

**ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING**

**June 14, 2016**

**Arbor Hill/West Hill Branch at 6:00 pm**

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

Call to Order – 6:00 pm

Swearing in of Brenda Robinson – 6:00 to 6:03 pm

Adoption of Agenda – 6:03 to 6:04 pm

Public Comment (comments limited to no more than 5 minutes per person) 6:04 to 6:09 pm

Minutes – 6:09 to 6:10 pm

Treasurer's Report and Check Register – 6:10 to 6:15 pm

Committee Reports – 6:15 to 6:25 pm

- Policy and Governance Committee
- Trustee Committee Choices

UHLS Report – 6:25 to 6:27 pm

Director's Report – 6:27 to 6:37 pm

Review Policies and Procedures Grid – Discussion/Action – 6:37 to 6:52 pm

- Meeting Room Request Guidelines and Policy
- Tobacco Use Policy
- Customer Banning Guidelines Procedure

Unfinished Business

- Results of Quarterly Evaluation of Board Meetings – Discussion – 6:52 to 6:57 pm
- Results of Annual Board Self-Evaluation – Discussion – 6:57 to 7:12 pm

New Business – None

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

Executive Session (if necessary)

Adjournment – 7:15 pm

Next Meeting – July 12 at Howe Branch

## **DRAFT MINUTES**

### **Meeting of the Board of Trustees of the Albany Public Library May 10, 2016 Pine Hills Branch**

**TRUSTEES IN ATTENDANCE:** Mary-Ellen Piché (president), Donna Dixon, Alison Calacone, John Davis

**LATE ARRIVAL:** Timothy Smith (vice president) (6:01 pm), Arlene Way (secretary) (6:04 pm), Elissa Kane (6:40 pm)

**ABSENT:** Andrew Bechard (vice president for finance), Michael Neppl

**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:** Dixon made a motion, seconded by Davis, to adopt the agenda. The motion was approved unanimously.

**PUBLIC COMMENT:** There were no comments from the public.

**MINUTES:** The draft minutes from the April 12 board meeting minutes were reviewed. Smith made a motion, seconded by Calacone, to approve the minutes as written. The motion was approved by a vote of 5-0-1 (with Davis abstaining).

**TREASURER'S REPORT AND CHECK REGISTER:** The treasurer's report (covering finances from Jan. 1 through March 31) will be filed. The updated check register (covering April 14 through May 11) was reviewed by the trustees. Smith made a motion, seconded by Calacone, to accept the updated check register and approve it for payment. The motion was approved unanimously.

**POLICY AND GOVERNANCE COMMITTEE:** Dixon noted that the report was included in the board packet.

**EXECUTIVE DIRECTOR'S REPORT:** The report was provided in the pre-meeting packet and briefly discussed by Jarzombek. He also fielded questions about eBook statistics.

**UHLS REPORT:** Way briefly discussed the most recent Upper Hudson Library System meeting that she attended.

**POLICY & PROCEDURES GRID:** Metzger reviewed the grid with the trustees. The board then considered several internal audit control procedures and an update to the Displays and Public Notices Policy.

**Internal Audit Control Procedure—Deduction and Salary Verification in ADP:** The procedure was reviewed by the Policy and Governance Committee and the full board. Minor adjustments were made to clarify the procedure. Dixon made a motion, seconded by Davis, to approve the amended procedure. The motion was approved unanimously.

**Internal Audit Control Procedure—Staff Benefits:** The procedure was reviewed by the Policy and Governance Committee and the full board. Minor adjustments were made to clarify the procedure. Dixon made a motion, seconded by Davis, to approve the amended procedure. The motion was approved unanimously.

**Internal Audit Control Procedure—Time and Attendance:** The procedure was reviewed by the Policy and Governance Committee and the full board. Dixon made a motion, seconded by Davis, to approve the procedure as written. The motion was approved unanimously.

**Displays and Public Notices Policy:** The Board Meeting Absence Policy was most recently reviewed by the board in October 2014. The revised policy contains some new language designed to clarify it. After review by the Policy and Governance Committee and full board, Smith made a motion, seconded by Dixon, to approve the amended policy. The motion was approved unanimously.

#### **UNFINISHED BUSINESS:**

**Board Annual Self-Assessment:** Piché noted that trustees and some senior staff have been invited to complete this annual survey.

Action Item: Piché will share results from this year's board self-assessment at the June meeting.

#### **NEW BUSINESS:**

**April Patron Survey Results:** Metzger provided an overview of the April patron survey, of which a full report was provided to trustees prior to the meeting. The survey collected just under 1,000 responses during a one-week period. The overall satisfaction with APL rated 5.1 out of 6. Of the people who filled out the survey, the Washington Ave. and Pine Hills branches were visited most often. People primarily used the APL website to look up hours of operation, access the catalog, renew items, and find out about upcoming library programs. Using the catalog on the website, browsing for reading materials, and picking up reserved items were the most frequent reasons for visiting the library. Making it easier to download digital materials and shorter waits for reserved items were most frequently listed as things that would encourage respondents to use the library more often. Another patron survey will be done in the fall.

**UHLS Annual Dinner:** The dinner is set for June 8 and trustees are invited.

**Quarterly Evaluation of Board Meetings:** Trustees filled out the survey at the meeting.

Action Item: Piché will compile results and share them at the June meeting.

**PUBLIC COMMENT:** Keith Irish commented on the closing time at Washington Ave. Branch, indicating that it is too early. Karen Strong commented on the patron survey and advocated for the next one to collect more demographic information from participants.

