

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

August 9, 2016

Bach Branch at 6:00 pm

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

Call to Order – 6:00 pm

Adoption of Agenda – 6:00 to 6:05 pm

Public Comment (comments limited to no more than 5 minutes per person) 6:05 to 6:10 pm

Minutes – 6:10 to 6:15 pm

Biannual Update on the APL Foundation – 6:15 to 6:30 pm

Treasurer's Report and Check Register – 6:30 to 6:35 pm

Committee Reports – 6:35 to 6:45 pm

- Policy & Governance
- Finance

UHLS Report – 6:45 to 6:50 pm

Director's Report – 6:50 to 7:05 pm

Review Policies and Procedures Grid – Discussion/Action – 7:05 to 7:15 pm

- Safety Mission Statement
- First Aid
- Blood Borne Pathogens Exposure Control Plan

Unfinished Business – None

New Business

- Staff Report on Library Card Application Process – Discussion/Action – 7:15 to 7:30 pm
- 2016 DLD Construction Grant Project – Discussion/Action – 7:30 to 7:40 pm
- CDTA Agreement – Discussion/Action – 7:40 to 7:55 pm
- RFP for Financial Advisor – Discussion/Action – 7:55 to 8:05 pm
- Request for Bids for Washington Ave. Electrical Panel – Discussion/Action – 8:05 to 8:20 pm
- Quarterly Evaluation of Board Meetings – Discussion/Action – 8:20 to 8:25 pm

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

Executive Session (if necessary)

Adjournment – 8:30 pm

Next Meeting – Sept. 13 at Washington Ave. Branch

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library July 12, 2016 Howe Branch

TRUSTEES IN ATTENDANCE: Mary-Ellen Piché (president), Michael Neppl (vice president), Alison Calacone (vice president for finance), Andrew Bechard, Elissa Kane, Brenda Robinson, Matthew Finn, Karen Strong

ABSENT: Arlene Way (secretary)

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

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

SWEARING IN OF MATTHEW FINN AND KAREN STRONG: Piché conducted the swearing-in ceremony for Finn and Strong, both of whom start five-year terms.

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

PUBLIC COMMENT: There were no comments from the public.

MINUTES: The draft minutes from the June 14 board meeting minutes were reviewed and two errors corrected. Bechard made a motion, seconded by Finn, to approve the amended minutes. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: The treasurer's report (covering finances from Jan. 1 through May 31) will be filed. The updated check register (covering June 16 through July 13) was reviewed by the trustees. Bechard made a motion, seconded by Calacone, to accept the updated check register and approve it for payment. The motion was approved unanimously.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and briefly discussed by Jarzombek. He fielded questions about the library's staffing model, Branch Improvement Plan bond refinancing, and change management project.

Action Item: The staff committee working on the change management project will report out to the board at its next meeting.

POLICY & PROCEDURES GRID: Metzger reviewed the grid, which contained no changes.

UNFINISHED BUSINESS:

Action Items from Annual Board Self-Evaluation: The trustees discussed the items identified during the self-evaluation process and some adjustments were suggested.

Action Item: Piché will edit the action items document and share it with the board.

NEW BUSINESS:

Appointment of Board Treasurer: Bechard made a motion, seconded by Calacone, to re-appoint Charles Slatterick to the consultant position of board treasurer for a 12-month term. The motion was approved unanimously.

Election of Board Officers:

President: Piché was nominated for president by Calacone and seconded by Bechard. No other nominations were submitted. Upon a vote, Piché was elected unanimously.

Vice President: Neppl was nominated for vice president by Piché and seconded by Bechard. No other nominations were submitted. Upon a vote, Neppl was elected by a ballot of 7-0-1 (with Neppl abstaining).

Vice President for Finance: Calacone was nominated for vice president for finance by Bechard and seconded by Neppl. No other nominations were submitted. Upon a vote, Calacone was elected unanimously.

Secretary: Way was nominated for secretary by Piché and seconded by Kane. No other nominations were submitted. Upon a vote, Way was elected unanimously.

