED
 AUGUST 31, 2015

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,409,678	259,098	2,191,110	64.26%
NYS Retirement System	545,548	38,101	304,808	55.87%
Payroll Taxes	261,063	19,111	161,263	61.77%
Hospital Insurance	721,557	69,514	558,225	77.36%
Payroll processing Costs	20,000	1,196	12,761	63.81%
Unemployment Insurance	1,500	-	2,520	168.00%
TOTAL	4,959,346	387,020	3,230,687	65.14%
OCCUPANCY COSTS				
Occupancy Costs	20,000	1,600	12,800	64.00%
Heat & Electric	245,000	14,855	122,782	50.12%
Telephone	13,000	607	7,303	56.18%
Maintenance/repairs/supplies	460,000	7,301	257,773	56.04%
Security	88,400	7,032	47,344	53.56%
NYS Construction Grant	35,000	-	8,140	23.26%
Furniture/Building Improvements	250,000	-	108,485	43.39%
TOTAL	1,111,400	31,395	564,627	50.80%
MATERIALS and SERVICES				
Books,etc.	590,000	41,193	352,947	59.82%
Serials/Magazines	60,000	-	40,946	68.24%
On-line Services	65,000	147	24,382	37.51%
TOTAL	715,000	41,340	418,275	58.50%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	70,000	6,274	42,064	60.09%
Postage	20,000	3,092	7,941	39.71%
Publicity, Printing	47,000	4,299	23,174	49.31%
Training and Travel	30,000	2,465	9,821	32.74%
Community Activities	8,000	-	3,642	45.53%
Professional Services	200,000	14,808	138,845	69.42%
Misc Grant Expense	0	-	-	
Programming Activities	70,000	2,915	28,349	40.50%
Insurance	90,000	5,109	41,098	45.66%
TOTAL	535,000	38,962	294,934	55.13%
AUTOMATION				
Automation Services	240,000	7,994	134,197	55.92%
Automation Software	15,000	71	10,002	66.68%
Automation Hardware	110,000	38	37,173	33.79%
TOTAL	365,000	8,103	181,372	49.69%
CONTINGENCY				
	0	-	-	0.00%
DEBT SERVICE PAYMENT				
	1,853,313	-	-	0.00%
TOTAL EXPENDITURES				
	9,539,059	506,820	4,689,895	49.17%

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Sep 10, 2015 to Oct 14, 2015

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
4233V	9/23/15	Clara Leininger	-262.80	VOID
4545V	10/5/15	WhenToWork, Inc.	-550.00	VOID
4546	9/10/15	CSEA	1,873.74	Union Fees
4547	9/10/15	MetLife-TSA Contribution	1,801.00	403b
4548	9/10/15	NYS Deferred Comp Plan	2,488.53	NYS Def. Comp. Plan
4549	9/10/15	Pearl Carroll & Associates LLC	9.00	Short Term Disability
4550	9/10/15	The Travelers	1,948.00	403b
4551	9/22/15	First Light Fiber	5,398.20	Telephone Expense/Automation Services
4552	10/14/15	Baker & Taylor	8,001.18	Books-Adult
4553	10/14/15	Midwest Tape	1,388.20	Audio/Visual
4554	10/14/15	Midwest Tape	1,864.95	Audio/Visual
4555	10/14/15	Midwest Tape	1,027.37	Audio/Visual
4556	10/14/15	Midwest Tape	784.33	Audio/Visual
4557	10/14/15	Midwest Tape	1,026.89	Audio/Visual
4558	9/24/15	CSEA	1,873.09	Union Fees
4559	9/24/15	MetLife-TSA Contribution	1,876.00	403b
4560	9/24/15	National Grid	7,567.84	Heat Light and Power
4561	9/24/15	NYS Deferred Comp Plan	2,411.96	NYS Def. Comp. Plan
4562	9/24/15	Pearl Carroll & Associates LLC	9.00	Short Term Disability
4563	9/24/15	The Travelers	1,948.00	403b
4564	9/24/15	National Grid	1,533.44	Heat Light and Power
4565	10/14/15	OverDrive, Inc.	2,061.98	Central Library Materials
4566	10/14/15	Staples Advantage	365.02	Supplies (Office)
4567	10/14/15	Staples Advantage	232.65	Supplies (Office)
4568	10/14/15	MicroMarketing LLC	696.58	Books-Audio
4569	10/14/15	OverDrive, Inc.	1,539.69	Central Library Materials
4570	10/14/15	Midwest Tape	869.36	Audio/Visual
4571	10/14/15	Staples Advantage	668.16	Supplies (Office)
4572	10/14/15	Baker & Taylor	6,434.83	Books-Adult
4573	10/14/15	Midwest Tape	2,596.51	Audio/Visual
4574	10/14/15	OverDrive, Inc.	3,023.33	Central Library Materials
4575	10/14/15	Midwest Tape	345.00	Audio/Visual
4576	10/14/15	Midwest Tape	972.98	Audio/Visual
4577	10/14/15	Midwest Tape	550.18	Audio/Visual
4578	10/14/15	Midwest Tape	1,539.65	Audio/Visual
4579	10/6/15	Albany Water Board	171.28	Building Repair/Maintenance
4580	10/6/15	National Grid	5,753.78	Heat Light and Power
4581	10/14/15	Baker & Taylor	4,330.72	Books-Adult
4582	10/14/15	Brad Rose Landscaping, Inc.	2,255.82	Maintenance Service Contracts
4583	10/14/15	Accuprint	211.91	Publicity and Printing
4584	10/14/15	ADP, Inc.	1,150.47	Payroll Services
4585	10/14/15	Alexandra Consler	89.29	Programming NA
4586	10/14/15	S. Leto Companies LLC	6,900.00	Building Repair/Maintenance
4587	10/14/15	Republic Services #964	1,341.02	Maintenance Service Contracts
4588	10/14/15	SYNCB/AMAZON	620.63	Insurance-Wellness Program
4589	10/14/15	Audio Visual Sales & Service Inc.	300.00	Automation Services
4590	10/14/15	Baker & Taylor	3,156.89	Books-Adult
4591	10/14/15	Bay State Elevator Company	926.05	Maintenance Service Contracts
4592	10/14/15	BlueShield of Northeastern New York	7,355.40	Insurance-Hospitalization
4593	10/14/15	Brad Rose Landscaping, Inc.	224.32	Maintenance Service Contracts
4594	10/14/15	Brodart Co.	51.09	Supplies (Office)
4595	10/14/15	CDPHP	40,949.19	Insurance-Hospitalization
4596	10/14/15	CDPHP Universal Benefits, Inc.	12,301.48	Insurance-Hospitalization
4597	10/14/15	CDW G	1,272.13	VOIDED BELOW
4597V	10/14/15	CDW G	-1,272.13	VOID
4598	10/14/15	Charles Slatterick	960.00	Contracted Services
4599	10/14/15	Chinasa Seyse	405.90	Programming Howe
4600	10/14/15	Christine Consler	120.00	Programming NA
4601	10/14/15	Chubb & Son	1,120.00	Insurance-Liability