**ADJOURNMENT:** Smith made a motion, seconded by Davis, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 6:41 pm.

**NEXT MEETING:** Tuesday, June 14 – Arbor Hill/West Hill Branch at 6:00 pm

DRAFT

ALBANY PUBLIC LIBRARY  
TREASURER'S REPORT  
FOR THE FOUR MONTHS ENDED  
APRIL 30, 2016

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,567,373	547,281	2,189,124	33.33%
Tax Levy- Branch Improvement Plan	1,853,313		-	0.00%
Future Operations Income	-			
NYS Grants & Aid	187,150	2,295	7,046	3.76%
NYS Construction Grant	25,000		-	0.00%
Federal Grants & Aid	38,000		-	0.00%
Fines and Fees	126,000	14,757	57,383	45.54%
Book Sales	5,000	-	1,473	29.46%
Interest Income	10,000	5,884	52,227	522.27%
Foundation Contributions	20,000		-	0.00%
DASNY Project Reimbursement	0		-	
Copier Printers	15,000	-	-	0.00%
Miscellaneous income & Aid	0	375	1,375	
Fund Balance Used	401,467		-	0.00%
Total Support and Revenue	9,248,303	570,592	2,308,628	24.96%
Expenditures				
Payroll and Related costs	5,152,657	398,916	1,573,049	30.53%
Occupancy Costs	761,333	41,544	259,368	34.07%
Materials and Services	655,000	45,848	279,610	42.69%
Administration and Miscellaneous	441,000	36,150	145,193	32.92%
Automation	385,000	30,528	80,690	20.96%
Contingency	-	-	-	
Total Expenditures	7,394,990	552,986	2,337,910	31.61%
Debt Service	1,853,313	-	-	0.00%
Net Income (Loss)	-	17,606	(29,282)	0.00%

ALBANY PUBLIC LIBRARY  
 DETAIL OF EXPENDITURES  
 FOR THE FOUR MONTHS ENDED  
 APRIL 30, 2016

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
<b>PAYROLL AND RELATED COSTS</b>				
Salaries	3,440,678	265,515	1,028,798	29.90%
NYS Retirement System	529,714	44,143	176,572	33.33%
Payroll Taxes	261,966	19,526	75,652	28.88%
Hospital Insurance	898,799	68,175	282,208	31.40%
Payroll processing Costs	20,000	1,557	9,811	49.06%
Unemployment Insurance	1,500	-	8	0.53%
TOTAL	5,152,657	398,916	1,573,049	30.53%
<b>OCCUPANCY COSTS</b>				
Occupancy Costs	20,000	1,600	6,400	32.00%
Heat & Electric	245,000	8,736	46,267	18.88%
Telephone	13,000	798	3,158	24.29%
Maintenance/repairs/supplies	375,000	27,305	171,992	45.86%
Security	0	3,105	17,415	0.00%
NYS Construction Grant	33,333	-	0	0.00%
Furniture/Building Improvements	75,000	-	14,136	18.85%
TOTAL	761,333	41,544	259,368	34.07%
<b>MATERIALS and SERVICES</b>				
Books, etc.	570,000	43,779	231,611	40.63%
Serials/Magazines	45,000	-	44,062	97.92%
On-line Services	40,000	2,069	3,937	9.84%
TOTAL	655,000	45,848	279,610	42.69%
<b>ADMINISTRATIVE and MISC.</b>				
Office & Library Supplies	50,000	8,714	31,915	63.83%
Postage	6,000	256	918	15.30%
Publicity, Printing	50,000	3,752	8,416	16.83%
Training and Travel	22,000	7,700	13,027	59.21%
Community Activities	8,000	1,510	1,595	19.94%
Professional Services	175,000	2,812	49,022	28.01%
Misc Grant Expense	0	2,295	7,096	0.00%
Programming Activities	60,000	3,931	12,485	20.81%
Insurance	70,000	5,180	20,719	29.60%
TOTAL	441,000	36,150	145,193	32.92%
<b>AUTOMATION</b>				
Automation Services	240,000	24,792	67,335	28.06%
Automation Software	15,000	1,292	1,797	11.98%
Automation Hardware	130,000	4,444	11,558	8.89%
TOTAL	385,000	30,528	80,690	20.96%
<b>CONTINGENCY</b>				
	0	-	-	0.00%
<b>DEBT SERVICE PAYMENT</b>				
	1,853,313	-	-	0.00%
<b>TOTAL EXPENDITURES</b>				
	9,248,303	552,986	2,337,910	25.28%