Board Meeting Schedule for 2017: Calacone made a motion, seconded by Kane, to approve the 2017 board meeting schedule as presented. The motion was approved unanimously.

Board Committee Assignments: The Executive Committee proposed committee assignments, which were discussed by the trustees.

Action Item: The Executive Committee will finalize the committee assignments and share them with the trustees within 30 days of this meeting.

Quarterly Update on Strategic Plan: Metzger reviewed the progress with the trustees. Administration is planning to begin work on a new strategic plan this fall.

Counsel Presentation on Legal Liabilities: Schofield discussed the insurance and indemnification of trustees as requested by the board as part of its annual self-assessment.

PUBLIC COMMENT: There were no members of the public present.

ADJOURNMENT: Strong made a motion, seconded by Neppl, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 7:05 pm.

NEXT MEETING: Tuesday, Aug. 9 – Bach Branch at 6:00 pm

DRAFT

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE SIX MONTHS ENDED
JUNE 30,2016

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,567,373	547,281	3,283,686	50.00%
Tax Levy- Branch Improvement Plan	1,853,313		-	0.00%
Future Operations Income	-			
NYS Grants & Aid	187,150	1,036	8,603	4.60%
NYS Construction Grant	25,000		-	0.00%
Federal Grants & Aid	38,000		-	0.00%
Fines and Fees	126,000	11,856	81,472	64.66%
Book Sales	5,000	27	2,484	49.68%
Interest Income	10,000	16,071	62,551	625.51%
Foundation Contributions	20,000		-	0.00%
DASNY Project Reimbursement	0		-	
Copier Printers	15,000	-	-	0.00%
Miscellaneous income & Aid	0	249	2,049	
Fund Balance Used	401,467		-	0.00%
Total Support and Revenue	9,248,303	576,520	3,440,845	37.21%
Expenditures				
Payroll and Related costs	5,152,657	538,924	2,519,963	48.91%
Occupancy Costs	761,333	48,111	343,679	45.14%
Materials and Services	655,000	41,954	372,144	56.82%
Administration and Miscellaneous	441,000	57,334	229,341	52.00%
Automation	385,000	8,384	126,194	32.78%
Contingency	-	-	-	
Total Expenditures	7,394,990	694,707	3,591,321	48.56%
Debt Service	1,853,313	-	-	0.00%
Net Income (Loss)	-	(118,187)	(150,476)	0.00%

ALBANY PUBLIC LIBRARY
 DETAIL OF EXPENDITURES
 FOR THE SIX MONTHS ENDED
 JUNE 30.2016

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,440,678	397,328	1,693,494	49.22%
NYS Retirement System	529,714	44,143	264,858	50.00%
Payroll Taxes	261,966	29,241	124,598	47.56%
Hospital Insurance	898,799	66,624	424,045	47.18%
Payroll processing Costs	20,000	1,588	12,960	64.80%
Unemployment Insurance	1,500	-	8	0.53%
TOTAL	5,152,657	538,924	2,519,963	48.91%
OCCUPANCY COSTS				
Occupancy Costs	20,000	1,600	9,600	48.00%
Heat & Electric	245,000	14,131	72,431	29.56%
Telephone	13,000	792	4,742	36.48%
Maintenance/repairs/supplies	375,000	20,377	212,833	56.76%
Security	0		18,726	0.00%
NYS Construction Grant	33,333	-	0	0.00%
Furniture/Building Improvements	75,000	11,211	25,347	33.80%
TOTAL	761,333	48,111	343,679	45.14%
MATERIALS and SERVICES				
Books,etc.	570,000	39,256	320,833	56.29%
Serials/Magazines	45,000	-	44,062	97.92%
On-line Services	40,000	2,698	7,249	18.12%
TOTAL	655,000	41,954	372,144	56.82%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	50,000	16,340	52,480	104.96%
Postage	6,000	2,141	3,205	53.42%
Publicity, Printing	50,000	8,733	19,399	38.80%
Training and Travel	22,000	2,069	17,012	77.33%
Community Activities	8,000	240	2,225	27.81%
Professional Services	175,000	15,697	71,225	40.70%
Misc Grant Expense	0	1,995	10,970	0.00%
Programming Activities	60,000	4,939	21,660	36.10%
Insurance	70,000	5,180	31,165	44.52%
TOTAL	441,000	57,334	229,341	52.00%
AUTOMATION				
Automation Services	240,000	5,958	106,668	44.45%
Automation Software	15,000	202	1,817	12.11%
Automation Hardware	130,000	2,224	17,709	13.62%
TOTAL	385,000	8,384	126,194	32.78%
CONTINGENCY				
	0	-	-	0.00%
DEBT SERVICE PAYMENT				
	1,853,313	-	-	0.00%
TOTAL EXPENDITURES				
	9,248,303	694,707	3,591,321	38.83%