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Check #	Date	Payee	Amount	Description
4602	10/14/15	Dana Sela	45.00	Programming PH
4603	10/14/15	Delta Dental of New York, Inc.	3,741.64	Insurance-Hospitalization
4604	10/14/15	Demco	286.49	Supplies (Office)
4605	10/14/15	DePaula Chevrolet	500.00	Van Maintenance
4606	10/14/15	Donald Hyman	20.00	Fines and Fees
4607	10/14/15	Douglas Goodbee	200.00	Programming Howe
4608	10/14/15	Eastern Managed Print Network	225.00	Contracted Services
4609	10/14/15	Edward Mangione Locksmith	48.50	Supplies (Maintenance)
4610	10/14/15	Ehrlich Co., Inc.	159.74	Maintenance Service Contracts
4611	10/14/15	ELM USA	65.16	Supplies (Processing)
4612	10/14/15	EMCOR Services Tri-Tech	623.34	Maintenance Service Contracts
4613	10/14/15	Eye Med Vision Care	593.48	Insurance-Hospitalization
4614	10/14/15	Family & Children's Service	525.00	Travel/Staff Development
4615	10/14/15	Findaway World, LLC	736.13	Books-Audio
4616	10/14/15	G4S	5,164.14	Security Services
4617	10/14/15	Grainger	193.25	Building Repair/Maintenance
4618	10/14/15	Greenbush Tape & Label Inc.	231.78	Publicity and Printing
4619	10/14/15	Hewlett Packard Enterprise Co.	2,440.80	Automation Software
4620	10/14/15	Megan Haley	140.00	Programming PH
4621	10/14/15	Jacob Griswald	50.00	Programming Wash.
4622	10/14/15	James Davies	30.99	Programming Wash.
4623	10/14/15	Janway Company USA, Inc.	1,099.22	Programming Community
4624	10/14/15	Jennifer Ward	47.57	Programming Bach
4625	10/14/15	Jesse Horton	50.00	Programming Wash.
4626	10/14/15	Joan Brown	131.40	Insurance-Medicare Reim.
4627	10/14/15	Johnson Controls	257.80	Building Repair/Maintenance
4628	10/14/15	MAILFINANCE	119.95	Postage
4629	10/14/15	Malwarebytes Corporation	2,905.00	Automation Software
4630	10/14/15	Marshall & Sterling	692.50	Insurance-Liability
4631	10/14/15	Melissa Wasilewski	196.65	Programming YS
4632	10/14/15	MicroMarketing LLC	693.47	Books-Audio
4633	10/14/15	Midwest Tape	496.21	Audio/Visual
4634	10/14/15	Nick O'Brien	100.00	Programming Wash.
4635	10/14/15	New York Library Association	1,554.00	Travel/Staff Development
4636	10/14/15	OCLC Inc.	85.00	Fines and Fees
4637	10/14/15	Oriental Culture Enterprise Co, Inc.	87.92	Books-Adult
4638	10/14/15	Oriental Trading Company, Inc.	29.47	Programming Bach
4639	10/14/15	OverDrive, Inc.	1,508.65	Central Library Materials
4640	10/14/15	P & J Computers, Inc.	4,290.00	Automation Services
4641	10/14/15	Phillips Hardware	64.89	Supplies (Maintenance)
4642	10/14/15	Renee McGrath	354.71	Travel/Staff Development
4643	10/14/15	Richard Spataro	50.00	Programming Wash.
4644	10/14/15	Richard Waugh	220.00	Insurance-Medicare Reim.
4645	10/14/15	Robert Omer	65.70	Insurance-Medicare Reim.
4646	10/14/15	Ronco Communications & Electronics	440.00	Automation Services
4647	10/14/15	Saile Group, LLC	2,000.00	Travel/Staff Development
4648	10/14/15	Shirley Sinsabaugh	131.40	Insurance-Medicare Reim.
4649	10/14/15	SimplexGrinnell	1,571.55	Maintenance Service Contracts
4650	10/14/15	Staples Advantage	337.61	Supplies (Office)
4651	10/14/15	The Albany YMCA	1,600.00	Rent NA
4652	10/14/15	CMOST	145.00	Programming Community
4653	10/14/15	The Hanover Insurance Group	62,156.94	Insurance-Liability
4654	10/14/15	Thomas Krebs	50.00	Programming Wash.
4655	10/14/15	UniFirst Corporation	160.80	Maintenance Service Contracts
4656	10/14/15	UPS	18.37	Postage
4657	10/14/15	Verizon Wireless	464.07	Automation Services
4658	10/14/15	W.B.Mason Co., Inc.	348.03	Supplies (Office)
4659	10/14/15	Whiteman, Osterman & Hanna	4,611.50	Legal and Accounting Fees
4660	10/14/15	Wolberg Electrical Supply Company	68.00	Building Repair/Maintenance