## ALBANY PUBLIC LIBRARY I

## Check Register

For the Period From May 12, 2016 to Jun 15, 2016

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
5631	5/19/16	CSEA	2,006.62	Union Fees
5632	5/19/16	MetLife-TSA Contribution	1,801.00	403b
5633	5/19/16	NYS Deferred Comp Plan	783.27	NYS Def Comp Plan
5634	5/19/16	Pearl Carroll & Associates LLC	11.08	Short Term Disability
5635	5/19/16	The Travelers	1,348.00	403b
5636	5/18/16	National Grid	5,399.48	Heat, Light and Power
5637	6/15/16	Midwest Tape	2,455.68	Audio/Visual
5638	6/15/16	Baker & Taylor	5,041.30	Books-Adult
5639	6/15/16	OverDrive, Inc.	3,050.52	Central Library Materials
5640	6/15/16	Midwest Tape	2,603.54	Audio/Visual
5641	5/24/16	National Grid	3,335.69	Heat, Light and Power
5642	6/15/16	Midwest Tape	1,954.38	Audio/Visual
5643	6/15/16	Midwest Tape	2,133.04	Audio/Visual
5644	6/15/16	OverDrive, Inc.	1,080.47	Central Library Materials
5645	6/15/16	OverDrive, Inc.	1,433.80	Central Library Materials
5646	6/2/16	CSEA	1,993.44	Union Fees
5647	6/2/16	MetLife-TSA Contribution	1,801.00	403b
5648	6/2/16	NYS Deferred Comp Plan	765.13	NYS Def Comp Plan
5649	6/2/16	Pearl Carroll & Associates LLC	11.08	Short Term Disability
5650	6/2/16	The Travelers	1,348.00	403b
5651	6/15/16	OverDrive, Inc.	1,862.12	Central Library Materials
5652	6/15/16	OverDrive, Inc.	3,104.62	Central Library Materials
5653	6/15/16	Midwest Tape	942.21	Audio/Visual
5654	6/15/16	Baker & Taylor	6,301.02	Books-Adult
5655	6/15/16	OverDrive, Inc.	1,482.72	Central Library Materials
5656	6/15/16	Midwest Tape	1,466.33	Audio/Visual
5657	6/15/16	OverDrive, Inc.	854.68	Central Library Materials
5658	6/6/16	First Light Fiber	5,400.46	Telephone Expense/Automation Services
5659	6/15/16	Staples Advantage	987.44	Office Supplies
5660	6/15/16	Accuprint	197.81	Publicity and Printing
5661	6/15/16	ADP, LLC	1,872.71	Payroll Services
5662	6/15/16	Alexandra Consler	24.66	Programming NA
5663	6/15/16	Republic Services #964	1,579.37	Maint. Service Contracts
5664	6/15/16	ATSCO Products	284.99	Equipment Repair/Maintenance
5665	6/15/16	Barbara Kam.	140.00	Programming PH
5666	6/15/16	Blick Art Materials	111.77	Programming PH
5667	6/15/16	Brad Rose Landscaping, Inc.	2,632.30	Maint. Service Contracts
5668	6/15/16	Carousel Industries of N. America, Inc.	6,177.53	Automation Services
5669	6/15/16	CDPHP	47,299.53	Insurance-Hospitalization
5670	6/15/16	CDPHP Universal Benefits, Inc.	12,103.07	Insurance-Hospitalization
5671	6/15/16	Cengage Learning	955.02	Central Library Materials
5672	6/15/16	Charles Slatterick	870.00	Contracted Services
5673	6/15/16	Chinasa Seyse	83.61	Programming Howe
5674	6/15/16	Christina Stenson-Carey	72.94	Programming PH
5675	6/15/16	Corporate Payment Systems	4,521.47	Auto. Hardware/Publicity/Books/Programming/Supplies
5676	6/15/16	Daniel Barker	6.99	Fahy Grant
5677	6/15/16	Danker	240.84	Sunshine Club
5678	6/15/16	Dana Sela	60.00	Programming PH
5679	6/15/16	De Lage Landen Financial Services, Inc	1,958.44	Contracted Services
5680	6/15/16	Delta Dental of New York, Inc.	3,787.92	Insurance-Hospitalization
5681	6/15/16	Dell Marketing L.P.	1,776.19	Automation Hardware
5682	6/15/16	Delta Publishing Company	137.00	UHLS Mini Grant
5683	6/15/16	Demco	205.07	Office Supplies
5684	6/15/16	Dormitory Authority of State of NY	7,277.50	Contracted Services
5685	6/15/16	Eastern Managed Print Network	72.52	Contracted Services
5686	6/15/16	ELM USA	130.95	Processing Supplies
5687	6/15/16	EMCOR Services Tri-Tech	623.34	Maint. Service Contracts
5688	6/15/16	Eye Med Vision Care	1,269.52	Insurance-Hospitalization
5689	6/15/16	Findaway World, LLC	2,397.13	Books-Audio

## ALBANY PUBLIC LIBRARY I

## Check Register

For the Period From May 12, 2016 to Jun 15, 2016

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
5690	6/15/16	First Unum	1,921.00	Insurance-NYS Disability
5691	6/15/16	Grainger	164.48	Building Repair/Maint.
5692	6/15/16	Herkimer County Comm. College Library	40.00	Fines and Fees Expense
5693	6/15/16	Hollan Bonjukian	240.00	Programming PH
5694	6/15/16	Home Depot Credit Services	694.30	Building Repair/Maint.
5695	6/15/16	Ingram Library Services	415.51	Books-Adult
5696	6/15/16	Jacqueline Simmons	25.00	Fines and Fees Expense
5697	6/15/16	James Davies	800.00	Travel and Staff Development
5698	6/15/16	John Edvalson	43.09	Programming AH
5699	6/15/16	Lisa Neuman	528.92	Programming All Branches
5700	6/15/16	MAILFINANCE	119.95	Postage
5701	6/15/16	Main-Care Energy	324.27	Van Operation
5702	6/15/16	Martha Butler	164.69	UHLS Mini Grant
5703	6/15/16	Mary Beth Earley	380.04	Fahy Grant/Programming YS
5704	6/15/16	Margaret Maurer	66.15	UHLS Mini Grant
5705	6/15/16	Marjorie K. Reinhart	475.00	Travel and Staff Development
5706	6/15/16	Melissa Destefano	256.75	Fahy Grant/Programming YS
5707	6/15/16	MNO Books	100.00	Programming Bach
5708	6/15/16	Monoprice, Inc.	69.67	Automation Hardware
5709	6/15/16	Motion Picture Licensing Corporation	244.06	Programming All Branches
5710	6/15/16	National Business Equipment	466.18	Contracted Services
5711	6/15/16	New Horizons of Albany	5,000.00	Travel and Staff Development
5712	6/15/16	Oriental Trading Company, Inc.	956.81	Programming NA/Community
5713	6/15/16	P & J Computers, Inc.	307.00	Automation Services
5714	6/15/16	Rhode Island Novelty	259.90	Programming Delaware/Howe
5715	6/15/16	Richard Waugh	359.26	Insurance-Medicare Reimb.
5716	6/15/16	Samantha Brown	20.07	Programming Howe
5717	6/15/16	Scott Murawski	300.00	Programming AH
5718	6/15/16	Security Plumbing & Heating Supply	164.28	Building Repair/Maint.
5719	6/15/16	Staples Advantage	288.11	Office Supplies
5720	6/15/16	The Albany YMCA	1,600.00	Rent- NA
5721	6/15/16	The Hanover Insurance Group	87.00	Insurance-Liability
5722	6/15/16	T-Mobile	361.06	Automation Services
5723	6/15/16	Upper Hudson Library System	360.00	Community Relations
5724	6/15/16	ULINE	255.87	Office Supplies
5725	6/15/16	UniFirst Corporation	65.15	Maint. Service Contracts
5726	6/15/16	UPS	26.11	Postage
5727	6/15/16	Upstart	75.75	Programming AH
5728	6/15/16	Verizon Wireless	713.96	Automation Services
5729	6/15/16	W.B.Mason Co., Inc.	1,584.88	Office Supplies
5730	6/15/16	WMHT	50.00	Programming Delaware
5731	6/15/16	Wolberg Electrical Supply Company	989.76	Building Repair/Maint.
Total			182,992.34	