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Jul 14, 2016 to Aug 10, 2016

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
5885	7/14/16	CSEA	1,985.09	Union Fees
5886	7/14/16	First Light Fiber	5,401.00	Telephone Expense/Automation Services
5887	7/14/16	MetLife-TSA Contribution	1,826.00	403b
5888	7/14/16	NYS Deferred Comp Plan	2,518.66	NYS Def Comp Plan
5889	7/14/16	Pearl Carroll & Associates LLC	11.08	Short Term Disability
5890	7/14/16	The Travelers	1,348.00	403b
5891	7/20/16	Albany Water Board	1,116.46	Building Repair/Maint.
5892	7/20/16	National Grid	8,478.50	Heat, Light and Power
5893	8/10/16	Baker & Taylor	3,289.14	Books-Adult
5894	8/10/16	Midwest Tape	1,848.77	Audio/Visual
5895	8/10/16	OverDrive, Inc.	3,254.41	Central Library Materials
5896	8/10/16	Midwest Tape	1,644.00	Audio/Visual
5897	8/10/16	Midwest Tape	1,552.97	Audio/Visual
5898	8/10/16	OverDrive, Inc.	2,165.33	Central Library Materials
5899	7/28/16	CSEA	2,006.08	Union Fees
5900	7/28/16	MetLife-TSA Contribution	1,826.00	403b
5901	7/28/16	NYS Deferred Comp Plan	2,565.57	NYS Def Comp Plan
5902	7/28/16	Pearl Carroll & Associates LLC	11.08	Short Term Disability
5903	7/28/16	The Travelers	1,348.00	403b
5904	8/10/16	Midwest Tape	1,259.62	Audio/Visual
5905	8/10/16	Midwest Tape	2,424.12	Audio/Visual
5906	8/10/16	Staples Advantage	648.21	Office Supplies
5907	8/10/16	OverDrive, Inc.	3,321.13	Central Library Materials
5908	7/28/16	National Grid	5,654.48	Heat, Light and Power
5909	8/10/16	Midwest Tape	827.08	Audio/Visual
5910	8/10/16	Baker & Taylor	5,623.08	Books-Adult
5911	8/10/16	OverDrive, Inc.	1,544.32	Central Library Materials
5912	8/10/16	OverDrive, Inc.	1,276.80	Central Library Materials
5913	8/10/16	3N Document Destruction, Inc.	35.00	Contracted Services
5914	8/10/16	Alexandra Consler	43.36	Programming NA
5915	8/10/16	S. Leto Companies LLC	4,550.00	Building Repair/Maint.
5916	8/10/16	All U Inc.	422.36	Fahy Grant
5917	8/10/16	Republic Services #964	1,758.05	Maint. Service Contracts
5918	8/10/16	ATSCO Products	172.84	Supplies (Maint.)
5919	8/10/16	Bay State Elevator Company	393.22	Maint. Service Contracts
5920	8/10/16	Blick Art Materials	104.45	Programming YS
5921	8/10/16	Brad Rose Landscaping, Inc.	4,607.55	Maint. Service Contracts
5922	8/10/16	Brodart Co.	80.02	Books-Adult
5923	8/10/16	Capital Region Boces	4,296.08	Automation Software
5924	8/10/16	Carousel Industries of N. America, Inc.	6,919.50	Automation Services
5925	8/10/16	CDPHP	43,279.63	Insurance-Hospitalization
5926	8/10/16	CDPHP Universal Benefits, Inc.	12,793.38	Insurance-Hospitalization
5927	8/10/16	CDW G	598.81	Automation Hardware
5928	8/10/16	Charles Slatterick	450.00	Contracted Services
5929	8/10/16	Chinasa Seyse	45.76	Programming Howe
5930	8/10/16	Crisafulli Bros.	700.00	Building Repair/Maint.
5931	8/10/16	De Lage Landen Financial Services, Inc	956.12	Contracted Services
5932	8/10/16	Delta Dental of New York, Inc.	3,411.70	Insurance-Hospitalization
5933	8/10/16	Dell Marketing L.P.	7,348.52	Automation Hardware
5934	8/10/16	Demco	373.65	Office Supplies
5935	8/10/16	DePaula Chevrolet	29.95	Van Maintenance
5936	8/10/16	Eastern Managed Print Network	58.29	Contracted Services
5937	8/10/16	Ehrlich Co., Inc.	171.00	Maint. Service Contracts
5938	8/10/16	Grainger	255.65	Building Repair/Maint.
5939	8/10/16	Janeth Luna	15.00	Travel/Staff Development
5940	8/10/16	John McClintock	120.00	Books-Adult
5941	8/10/16	Kristyn Muller	60.00	Programming Howe
5942	8/10/16	Lakeshore Learning Materials	91.93	Programming Community
5943	8/10/16	Lisa Neuman	35.10	Programming Delaware