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Sep 10, 2015 to Oct 14, 2015

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
4661	10/14/15	CDW G	351.01	Automation Hardware
4662	10/8/15	CSEA	1,860.40	Union Fees
4663	10/8/15	MetLife-TSA Contribution	1,826.00	403b
4664	10/8/15	NYS Deferred Comp Plan	2,461.64	NYS Def. Comp. Plan
4665	10/8/15	Pearl Carroll & Associates LLC	9.00	Short Term Disability
4666	10/8/15	The Travelers	1,948.00	403b
Total			270,288.95	

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES REPORT

October 2015

10/7/2015

EXECUTIVE SUMMARY



Kids had a great time at our LEGO building challenge at the Pine Hills Branch! They formed teams and worked together to construct unique LEGO structures.

The library had several special events in the month of September. We dedicated the Trolley Tree sculpture at the Delaware Branch, celebrated the donation of author Paul Grondahl's papers to the local history room, and hosted another Albany History Race. Albany Made is open and already very busy. The Howe Branch has returned to the Dewey Decimal System. All locations now have copiers that can also scan patrons' material.

The Executive Director visited the Queens Public Library's Central Library. A report from that site visit is in the addendum to the board packet.

APL has received \$75,000 for science and technology programs in 2016 from the office of NYS Assemblymember Patricia Fahy. The library has also received a Best Buy grant for additional science and technology programming for teens. We will also be receiving the full 75 percent match for our 2016 building project from the NYS Division of Library Development. This project will transform the first floor auditorium bathrooms into a gender neutral bathroom and a family/nursing room. The library will also see an increase in central library aid in 2016. The committee has agreed to add money to the staffing line of the budget.

The ED continues to hold bi-weekly satellite office hours at different branches.

Building "walk-throughs" have been added to these visits, which include the Head of Branches and Head of Facilities. Several of our buildings were damaged by weather, specifically rain, in the last week of September and we are working to fix these issues. The Executive Director continues to serve on the city's Broadband Committee, which has selected three possible vendors for the study and hopes to make a decision by the end of October.

The APL Foundation hosted a donor appreciation reception, in honor of the Grondahl paper contribution, for those who have given both time and money to the library. The Foundation is ramping up for the annual Gala fundraiser, which will be held at the Delaware Branch on Nov. 14. The Friends hosted another blood drive, have a fabulous lineup of speakers for the winter, and continue to host a monthly poetry program at the Arbor Hill/West Hill Branch.

DIRECTOR'S CALENDAR

9/2 – CDTA

9/4 – UHLS Directors Association

9/4 – UHLS Central Library Committee

9/9 – Saille Group: Executive Coaching

9/9 – UHLS Services Committee

9/11 – Bach Satellite Office

9/15 – Network of Nonprofit Organizations: Urban Revitalization Initiative Meeting

9/15 – Windrush (Vendor)

9/16 – Albany Promise

9/16 – Albany Broadband Committee

9/17 – Creative Library Concepts (Vendor)

9/17 – City Broadband Committee

9/18 – Queens Public Library

9/21 – City Broadband Committee

9/21 – Foundation

9/22 – Trolley Tree Dedication

9/23 – Saille Group: Executive Coaching

**Trustees must request a physical copy of the board packet for the meeting by 2 pm on Monday, Oct. 12.*

DEPARTMENT REPORTS

Central Service Area

WASHINGTON AVENUE BRANCH

	Number	YTD Change	Rank
Circulation	28247	-9.5%	1
Door Count	29539	-13.2%	1
Computer Use	4545	-8.9%	1
WiFi	30128	+53.6%	1
Program Attend.	856	+11.2%	1
Meeting Room Usage	69	+187.5%	1

Adult Services

- The second Albany History Race held Sept. 26 was another huge success. Sixty-eight contestants on 20 teams used clues to locate historic locations around the city of Albany. All teams finished, and celebrated their achievements at McGeary's, which offered participants a discount. Library staff compiled the clue booklets, and the booklet covers were screen-printed at the Albany Made Creative Lab.
- Three Adult Services staffers participated in the Banned Books Readout, co-sponsored by the NYCLU and APL. About 50 community members celebrated the right to read banned and challenge books. A library staffer at the Washington Ave. Branch read from Sherman Alexie's "Absolutely True Diary of a Part-time Indian," which is currently the most frequently challenged book in the U.S.