**BOARD OF TRUSTEES  
POLICIES AND GOVERNANCE COMMITTEE**

**DATE:** May 26, 2016, convened 5:30 PM, adjourned 6:15 PM. Washington Avenue branch

**PRESENT:** Donna Dixon, chairperson; Arlene Way, Secretary, Board of Trustees; Scott Jarzombek, executive director; Melanie Metzger, assistant director.

**Public:** No members of the public were present.

<b>TOPIC</b>	<b>DISCUSSION</b>	<b>ACTION</b>
<b>1. Tobacco Use Policy</b>	We reviewed this policy per the schedule.	We recommend revising the existing policy to prohibit all tobacco use on Albany Public Library property, including within APL-owned vehicles.
<b>2. Meeting Room Policy</b>	We reviewed this policy at the request of library administration.	We recommend revising the existing policy to move the “After Hours Use” section to immediately follow the enumerated section of the policy, and added language to clarify the reasons for 14 days’ advance notice being needed.
<b>3. Customer Banning Guidelines</b>	We discussed this procedure at the request of library administration.	We added language to allow an option for minors who have been banned to be allowed to return with parent/guardian supervision.

**Respectfully submitted,  
Donna Dixon**

## **EXECUTIVE SUMMARY**



We had fun with “Pete the Cat” during Children’s Book Week at the North Albany Branch.

Fittingly the month of May was full of bike events, including a very successful ribbon cutting and branch ride for the new Fixit Stations (5/13) and participation in the Mayor’s Bike to Work ride (5/20). The second event included a stop at the Bach Branch with press to discuss the new Fixit Stations. APL shared a tent with Albany Department of Recreation for Tulip Fest. CMS has begun piloting small book sales at some of our programs and plan to sell gently used book and Foundation merchandise at some larger community events.

Tech Commons at Washington Ave. has partially opened. All public computing is now done on the first floor. The next step in the project is to move faxing and copying to this location. Work has begun at Washington Ave. on the non-gender specific bathroom and parenting room. We are also working on making the doors lockable for afterhours meetings. The park at Howe is finished and we will be doing a ribbon cutting on Tuesday, June 28, at 6 pm to correspond with the South End Neighborhood Association meeting that evening.

We are experiencing a staffing shortage again, which is compounded by issues with civil service lists. City civil service has not given the L1 and LA tests in over a year. The CFO has been charged with exploring options for refinancing of library bonds. The library is currently in discussion with Downtown BID to provide Wi-Fi to the downtown dog park. The Arbor Hill/West Hill branch hosted a press conference for the Arbor Hill Development Corp and the Washington Ave. Branch hosted the Mayor’s Academy on Financial Empowerment. The library was asked to do opening remarks at both events.

### **Friends & Foundation:**

The Spring Art show opened June 1. There will also be a book fair in July at the Bach Branch to raise funds for the Foundation. The Foundation has sent out the spring appeal. Foundation President Holly McKenna will receive a volunteerism award from the Upper Hudson Library System at its annual dinner on June 10.

The Friends have a new slate of officers. A hearty thank you to Roger Green, outgoing president. He will continue to work with the Friends and has recently joined the Foundation Board. The Friends presented Evelyn and Bill Dufur with the George Held Award for Service to the Friends.

### **Special Report: APL Community Report and Budget Campaign**

The staff presented to 16 neighborhood associations, including the CANA, to share information about the library’s community report and budget vote. The public information campaign began in mid-March, and the bulk of the in-person outreach was done between April 6 and May 12. The presentations equaled close to 80 hours of staff time outside of regular work hours.

Two videos were created related to the campaign, one for the community report (viewed 90 times) and one of the second candidate forum (viewed 104 times). The community report was posted on social media 10 times, with an APL website blog post and an eNotes article. The budget vote was posted on social media 36 times, with four APL blog posts.

There were also three press releases sent out with information about the vote, along with seven budget vote articles in the weekly e-newsletter to 13,000 people.

The vote passed by 71%. The only polling locations we lost were North Albany (marginal) and Eagle Point (marginal). Response to the community report was very positive. Our goal is to reach every neighborhood association next year and improve the audio and video quality of our content.