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Jul 14, 2016 to Aug 10, 2016

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
5944	8/10/16	MAILFINANCE	119.95	Postage
5945	8/10/16	Main-Care Energy	323.16	Van Operation
5946	8/10/16	Mary Beth Earley	79.16	Programming YS/Fahy Grant
5947	8/10/16	Marjorie K. Reinhart	15.00	Travel/Staff Development
5948	8/10/16	Melissa Destefano	70.68	Programming YS
5949	8/10/16	Reptile Adventure	190.00	Programming Howe
5950	8/10/16	Richard Waugh	371.03	Insurance-Medicare Reimb.
5951	8/10/16	Ronco Communications & Electronics	275.00	Automation Services
5952	8/10/16	Siena Fence Co., Inc.	340.00	Building Repair/Maint.
5953	8/10/16	Stephanie Anderson	38.64	Programming YS
5954	8/10/16	Televend Services, Inc.	5,421.85	Fines and Fees Expense
5955	8/10/16	The Albany YMCA	1,600.00	Rent- North Albany
5956	8/10/16	T-Mobile	329.02	Automation Services
5957	8/10/16	Turtle Dance Music LLC	350.00	Programming AH
5958	8/10/16	ULINE	282.51	Furniture/Building Improvements
5959	8/10/16	Verizon Wireless	662.01	Automation Services
5960	8/10/16	Walter Huntley	38.94	Programming Howe
5961	8/10/16	ADP, LLC	1,616.81	Payroll Services
5962	8/10/16	SYNCB/AMAZON	75.02	Community Relations
5963	8/10/16	Benjamin Garrett	75.00	Programming Wash.
5964	8/10/16	Charles Slatterick	240.00	Contracted Services
5965	8/10/16	CNA Surety Direct Bill	692.50	Insurance-Liability
5966	8/10/16	Dan Maddalone	75.00	Programming Wash.
5967	8/10/16	Katherine Snyder	25.00	Programming YS
5968	8/10/16	Lorraine Michaels Dance Centre	200.00	Programming PH
5969	8/10/16	Scholastic, Inc.	551.75	Programming Community
5970	8/10/16	Scott Murawski	275.00	Programming PH
5971	8/10/16	Staples Advantage	469.88	Office Supplies
5972	8/10/16	The Wildlife Institute of Eastern NY	250.00	Programming Bach
5973	8/10/16	UniFirst Corporation	43.40	Maint. Service Contracts
5974	8/10/16	W.B. Mason Co., Inc.	2,345.11	Supplies (Maint.)
Total			178,393.32	