Youth Services

- Staff presented at a "Story Time Stars" training session on Sept. 1 for Albany Medical College residents (new doctors). They discussed methods for reading aloud to children and materials/services that APL offers to increase early literacy. This training will occur twice a year, as new residents are brought into the program.
- A library staffer represented APL at the Capital District Print-athon on Sept. 19. 3D-printed items were shown, the Albany Made Creative Lab was promoted, and information about upcoming Teen Nights in Albany Made was available to attendees.

ARBOR HILL/WEST HILL BRANCH

	Number	YTD Change	Rank
Circulation	4446	-39.6%	6
Door Count	5782	-1.7%	6
Computer Use	1570	-1.2%	5
WiFi	4174	+30.7%	5
Program Attend.	124	+313.3%	7
Meeting Room Usage	10	-9.1%	3/4

Adult Services

- The Arbor Hill/West Hill Branch now hosts the Capital Region BOCES Adult Basic Education (ABE) class, which began this month. The class meets Monday through Wednesday in the large meeting room from 12:30 pm until 3:30 pm.
- Branch staff tabled at the "Back to School Blast" event at Sheridan Prep. Academy on Sept. 17. Parents, teachers, and students visited the APL table to learn more about the library.

Youth Services

- AH/WH staff joined those from Washington Ave. Branch for the Sheridan Hollow Block Party on Sept. 12. Plenty of library related information was distributed and crafts were completed by community youth.

- The Alliance for Positive Health's Real Talk Program, which is hosted by AH/WH, has received funding to continue its project. This good news will allow neighborhood teens the opportunity to further connect with the program and the library.

West Service Area

JOHN J. BACH BRANCH

	Number	YTD Change	Rank
Circulation	9852	-15.0%	3
Door Count	6618	-8.1%	5
Computer Use	1082	-13.0%	6
WiFi	8568	+121.5%	3
Program Attend.	437	-35.8%	4
Meeting Room Usage	4	0%	6

Adult Services

- Public computers replaced with new models on Sept. 24
- Staff and public adjusting to new copier and copy cards

Youth Services

- Tutoring by medical students and pharmacy students started with the new school year. Usage is steady.
- Patron adjustment to new hours and new days/times for regular programs has gone smoothly. Monday morning story times has new families using the library.

PINE HILLS BRANCH

	Number	YTD Change	Rank
Circulation	16674	-10.1%	2
Door Count	10107	-13.1%	2
Computer Use	2363	+5.7%	2
WiFi	12018	+77.6%	2
Program Attend.	490	+12.6%	2
Meeting Room Usage	17	+30.8%	2

Adult Services

- Two programs have been really popular during this month: "Pastels 101" and "From the Play to the Film".
- Pine Hills staff represented APL at the Upper Madison Street Fair on Sept. 20. The children's desk attracted many kids and parents with fun activities like shredded-book and candy jar guessing and making bookmarks out of old comic books. For the adults, we raffled off prize baskets. People earned raffle tickets by showing their library cards, Overdrive apps, APL apps, and book talking.
- Staff organized a display about butterfly gardens in conjunction with the Cornell Cooperative Extension gardeners.
- Branch got a new copier. Reference staff are helping the patrons with the copying function and scanning and emailing the scanned document. Patrons are also getting used to our new copier procedures.

Youth Services

- After school programs have begun. The attendance has been up and down, but this is normal in the beginning of the school year. Preparing the Global Cardboard Challenge and Doctor Who Party, both happening in October.

- Partnering with RISSE (Refugee and Immigrant Support Services of Emmaus,) to plan an educational after school program with children that attend their after school program called “Afternoon Discoveries.” The program is also open to the public.
- Increase in attendance at Tuesday morning story times, now that Bach is closed at that time.
- Ongoing preparation for new monthly Sensory Story Time.

East Service Area

DELAWARE BRANCH

	Number	YTD Change	Rank
Circulation	8680	-15.9%	4
Door Count	7252	-15.0%	3
Computer Use	1608	-11.4%	3
WiFi	4168	+13.4%	6
Program Attend.	213	-22.8%	6
Meeting Room Usage	10	0%	3/4

Youth Services

- Albany Med Kids 4-5 year old child-care group (15 youngsters) is starting to visit the library on a weekly basis. Once a month they will have a special story time with the librarian and the other weeks they will visit on their own to read books and take out materials.
- Now that school is back in session, DCS teachers are again starting to ask for class visits. The librarian usually does an age appropriate story time and an activity related to what the class is learning about at that time.
- Two large programs are planned for next month – the annual Halloween party on Oct. 31 and visit by local children’s/YA author James Preller on Oct. 24.