## DIRECTOR'S CALENDAR

5/2—Albany Promise (Meeting)  
 5/2—APL Candidate Forum  
 5/3—Melrose Neighborhood Association (Community Report Presentation)  
 5/4—TOAST (Meeting)  
 5/4—Saile Group (ED Coaching)  
 5/5—Trinity Alliance (Meeting)  
 5/5—Board Band Committee (Outreach)  
 5/5—APL Candidate Forum  
 5/6—Urban Libraries Conference (Continuing Education)  
 5/7—Tulip Fest (Outreach)  
 5/7—Colonie Library Battle of the Bands (Outreach)  
 5/10—Beverwyk NA (Community Report Presentation)  
 5/11—UHLS Services Committee  
 5/11—Melrose NA (Community Report Presentation)

5/11—Upper Washington NA (Community Report Presentation)  
 5/12—Pinebush NA (Community Report Presentation)  
 5/13—APL Bicycle Fixit Station Press Conference & Bike Ride (Speaker/Host)  
 5/16—Albany Promise Stakeholders Meeting (Outreach)  
 5/17—Literacy Zone (Meeting)  
 5/18—Chamber Nonprofit Executive Roundtable (Continuing Education)  
 5/18—Friends of APL Annual Meeting (Outreach)  
 5/19—Code Blue (Meeting)  
 5/20—Ride Your Bike to Work Day: Mayor's Ride (Outreach)  
 5/23—Regional Directors: Book Mobile Collaboration (outreach)  
 5/24—Mayor's Academy financial empowerment event (speaker)

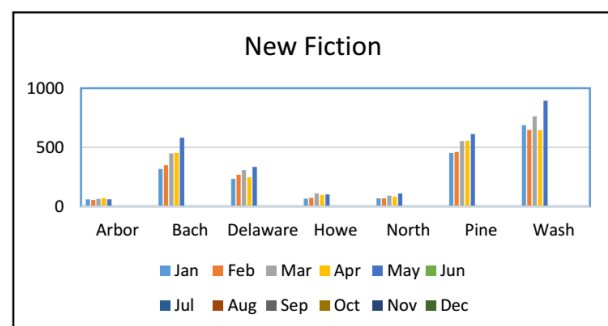
*\*Trustees must request a physical copy of the board packet for the meeting by 2 pm on Monday, June 13.*

## APL TOTALS

	Number	YTD Change
<b>Circulation</b>	62320	-10%
<b>eCirculation</b>	2952	-5%
<b>Door Count*</b>	67335	-3%
<b>Computer Use**</b>	11950	-1%
<b>WiFi</b>	40790	3%
<b>Program Attend.</b>	5693	29%
<b>Meeting Room Usage</b>	115	17%

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

*\*\*Please note: Washington Avenue had 1 day of down computers during room move.*



# DEPARTMENT REPORTS

## Central Service Area

### WASHINGTON AVENUE BRANCH

	Number	YTD Change	Rank
Circulation	22524	-9%	1
Door Count	27668	-11%	1
Computer Use**	3679	-14%	1
WiFi	19241	9%	1
Program Attend.	1301	15%	2
Meeting Room Usage	56	32%	1

**\*\*Please note: Washington Avenue had 1 day of down computers during room move.**

#### Adult Services

- Staff started an ESL/Citizenship Drop-in Lab at different times of the week for people who need help studying for the citizenship test and to practice English.
- More than 20 people attended a citizenship drive on May 14 where volunteers assisted with application paperwork, which was then reviewed by an attorney free of charge.
- The Technology Commons opened on May 19, ahead of schedule, on the first floor of the Washington Ave. Branch. Sixteen computers, as well as microfilm readers and printers are available. Patrons have commented that they like having more space to do their work.

#### Youth Services

- APL's Raising a Reader early literacy program is proving to be popular with parents of children in the target audience (0-5). To date, 119 children have been enrolled APL-wide (43 at Washington Ave Branch). At Washington Ave, the Raising a Reader book collection (60 books total) had 57 circs in just 5 weeks.
- In May, BEAT BOTS participants worked on final robot assembly and coding their robots to dance. They also created robot costumes in preparation for the Dance Competition at APL's SummerFest. The last Beat Bots session was held on May 27.
- Sharon Flake, popular author of YA and middle grade fiction, held a writing workshop for teens at Washington Ave. on Tuesday, May 24.

### ARBOR HILL/WEST HILL BRANCH

	Number	YTD Change	Rank
Circulation	3947	-24%	6
Door Count*	5265	-0%	6
Computer Use	1598	14%	3
WiFi	3335	12%	5
Program Attend.	228	137%	7
Meeting Room Usage	8	-31%	5

**\*Please note: Door count numbers for AH/WH have been estimated while counter is down**

#### Adult Services

- The Arbor Hill/West Hill Branch is fostering a relationship with St. Peter's Hospital. The library will host the Asthma Education Project, which helps families become familiar with asthma triggers and how to combat them.
- The month of May debuted a few fine additions at the branch. The new bike repair station located on the north side of the building has received praise. Also, the new print release station for the public computers has helped make printing more efficient.

### Youth Services

- The branch is working closely with Upper Hudson Planned Parenthood to host a series of educational programs geared toward neighborhood youth.
- Free Comic Book Day 2016 was a hit at the branch this month. Youth enjoyed taking home a host of complimentary titles for their personal collections.

## West Service Area

### **JOHN J. BACH BRANCH**

	Number	YTD Change	Rank
<b>Circulation</b>	9044	5%	3
<b>Door Count</b>	6434	18%	4
<b>Computer Use</b>	1099	23%	6
<b>WiFi</b>	3887	6%	4
<b>Program Attend.</b>	600	-2%	4
<b>Meeting Room Usage</b>	5	70%	6

### Adult Services

- Monthly programs were moderately attended. The Nonfiction Book Group has lost three members, but the Fiction Book Group has grown with several new members.
- “Celebrate Older Americans' Month” was quite well attended. NNORC has been advertising Bach programs, like this one, that are appropriate for older adults.
- Patrons very pleased that the garden is now open.