**Albany Public Library Board of Directors
Policy & Governance Meeting Minutes
August 1, 2016
5:30
Washington Avenue Branch**

Agenda:

- Committee Role
- Policy Review:
 - Safety Mission Statement
 - First Aid Policy
 - Blood Borne Pathogens Exposure Control Plan
- Meeting schedule for 2016-17

Attendance: Arlene C. Way, Brenda Robinson, Melanie Metzger (Staff)

Excused: Matthew Finn

Discussion:

- Role of the Policy & Governance Committee
- Upon review, Committee members expressed concern about the vagueness in the language related to required equipment in the First Aid Policy and Blood Borne Pathogens Exposure Control Plan Policy and recommended:
 - Equipment is specified and listed in the First Aid Policy and Blood Borne Pathogens Exposure Control Plan
 - Eye shields are included as required equipment, and
 - A checklist of mandated equipment is established for each policy and monitored by staff to ensure availability of adequate supply.
- Policy Master List was reviewed for alignment with APL Board meetings and consideration for developing the 2016-2017 P&G Committee meeting schedule. A consensus was established for framing the annual calendar.

Decision:

- The P&G Committee will recommend approval of the Safety Mission Statement, First Aid Policy and Blood Borne Pathogens Exposure Control Plan Policy pending inclusion of the recommended amendments and Counsel verification of compliance with NYS and Federal regulations
- The Committee Chair will develop and circulate a proposed 2016-17 meeting calendar for review and adoption by P&G Committee members.

Submitted by: Arlene C. Way, Chair

Finance Committee Meeting

Date: August 2, 2016

Location: Bach

In attendance: Andrew Bechard (arrived at 5:45 p.m.), Alison Calacone, Mary Cullinan, Scott Jarzombek, Mike Neppi

The meeting, scheduled for 5 p.m., was called to order at 5:22 due to attendance. This meeting was held to discuss the process of refinancing the outstanding bonds secured in 2007. To date, the library owes \$23.685 million dollars on the 2007 bonds that will mature on July 1, 2037. When the bonds were taken out, the interest rate was approximately 4.7%. Since then, interest rates have gone down and the library has received many calls about refinancing its loans to a possible 3.2%.

In order to do so, Mary has requested that we send out requests for proposals (RFPs) to secure a Financial Advisor for the library to work through this process. When Mary reached out to the Dormitory Authority of the State of New York (DASNY), they stated that most libraries have financial advisors to help with the process. Mary also stated that a financial advisor could help secure underwriters.

Refinancing a loan is a three to four month process. With this refinancing, the library is hoping to save \$100,000 to \$200,000 a year. This money will help reduce tax liability or operation increases. The downside is that the library will not be eligible for as much money when seeking a percentage increase for the budget. Mary researched the possibility of refinancing through the school district, but there would need to be a resolution and a vote (with the possibility of it not passing).

After the discussion, the Finance Committee voted in support of sending out the RFPs. The plan is to have the bids back to review and decide on at the beginning of September. From there, the Finance Committee will send the final choice for Financial Advisor to the September board meeting for Board Approval.

Questions that were presented at this meeting included:

1. How much would this cost and where would the money come from?
 - a. The estimate was between \$50,000 to \$100,000 and the money would roll into the refinanced bond
2. Could it be possible that we go through the process and decide not to refinance?
 - a. Yes, but since we have been solicited by many companies it is highly unlikely. Many libraries are going through this process currently.
3. Will the term of the bond change?
 - a. The library hopes to keep the same maturity date, but this will be researched through the process.

The other issue that was discussed at the meeting was the need to revise the Investment Policy. This policy clearly states what types of investments that the library can make (i.e. bonds, CDs, etc.). This information will be emailed to the committee members, and the policy will be looked at and hopefully revised at the September meeting.

The meeting ended at 6:30 p.m.