JOHN A. HOWE BRANCH

	Number	YTD Change	Rank
Circulation	5618	-25.5%	5
Door Count	6838	-6.2%	4
Computer Use	1448	-21.6%	4
WiFi	7071	+45.4%	4
Program Attend.	437	+316.2%	3
Meeting Room Usage	9	0%	5

Adult Services

- A few customers have expressed interest in the renewed offering of playwriting workshops, however, the interest has not met up with attendance.
- The photocopier has arrived. Most customers would like us to use the branch card to apply funds to and then make their copies.
- Dewey is back at Howe and branch is working on signage.
- A local teen has been utilized to provide bilingual services at circulation.

Youth Services

- Library Card sign-up month did not see new sign-ups, but did reach 4 families with back-to-school needs. One mother exclaimed, "Thank you! This is a good thing you all are doing."
- The Branch Librarian has begun handing out a free board book to children 4 and under, when they are seen in the library, and handing out a Baby Bookworms calendar encouraging the parent to earn the child another book.

NORTH ALBANY BRANCH

	Number	YTD Change	Rank
Circulation	2674	-16.9%	
Door Count	3668	-9.8%	
Computer Use	462	-47.9%	
WiFi	2097	+20.2%	
Program Attend.	246	+119.6%	
Meeting Room Usage	n/a	n/a	n/a

Adult Services

- Several physical changes were made to the collection this month by the librarian. The general adult fiction and mystery sections were weeded, and the African-American collection was integrated into general fiction. The YA and adult graphic novels were shelved next to each other, between the rest of the YA collection and urban fiction. Staff hopes this increases the visibility and circulation of the graphic novels.

Youth Services

- School has started back at the North Albany Academy and schools nearby, which has had an impact on the amount of participation in the programming at the library after school. There is a steady group of teenagers who come into the branch after school for the sole purpose of crafting programs.
- The Back to School DIY Extravaganza on Sept. 21 was well attended and loved by all. Participants of all ages loved learning how to create their own jewelry and weaved wall hanging with the vendors. Participants since have asked when the vendors will be back again to do another program in the branch.

OPERATIONS

AUTOMATION

	Number	YTD Change
Help Desk Tickets	120	

- Replaced core switches at Bach, Delaware, Howe and Pine Hills sites. All sites now migrated.
- Completed financial software system major upgrade
- Replaced public access computers at Bach Branch, including Citrix image creation, testing and updating.
- Wireless system technical support problems and troubleshooting: ongoing
- Continued configuration testing for new photocopiers, including setting up account management options for staff copiers at Washington Ave site and updating and distributing staff support documentation

COMMUNITY ENGAGEMENT

	Number	YTD Change
Outreach		
Volunteers	34	

- Continued to provide story time to ACAP and Head Start programs
- Hosted table at a back to school event in the South End
- Promotional materials were shared with students of North Albany Academy at an open house event
- Tabled at the annual Sheridan Hollow block party

- Presented early literacy advocacy training to Albany Medical Center pediatric residents

COLLECTION MANAGEMENT

- The Dewey project completed at the Howe on Sept. 18
- Funds are being reallocated as we approach the end of the year. We are able to: replace some out-of-date reference and adult non-fiction at various branches, add a Playaway audiobook collection at Bach, add Playaway Views at AH/WH, increase the number of high box-office feature films, and buy additional copies of Overdrive ebook and downloadable audiobooks with patron holds.
- After much discussion in the UHLS Database/Cataloging committee, we have determined that it is safe to delete the items our staff weeds and marks as “withdrawn” in Sierra. Our concern about losing circulation statistics was unwarranted.
- The EcoSmart disc cleaner was sent back for service, under warranty. It has seen increasing use, and we are able to keep popular DVDs and CDs in circulation much longer by resurfacing discs.

FACILITIES

	Number	YTD Change	Rank
Work Orders			

- NA

FINANCE

- Reviewed the Investment Policy with Key Bank and ensured that all APL investments adhere to the policy
- Completed application to bond the APL Treasurer Charles Slatterick
- Met with Jaeger and Flynn, APL's Insurance broker, to review possible health care options effective 12/1/15. Expect to receive other options effective 1/1/16 within the next month.
- Developed Five Year Plan.
- Finance Committee meeting held Oct. 1

HUMAN RESOURCES

	Number	YTD Change	
Hires	2 (PT clerks)		
Resignation	1 (PT clerk)		
Transfers			
Write Ups			
Training	81 staff / 163 hours	+6.6% / -5.0%	

- Began negotiations with union
- Met with JFA to review some options for 2016 health insurance
- City of Albany Civil Service begins to take over canvas letters for candidates
- Working with ADP to be in compliance with the Affordable Care Act for 2016 and to install version 8 of ADP software
- Announced fall step challenge to staff

PUBLIC RELATIONS

	Number	YTD Change	Rank
Unique Page Views	43,791		
Facebook Likes	2,227		
Twitter Followers	2,063		

Instagram Followers	1,214		
Online Contacts	68		
Press Releases	3		

- Media (traditional and/or blogs) covered Albany History Race, Delaware Trolley Tree sculpture dedication, and APL participation in Back-to-School Night at City Hall
- Completed November/December program guide (to be distributed week of Oct. 19)
- Distributed two issues of e-Notes (highlighting Albany History Race, Trolley Tree, Garage Bands, tutoring, Youth FX workshops, and Banned Books Week)
- Social media growth: Facebook at 1 percent, Twitter at 2 percent, Instagram at 4 percent
- Notable social media engagements: Instagram—Banned Books Week, Albany History Race, Albany Made, CDTA bus pass display; Facebook—Albany History Race, super blood moon drawings at Bach, and monarch station at Pine Hills