### Youth Services

- Two 5th grade classes from New Scotland Elementary School visited APLB on May 19.
- Hosted a program to celebrate Free Comic Book Day on May 7. We offered a variety of free comic books for patrons to take and we showed patrons how to make a flip-book.

### **PINE HILLS BRANCH**

	Number	YTD Change	Rank
<b>Circulation</b>	13543	-9%	2
<b>Door Count</b>	9939	8%	2
<b>Computer Use</b>	2327	19%	2
<b>WiFi</b>	7420	9%	2
<b>Program Attend.</b>	1012	42%	3
<b>Meeting Room Usage</b>	23	11%	2

### Adult Services

- Classes by the Albany Art Room instructors continue to be popular with adults. Branch also had a wonderful four-week session of Senior Sculpt and Strength.

### Youth Services

- Youth Services librarians are conducting school visits for the Summer Reading Program and will continue throughout June. The following schools have scheduled visits: Pine Hills Elementary, Philip Schuyler Achievement Academy, Montessori Magnet School, Eagle Point Elementary, All Saints Academy and Myers Middle School (with Washington Ave. staff). Librarians are gearing up for the Summer Reading Program, which will be starting at the end of June.
- The Tuesday Toddler Story Time has gotten exceptionally popular during the month of May - standing room only for most mornings! A lot of our weekly guests also participate in Raising a Reader, which has also been a very successful endeavor for this month. So far, three participants have completed reading 50 books and are on their way to 100.

- The Star Wars Day celebration in early May was very successful. Kids loved making the paper Darth Vader with glow sticks for light sabers.

## East Service Area

### DELAWARE BRANCH

	Number	YTD Change	Rank
Circulation	6553	-12%	4
Door Count	6269	-8%	5
Computer Use	1482	-7%	4
WiFi***	1147	-11%	6
Program Attend.	531	22%	5
Meeting Room Usage	12	120%	3

**\*\*Please note: Delaware requires password for WiFi usage to help curb problem behavior.**

[Adult Services](#)

[Youth Services](#)

### JOHN A. HOWE BRANCH

	Number	YTD Change	Rank
Circulation	4198	-31%	5
Door Count	7716	-11%	3
Computer Use	1176	-14%	5
WiFi	4862	-9%	3
Program Attend.	1537	31%	1
Meeting Room Usage	11	-25%	4

[Adult Services](#)

[Youth Services](#)

### NORTH ALBANY BRANCH

	Number	YTD Change	Rank
Circulation	2511	16%	7
Door Count	4044	37%	7
Computer Use	589	8%	7
WiFi	898	-44%	7
Program Attend.	484	212%	6
Meeting Room Usage	n/a	n/a	n/a

[Adult Services](#)

[Youth Services](#)

## OPERATIONS

### AUTOMATION

	Number	YTD Change
Help Desk Tickets	79 opened / 65 resolved	n/a

- Deployed Print Release Stations to 6 of the 7 branches
- Launched new "Technology Commons" computing area at Washington Branch
- Upgraded financial software and database (Peachtree) to 2016 version

- Launched Chromebook lending pilot program at Washington Ave. Branch
- Deployed Windows 10 to most of Washington branch staff PCs
- Help Desk tickets: 65 issues resolved

## **COMMUNITY ENGAGEMENT**

	Number	YTD Change	
<b>Outreach</b>			
<b>Volunteers</b>			

- Partnered with the city Department of Recreation at the annual Tulip Fest in Washington Park to host a preschool activity and area in the Kids Zone on the Saturday of Tulip Fest weekend.
- Tabled at the 15 Love block party and were present at the annual ACPAP Sheridan Ave block party.
- Applied for a small grant from District Attorney David Soares office to support activities planned with WORDS-funded camps this summer.
- Received a donation of \$2,000 in gift cards partly intended for summer reading program snacks from Price Chopper and 1,700 free ice cream cone coupons from Stewart's Shops.

## **COLLECTION MANAGEMENT**

- Starting to hold CD music sales at select APL events/programs, including Albany Symphony Orchestra "prevue" events at Washington Ave. Will hold a larger sale of select adult books, picture books, DVDs and CDs before SummerFest at Delaware in July and at Madison Avenue Street Fair in the fall.
- Baker & Taylor began migrating all our selectors over to their new platform, Title Source 3
- Have introduced Ingram as another vendor option for youth services staff, specifically for standing order series and graphic novel titles.
- Recently began ordering the most popular music CDs centrally for multiple locations.
- The process for adding DVDs of the Friends' programs into the circulating collection is going smoothly, with 40 titles added at Washington Avenue so far.

## **FACILITIES**

	Number	YTD Change	Rank
<b>Work Orders</b>			

- Garden complete at Howe, as well as new sidewalk
- New bike stations installed at Arbor Hill/West Hill, Bach, Delaware
- New Technology Commons open at Washington Ave. (moved Tompkins computer room to first floor)
- Restroom work at Washington Ave. has begun

## **FINANCE**

- Completed and submitted NYS Annual Comptrollers Financial Report.
- Updated RFPs for legal services and audit services. Contacted local libraries to find out which firms they are using.
- Set up conference call to discuss the steps and process for refinancing our bonds.
- Billed back \$29,000 to DASNY.