The next meeting is scheduled for Tuesday September 6, 2016 at 6 p.m. at the Bach branch.

UHLS Report – July 2016

- Tim Burke, UHLS Executive Director was elected NYLA President
- New UHLS Leadership Team:
 - President – Tara Ricard (COHS, representing medium libraries in Albany County)
 - Vice President - Antonio Booth (RCSC, representing medium libraries in Albany County)
 - Treasurer - Philip Erlich (RENS, representing medium libraries in Rensselaer County)
 - Secretary - LouAnne Lundgren (POES, representing small libraries in Rensselaer County)
- 2017-2021 UHLS Plan of Service, due October 1, 2016, is in development. Trustees have been asked to review the (1) Draft Service Goals and POS required elements which includes Goal Statements, Intended Results and Evaluation Methods for the new POS as required by New York State; and, (2) Draft Central Library Plan of Service. This document is based on discussions by the Central Library Advisory Committee (CLAC). This draft outlines the major goals for CL funds in the next POS period. This draft is still under discussion by CLAC and they will consider any input from this review process in their final draft plan. UHLS will host a Plan of Service Forum on Tuesday, August 16 to discuss the draft documents and the POS process. The forum is open to all UHLS member library directors, staff and trustees.
- Construction Grant Portal Open for Business – The portal for the NYS Public Library Construction grant, application for the 2016-19 grant period went live on June 15. The deadline for submission of applications to UHLS using the online portal is Friday, September 2. I
- CORE Library Leadership Training – The next module of our CORE offerings is ready to roll out. The UHLS CORE Library Leadership Training will be offered to the member libraries in November of 2016. This program is designed for the library leadership team (the Board President and the Library Director) to participate together. It will focus on fundamental best practice and skill building in several critical areas of board leadership – building positive relationships, board/director collaboration, board structures and practices, board sustainability, etc. The program will include some interactive components for both the individual director/board president teams and for the teams from each library to share ideas and experiences with each other. The program will be held at UHLS, will run a full 3 hours.

Attachments:

- UHLS Director's Report
- Draft Plan of Service Goals, POS Required Elements and Draft Central Library Plan of Service

UPPER HUDSON LIBRARY SYSTEM

EXECUTIVE DIRECTOR'S REPORT

July 2016

July 13, 2016

Advocacy: Legislative “Bullet Aid” - As part of this year’s NYS budget negotiation process, the NYS Senate set aside money to award as “bullet aid” education funding within their district. I’m pleased to announce that we’ve received confirmation that both Republican Senators - Kathy Marchione and George Amedore have allocated some of their bullet aid to UHLS member libraries. I have already sent letters thanking both Senators on behalf of UHLS and the awarded libraries have also been encouraged to send a similar letter of thanks. I also reminded the libraries that this is an ideal opportunity to invite their NYS electeds out to their library for a program, story time, constituent forum, etc. because building that personal relationship between legislators and individual libraries is so important in convincing the legislators to support libraries with both their voice and votes in Albany.

2017-2021 Plan of Service – The next NYS Public Library System Plan of Service (POS) is due to DLD on October 1, 2016. As you know, UHLS has administered a POS Satisfaction Survey to the member libraries each year of the current plan. The average overall satisfaction rate from those surveys is 96.95%. Based on this consistently high level of satisfaction, my theme for this next POS process is to “stay the course” – keep doing the good work we’re doing to support the member libraries and identify new ways to make a difference. To develop the next plan we will be sending out a survey to get some “real time” member library feedback for the plan. We will schedule at least one opportunity for all stakeholders to discuss the various elements in the NYS plan and how they relate back to UHLS programs and services. We will also use all of the satisfaction survey comments we have received to help inform the planning process. NYS also requires a Central Library Plan of Service document to be included with the POS and I have already alerted the Central Library Advisory Committee that this task will be on their plate this summer.