PATRON CULTURE

	Number	YTD Change	Rank
Incidents	23	+23%	
Positive Comments	2	+100%	
Neutral Comments	10	+11%	
Negative Comments	1	-80%	

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

Develop a comprehensive plan for fund raising and provide regular updates to the Board on Foundation activity			
Foundation	Planned	Implemented	Completed
• Help with the planning of key Foundation events.	6/14	6/14	Ongoing
• Include a Foundation update in the monthly director's report.	6/15	7/15	Ongoing
• Include Foundation leadership in organizational meetings and conversations.	11/14	11/14	Ongoing
Friends	Planned	Implemented	Completed
• Reengage the Friends to do additional fundraising.	7/14	8/14	Ongoing
• Include a Friends update in the monthly director's report.	6/15	7/15	Ongoing
• Include Foundation leadership in organizational meetings and conversations.	11/14	11/14	Ongoing
Grants	Planned	Implemented	Completed
• 2015 Bullet Aid	5/15	5/15	6/15
• SPARKS Grant	2/15	2/15	8/15 NA
• 2015 DLD Grant	7/15	9/15	9/15
• 2015 Best Buy Grant	6/15	9/15	9/15
Outside Revenue Sources	Planned	Implemented	Completed
• CDTA bus pass program	8/14		

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	6/15	Ongoing
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	Ongoing

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 <ul style="list-style-type: none"> Work with Municipal Civil Service on residency points or requirements for several positions Work with Municipal Civil Service to change the nature of the clerk exam. 	Planned	Implemented	Completed
	7/14	1/15	Ongoing
Outreach <ul style="list-style-type: none"> Create plan with Outreach Coordinator to reach out to organizations for purpose of educating members of the community about job opportunities. 	Planned	Implemented	Completed
	10/14	11/14	Ongoing
CDTA <ul style="list-style-type: none"> Universal access program for library employees 	Planned	Implemented	Completed
	9/14	9/15	

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	Ongoing
	12/14	12/14	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 10/6/15

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				Sept. 2015	Sept. 2017	Safety Cmt.
Emergency Action Plan for Each Building		X		Dec. 2015			Safety Cmt. – NYLA session on topic in Oct.
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 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	Pub. Serv.
Library Card Registration		X					Public Serv. Cmt. – On hold until new ILS
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		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	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		Oct. 2013	Oct. 2015	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		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
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

2016 Proposed UHLS Central Library Development Aid Budget

Central Book Aid

Adult, Non-fiction e-content (e-books, audio books, magazines, video)*	\$44,840
Overdrive Platform Subscription	\$12,000
Overdrive Magazine Platform Subscription	\$ 3,000
Gale Virtual Reference Library (platform+\$5,300 in content)	<u>\$ 7,500</u>
Total CBA	\$67,340

Central Library Development Grant

Fiction e-content for all user populations (e-books, audio books, magazines, video)*	\$80,147
BookFlix Subscription	\$11,911
Staffing - Collection Development Support (1 FTE Libn 1)	\$47,873
Total CLDG	\$139,931

Total Central Library Development Aid ** **\$207,271**

* Upon approval of the Central Library Advisory Committee, Central Library funds may also be used to support "piloting new services that are identified to be of benefit to the member libraries," as per the UHLS Central Library Plan of Service.

** Total aid based on 2015 CLDA with an approximate 5% NYS aid increase for 2016 factored in. Note that additional CLDA funding that is the result of a larger increase in annual State aid will be applied to additional e-content purchases.

Recommended by UHLS Central Library Advisory Council:

9/21/15

Albany Public Library Board of Trustees Review:

UHLS Board of Trustees Services Committee Review:

Approved by the UHLS Board of Trustees:

CANDACE DEISLEY

In response to Scott Jarzombek's request, I am submitting a brief history of my experiences with libraries. In 1980 I began Library School at SUNYAlbany, and worked in the children's room at Bethlehem Public Library. In 1981 as I finished up my degree, I worked in the library at Ichabod Crane Primary School. After completing my MLS, I began a job at Poestenkill School and served on the board at the Nassau Free Library, where I'd been conducting storytime programs. In 1984 I began my tenure as children's librarian at Albany Public Library, serving at the New Scotland Branch until 1988. I was then promoted to Coordinator of Youth Services, and moved to the Main Library. In 1992, I was transferred to the Pine Hills Branch where I served as children's librarian for seven years. Subsequently, I was transferred back to the Main Library, to work as children's librarian until my retirement in 2002.

Also I spent that year as a proud member of the Caldecott Committee. I'd been active in NYLA and ALA for a number of years, and this was the feather in my cap.

Upon retirement from APL, I began serving as the Curriculum Librarian at the College of Saint Rose. That library is a collection of children's materials for use by the Education students.