## **HUMAN RESOURCES**

	Number	YTD Change	
<b>Full Time</b>			
<b>Part Time/Temp</b>	2		
<b>Promotion</b>			
<b>Resignation</b>	4		



<b>Termination</b>			
<b>Staff Size</b>			
<b>Training</b>	19 staff / 124 hours	-16% staff / 113% hours	

- Personnel Changes: Three part-time Library Clerks resigned; one full-time Senior Library Clerk resigned; hired two temporary Library Clerks
- Wellness: 26 employees participated in the CDPHP Corporate Challenge 5K walk/run; Yoga nidra at Washington; 5 Employees participated in "Ride bike to work day"; Brought bowling back to Playdium Bowling Alley
- Capital EAP: Met with representative and signed new annual contract, 8 training hours to use before April 2017; Will also set up 3 sessions for Capital EAP to present at each service location their offerings to staff
- Safety Committee: Safety Committee had annual meeting to review all violent workplace incidents, worker's compensation claims and other safety matters

## **PUBLIC RELATIONS**

	<b>Number</b>	<b>YTD Change</b>	<b>Rank</b>
<b>Unique Page Views</b>	35,666	-6%	Note: New site launched 4/7/15
<b>Facebook Likes</b>	2,120	+24%	
<b>Twitter Followers</b>	1,933	+22%	
<b>Instagram Followers</b>	1,048	+89%	
<b>Online Contacts</b>	64	NA	
<b>Press Releases</b>	7	+600%	

- Notable Media Coverage: Stories on multiple print/tv/online outlets (including Times Union, News10, Spotlight News, All Over Albany) about Bicycle Fixit Stations; Times Union articles on upcoming budget vote and outcome of election; APL book club in Times Union roundup of area book clubs; Arbor Hill Development Corp. press conference at Arbor Hill/West Hill Branch in Times Union, CBS6, and News10.
- Publications: PR Department began making most program fliers, part of effort to support cohesive branding across branches.
- eNotes: Distributed weekly to 13,000+ emails on topics including: patron survey preliminary results, candidate forums, Free Comic Book day, Bicycle Fixit Stations, library budget vote, author Sharon Flake visit, speed friending program, vote results, reading music performance, holiday closure, art show opening, June programs
- Notable Social Media Engagements: Facebook video of Bicycle Fixit Station demonstration as part of Bike to Work Day had reach of 1,980 and 75 reactions/comments/shares. Twitter post about visit by author Sharon Flake had 1,325 impressions and 18 engagements. Instagram video of 3D printer in Albany Made lab had 115 views.

## **PATRON CULTURE**

	<b>Number</b>	<b>YTD Change</b>		
<b>Incidents</b>	13	-27%		
<b>Positive Comments</b>	4	110%		
<b>Neutral Comments</b>	16	-23%		
<b>Negative Comments</b>	1	-29%		



# Policy Master List

Updated 6/8/16

## Most Policies Set For Review Every 2 Years

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

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

Behavior	X		X		April 2016	April 2018	Safety Cmt. / Public
Public Comments at Board Meetings	X		X		Mar. 2015	Mar. 2017	Board
Tobacco Use	X		X		June 2016	June 2018	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
<b>INTERNAL</b>							
Comp Time and Flex Policy for Admin Staff	X		X		Dec. 2015	Dec. 2017	HR
Travel Reimbursement (policy and form)	X		X		May 2015	May 2017	HR/Admin
Use of Equipment and Technology by Staff	X		X		Dec. 2014	Dec. 2016	Admin
Purchasing	X		X		May 2015	May 2017	Finance Office
Whistle Blower	X		X		Nov. 2014	Nov. 2016	Admin – P&G
Conflict of Interest	X		X		Nov. 2014	Nov. 2016	Admin – P&G
Investment	X		X		Oct. 2009	May 2015	Legal – Finance (need to review)
EEO / Anti-Discrimination / Anti-Harassment	X		X		June 2015	June 2017	HR
Unrepresented Employee Evaluation	X		X		June 2015	June 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date of Review	Comments
<b>BOARD</b>							
Board Member Excused/Absent	X		X		Feb. 2016	Feb. 2018	Board
Fund Balance	X		X		Dec. 2015	Dec. 2017	Board
Reserve Fund	X		X		Nov. 2014	Nov. 2016	Board Finance

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



AlbanyPublicLibrary

[www.albanypubliclibrary.org](http://www.albanypubliclibrary.org)

## Meeting Room Request Guidelines and Policy

### -Revised

#### **PURPOSE:**

Albany Public Library maintains meeting room space for use by non-profit community groups, associations, and agencies when such space is not being used for library sponsored programming. The library endorses the principles adopted by the American Library Association in the [Library Bill of Rights](#) regarding meeting room use which state, "Libraries which maintain meeting rooms, exhibit space, or other facilities open to the public should make them available on equal terms to all persons, regardless of their beliefs or affiliations." Authorization to use meeting rooms does not constitute an endorsement by the library of a group or organization's positions or beliefs.