I retired from St. Rose in 2006, after my husband's death. Since then, I have worked with the NYLA committee which chooses New York state authors, living and dead, for honors. I currently serve on the board of the Friends of Albany Public Library, and conduct storytimes at the Little Book House in Stuyvesant Plaza. I volunteer as Music Librarian at St. Paul's Episcopal Church on Hackett Boulevard.

During my time at Albany Public Library, I had many opportunities to be involved with Upper Hudson Library System, especially in things related to children's services. It would be my pleasure to represent the library in that organization.



2016 Meeting Schedule - DRAFT

All APL Board of Trustees meetings are held on
Tuesdays at 6:00 pm, unless otherwise noted.

Date	Location
January 12	Washington Avenue Branch
February 9	Bach Branch
March 8	Pine Hills Branch
April 12	Arbor Hill/West Hill Branch
May 10	Delaware Branch
June 14	Howe Branch
July 12	Washington Avenue Branch
August 9	Bach Branch
September 13	Pine Hills Branch
October 11	Arbor Hill/West Hill Branch
November 15	Delaware Branch (changed to 3 rd Tuesday due to Voting)
December 13	Howe Branch

<u>GOALS / STRATEGIES</u>	<u>NOTES</u>	<u>ACHIEVED</u>
YOUTH		
By 2015/16 increase by 25% the number of K-12 students in Albany who have active library cards.	As of Jan 2015 we hit 37% increase	Jan-15
Increase opportunities for children/teens to establish & maintain active library	Creation of MyCard	Jun-14
Increase school/library collaboration	We've strengthened the	Ongoing
Standardize offering and implementation of children/teen services and programming system-wide	More communication between youth librarians	Ongoing
Investigate the association of active library cardholders and school performance in Albany schools	Plan to work with Albany Promise and ASD to develop	
By 2015/16, increase by 25% the number of children (birth to age 18) attending library-sponsored programs	From Jan-June in 2014 to 2015 we increased participation by youth by 29% (22% increase in	Jun-15
Create product and service model to align programming with community needs	Created Community Engagement Coordinator Position	Jan-15
Develop family-centric marketing strategies	Ongoing	Ongoing
Align budget and staffing resources	Ongoing	Ongoing
By 2015/16, increase library participation by 25% in child- and family- focused community outreach events and programs.	We had a 25% increase in outreach from 2013 - 2014	Dec-14
Establish procedures for identifying community organizations/outreach events	CEC position does this on	Ongoing
Align budget and staffing resources	Created Community Engagement Coordinator Position	Sep-14
JOBS & LITERACY		
By 2015/16, 60% of Public Computing Services program attendees gain Digital Literacy and/or Workforce Development Skill.		
Staff PCC at Main library for a minimum of 20 hours/week	Digital Literacy Labs/Maker Space now open. Offering computing basics classes at	August 2015 and ongoing
Upgrade hardware/software/network access	Currently updating Public PCs, Replaced core switches at several locations, Changed public IP addressing to a larger range of available addresses,	Late Summer 2015 and Ongoing

Implement intake survey		
Increase communication with attendees (e-mail follow-up)		
Survey cardholders annually to assess skill development needs		
By 2015/16, increase by 5% the number of individuals receiving income tax assistance	There was a 35% increase in tax assistance from 2013 - 2014	Jan-15
Provide staff/space/technology needed to maximize our income tax assistance	Increased # of locations	Jan-15
Place key staffers at each site trained/prepared to support all VITA volunteers	Programs well staffedby	Jan-15
By 2015/16, 80% of participants report a high level of satisfaction with financial literacy programming.		
Establish standards to ensure the quality of program providers		
Create an evaluation process to measure patron satisfaction		
MATERIALS & PROGRAMS		
By 2015/16, 75% of programs offered generate a positive ROI based on the cost recovery		
Implement marketing processes to broaden our base of program participants		
Develop and implement a product and service development model to align programming with community/neighborhood needs	In January 2015 we created the Community Engagement Librarian position	15-Jan
By 2015/16, 80% of library users report that access to library materials meets their needs.	In March 2015 survey, 88% reported they were satisfied to very satisfied with library	Mar-15
Reduce barriers to accessing materials	eCard, Increased Fine Limit, MyCard, loan period and requesting options increased for	Early 2014
Develop system-wide merchandising strategy		
Create digital strategy to enhance 24/7 access to library	Enhanced/Redeveloped Website	Apr-15
MAIN LIBRARY (WASHINGTON AVENUE)		
By 2016/17, Main library building renovation concepts are developed.	New carpeting, lighting, chiller, study rooms, Youth Services space, community room, Albany Made, and updated/additional	Mar-15
Create a working group to identify the functional requirements for Main library	Buildings and Facilities committee formed	Mar-15
Retain consulting services to develop viable renovation concepts		