#### **POLICY:**

Albany Public Library makes its spaces available on equal terms to all qualified groups subject to the regulations below:

1. All meetings must be free and open to the public. Unless specifically approved by the Library Administration, no fees, dues or donations may be charged or solicited for any program.
2. Meeting rooms may not be used for commercial and/or for-profit purposes, including investment seminars, sales/service demonstrations, programs by private for-profit health care representatives, etc.
3. Library sponsored programs take priority over all other meeting room reservations. The library reserves the right to cancel meeting room reservations at any time in the event of a conflict with a library sponsored program. In these instances the organization's contact person will be informed and every effort will be made to arrange alternate space for the displaced program. The library is not responsible for notifying group members of a cancellation or advertising a change in the meeting room schedule.
4. Programs may not disrupt the use of the library by others. All persons using the meeting rooms are subject to all library rules and regulations. Meeting rooms may be used for performance or rehearsal of dramatic, musical, or theatrical productions, etc. as long as the specific activity does not disrupt other library activities.
5. All groups using the meeting rooms are expected to leave the facilities in a clean and orderly condition and are responsible for damage to library property. The library shall charge the group or organization if housekeeping or maintenance service is necessary. The minimum charge will be \$25.
6. Meetings may not be scheduled to begin until 30 minutes after the library opens (i.e. 9:30am when the library opens at 9:00am) and meetings must end 30 minutes prior to library closing to ensure sufficient time to vacate the building. In the case of after-hours reservations (see below) meetings must end no later than 9:00pm.
7. To encourage the use of its meeting rooms for diverse events and to give all qualified groups access to this service, no group may reserve meeting rooms more than three

- (3) months in advance and no group may book a meeting room more than eighteen (18) times in a twelve month period.
8. The library shall not assume responsibility for the security of items brought into the meeting rooms. The library will not provide storage of material or equipment for a group or organization.
  9. Alcohol and tobacco products are not permitted in the meeting rooms. No open flames or candles may be used in the meeting rooms.
  10. Neither the name nor address of any Albany Public Library location may be used as the address or headquarters of a group or organization.
  11. The library reserves the right to review all material distributed at meetings and to approve any signage to be displayed on library property.
  12. Meeting rooms must be reserved by an adult (18 years of age or older). Persons bringing children to meetings must assume responsibility for their care and behavior.
  13. The library reserves the right to determine the number of events that will be held simultaneously at its facilities.
  14. Failure to comply with these regulations may result in the suspension of a group's meeting room privileges.
  15. Library sponsored or co-sponsored events may be exempt from some of the above regulations at the discretion of the Library Administration.

### **After-Hours Use**

Our six locations with meeting rooms can accommodate after hours use of the community meeting rooms. All of the rules detailed in the above policy are in effect for after-hours use. In addition, the following limitations are in effect for all after-hours reservations:

- After-hours reservations will be accepted for Monday-Thursday evenings.
- Meetings must end no later than 9:00pm.
- A limited number of locations are available on any given night and appearance of availability in the request system does not guarantee actual room availability.

After-hours meeting room reservations must be made with the library **AT LEAST 14 CALENDAR DAYS IN ADVANCE OF THE USE DATE** to allow for appropriate staffing.

### **Room Set-up**

The library staff will not be responsible for room set up or rearranging furniture or equipment in advance of a meeting. Organizations will be responsible for room set-up and must return the room to the original arrangement at the completion of the meeting. Failure to comply may result in the suspension of a group's meeting room privileges.

### **Kitchen Facility Use**

Light refreshments may be served only in those meeting rooms equipped with kitchen facilities. The organization is responsible for supplying all utensils and equipment and will be responsible for immediate clean-up of the meeting room and the kitchen. **All refuse from events serving food or drink must be removed from the building and premises by the organization at the completion of the meeting.** The library shall charge the group or organization if housekeeping or maintenance service is necessary. The minimum charge will be \$25. Additionally, failure to comply may result in the suspension of a group's meeting room privileges.

### **Audio-Visual Equipment Use**

Requests for audio visual equipment must be made at the time the room is reserved. The suite of equipment available at each location may vary – organizations should verify what is available at a specific location at the time the room is reserved. Library staff will not serve as operators for the equipment, but will provide simple written instructions for equipment use. **DVD's, videotapes, etc. are protected by copyright laws and, unless designated as public domain material or accompanied by Public Performance Rights, cannot be shown in any library meeting room.**

Meeting room use is contingent upon accepting the library's meeting room policy. To continue to our room reservation request form, please review the policy below and click on the acceptance link to continue.

**PROCEDURE:**

As stated above

**RESPONSIBILITY:**

It is the responsibility of all library employees to ensure compliance with this policy

**APPROVED:**

Revised and Approved on June 2016

**REVIEW DATE:**

To be reviewed June 2018



AlbanyPublicLibrary

[www.albanypubliclibrary.org](http://www.albanypubliclibrary.org)

## Tobacco Use\* Policy - Revised

### **PURPOSE:**

This policy is implemented in order to alleviate the adverse health effects of exposure to tobacco smoke for library patrons and library staff working in Albany Public Library buildings and/or on Albany Public Library grounds; create a welcoming environment for library visitors; and improve the appearance of Albany Public Library.

### **POLICY:**

Tobacco use\* is prohibited on all Albany Public Library property including Albany Public Library owned vehicles.

\*Tobacco use is defined as the use or preparation of any tobacco product (i.e. rolling of cigarettes, lighted cigarettes, e-cigarettes, cigars, pipes, chewing tobacco, etc.) in or on any library property.

### **PROCEDURE:**

Any person found using tobacco products will be asked to leave the property.

### **RESPONSIBILITY:**

The staff of the Albany Public Library is responsible for compliance with this policy.

### **APPROVED:**

Revised and Approved on June 2016

### **REVIEW DATE:**

June 2018

### BOARD OF TRUSTEES MEETING EVALUATION: May 10, 2016

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

6. What did you like best about the meeting?

- **Followed the agenda**
- **Efficient X3**
- **Hearing about the survey and Arlene's reflection on UHLS**

7. What did you like least about the meeting?

- **Lack of public involvement.**
- **Nothing. Good meeting with great feedback about the Library.**
- **Worried we wouldn't have a quorum at first.**

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

- **Snacks? Coffee**
- **Send more notice to the public.**
- **Not at this meeting, but, in general, more time when discussion is needed.**
- **This was a model- although it was a light agenda.**