By 2016/17, the library Board forms an exploratory committee to study options for funding	Foundation Started back up	2014
Identify and cultivate pool of potential community leaders to serve on the	Donor list expanded and Gala	2014
Develop infrastructure to support expanded fundraising efforts	Ongoing with Foundation	Ongoing
BRAND DEVELOPMENT		
By 2015/16, the library creates a new brand position and strategy.	New Branding debuted with	Apr-15
The library launches a system-wide brand development effort	Working on getting all materials rebranded	
The library rolls-out new brand internally and externally	Rolled out with new website	Apr-15
By 2015/16, the library deploys board and management resources to leverage brand in the community and region.	Management & Board participating in community group meetings, Gala, Times Union Blog, various media	Ongoing
Create position “statements” for the library to advocate	Developed at Board Retreat	Apr-15
Identify critical community forums for board and management to address	Ongoing with Foundation	Ongoing
By 2015/16, the library utilizes “digital” channels (Facebook, Twitter, etc.) to manage critical clusters.	We streamlined our online presence and have over 2100 followers on Facebook, 1900 followers on Twitter and 1100	Jan-15
Create a customer relationship management implementation strategy	Created a Social Media Policy	Apr-14
Develop a “digital” channel management plan	Streamlined our online presence with Facebook, Instagram and	Jan-15

Updated 10/8/15

Civil Legal Services in New York State

Testimony by Scott C. Jarzombek, Executive Director
Albany Public Library

Submitted To:

The Permanent Commission on Access to Justice

NYS Court of Appeals
Albany, NY
October 13, 2015

I would like to thank the The Permanent Commission on Access to Justice for allowing me to testify before you. I am honored to speak on behalf of such an integral part of the regional community. Within the first few days of taking my position, staff informed me of the how important The Legal Project is to our organization and the citizens we serve. To quote one of my librarians, Meg Maurer, “They are simply wonderful.” The free monthly consultations to the public, for which we provide space, have helped low-income families with numerous legal and life decisions. These crucial situations require legal representation, even though it is simply unaffordable for so many. The Legal Project attorneys provide assistance with investing, estate planning, and citizenship, just to name a few. The consultations, which are provided free of charge, not only affect the lives of these individuals and families, but also help relieve pressure on the local and state court system.

The city of Albany has become home to refugees and their families, adding an incredible new texture to the tapestry of our neighborhoods. The library serves as a destination and resource to these future citizens through the strong relationship between the library, Literacy NY, and The Legal Project. Our organizations provide much needed resources and services to help with matters of language, job readiness, and citizenship. I cannot imagine such an endeavor would succeed without The Legal Project. I consider public libraries to be greenhouses for the seedlings of new businesses. The Legal Project has, yet again, added to this mission. The group presents workshops at the library on starting small businesses, as well as how to handle taxes and copyright law. These are lessons from which local performers and artists also benefit. As a former music performer, I have to admit that I wish this program happened 10 years ago.

The Legal Project is also working with the library system in the Capital Region, which contains 29 members including Albany Public Library, to implement a new outreach program to reach people in

need of civil legal information or assistance who may have difficulty accessing this help. The organization has found that there are people who have trouble coming to their offices to meet with attorneys. This is especially true for people who live in rural areas, lack transportation, or have physical limitations, for example.

The library has successfully used computer technology and applications to provide service to residents in outlying communities who cannot come to our buildings. Using library provided technology that allows for remote access, The Legal Project has developed a way for those in need to speak with and see attorneys. Clients can also share documents, via their own smart phones or computers, if they have them, or using iPads or computers at their local libraries. As the former director of a rural library in Dutchess County, I cannot say enough how important a resource like this will be to communities that often feel left out. There is a growing dependence on legal resources provided through the digital domain, which will only increase the demand and benefit to citizens.

Providing the network and computers for remote access consultations with attorneys is a creative way to build on our library's relationship with The Legal Project, and to expand our ability to connect patrons with critical resources, such as legal help and information, in our community. This will allow libraries in diverse locations to be part of this important outreach initiative in a way that is cost-effective and can reach even more people in need.

I know that our patrons and our elected Board of Trustees are very proud that Albany Public Library is here to testify on behalf of such a great community asset. We hope this partnership grows to have an even greater impact on the communities in which we live and work.

September 28, 2015

Subject: Executive Director Visit to the Queens Public Library, Central Library

Introduction:

At the invitation of Maureen O'Conner, former COO who now serves as a development consultant, I visited the central branch of the Queens Public Library in Jamaica on September 18th. I met with both the statistics and IT staff of that branch of the 62-location system. My goal was three-fold. The first was to see how they were recording and reporting statistics. The second was to learn from their experience in device loaning. The third was to observe how their central library functioned and to help develop ideas for our Washington Ave. Branch and for the organization as a whole.

Statistics:

- Queens is currently looking for a dashboard tool.
- They are basing their performance on very traditional metrics, however they are also looking to change that.
- They have looked at products and met with several vendors who have library-specific dashboards. However, they have no interest in going that route.
- They recently met with Brooklyn Public Library which is using a business product called "Tablo."
- Their statistics model is very similar to ours, and like APL, they are looking to change that.

IT:

- APL's draft process and procedure for loaning devices is not much different from what Queens has been doing.
- Their loss rate is about 8%, which includes both theft and damage.
- Tablets are well branded, which helps with theft, but has also been a huge PR device.
- Their app, which sits on their own operating system, is incredible.
- The app provides a true virtual library on devices. It was developed in-house and incorporates every aspect of the library's online presence.

Central Library Layout and Operation:

- Major bus hub right outside the branch
- Designated "Quiet Room"
- Digital signage: promoting programming, library messaging, and even opening and closing times.
- Floating metal signage
- Archived photos from their collection on the book ends
- Self-service holds
- Shelf-checkout stations are not stand alone. They are combined with regular circulation terminals.