UHLS Board Meeting “Goes on the Road” – Once or twice a year we have held the UHLS Board meeting at a member library, both to change things up a bit for all of us and to give trustees a chance to see another library, which can always be interesting and informative. The Guilderland Public Library has graciously agreed to host our meeting on September 14. The library has ample meeting space and parking space, and is excited to be the host site for our meeting. After the meeting we will also have the opportunity to tour the library with someone from GPL. And we’ll be sure to send out plenty of reminders of the location change too!

Construction Grant Portal Open for Business – The portal for the NYS Public Library Construction grant application for the 2016-19 grant period went live on June 15. **The deadline for submission of your application to UHLS using the online portal is Friday, September 2.** I hope our libraries are all working on their applications. Remember too that as a result of our advocacy efforts this year, there was an increase in the total amount of funds available annually in this grant. This will result in an increase in the UHLS allocation from approximately \$440,000 to approximately \$600,000, so please help me encourage all of our libraries to take advantage of this funding opportunity. And, as always, I’m here to help our libraries through this process - whether they are a first timer or a veteran of the grant process!

CORE Library Leadership Training – The next module of our CORE offerings is ready to roll out. The UHLS CORE Library Leadership Training will be offered to the member libraries in November of 2016. This program

is designed for the library leadership team (the Board President and the Library Director) to participate together. It will focus on fundamental best practice and skill building in several critical areas of board leadership – building positive relationships, board/director collaboration, board structures and practices, board sustainability, etc. The program will include some interactive components for both the individual director/board president teams and for the teams from each library to share ideas and experiences with each other. The program will be held at UHLS, will run a full 3 hours, and we are thinking either a weekday evening, probably 6pm-9pm OR a Saturday morning, 10am-1pm...or perhaps both, if we think there's sufficient interest in both options. Look for an official announcement shortly.

Meeting with NYS Commissioner of Education – On Wednesday, June 22, I was part of a three member delegation from PULISDO (the state's Public Library System Directors group) that met with the NYS Commissioner of Education, Dr. Mary Ellen Elia. The meeting was part of our efforts to increase the awareness and improve the understanding in NYSED of how and why public libraries and public library systems are essential components of the state's education system. Dr. Elia was very receptive to our message and we had a productive discussion about ways that public libraries and public library systems can partner to achieve our shared goals. We hope to have a follow up meeting with more public library system representatives at the NYLA Conference in November.

UHLS Annual Dinner – Our 55th Annual Dinner at the Hilton Garden Inn in Troy was another great success. Thanks to all of your staff, trustees, and friends who were able to attend the event. The feedback I received on the dinner that evening and in the weeks after has been very positive and it was nice to be able to return to Rensselaer County again. I hope we have now found a venue on that side of the river that will meet our needs in the future. Congratulations to all of the award winners and to MaryAlice for her "elevation" to Trustee Emerita status. Special thanks to Mary Fellows from UHLS for her work organizing the "Member Library Showcase Tables" and to the libraries that volunteered to host a table. Thanks to Anne Pitlyk and Deanna DiCarlo for their work on the member library slide show, which was a new and very popular addition this year. And finally, I'd like to once again extend a special thanks to Heidi Fuge for her tireless efforts to bring off such a successful event each year. We really could not do this without her.

Hannaford Helps program – UHLS was contacted by the Hannaford supermarket at 900 Central Avenue in Albany to inform us that we were chosen to be the July recipient of their "Hannaford Helps" reusable bag campaign. For every sale of their "Good Karma" reusable shopping bags during the month of July, UHLS will get \$1. We do not anticipate a huge \$ return, but we thought it was worth a try to see what happens. We are also using this as an opportunity to let the Hannaford marketing team know about all our member libraries, with hopes that other local stores will select member libraries for future campaigns. Deanna is handling this project for us and she sent some advertising for the program out to the libraries last week. Please share the news about this campaign with anyone you think might shop at this particular Hannaford location, anyone who lives in Albany, etc. I'll let you know how we do with this promotion.

NYLA Elections - Just a shameless campaign reminder that the NYLA election polls will be open until July 15 and if you or any NYLA member you know has not voted yet, you are strongly encouraged to participate. Every vote matters!

Member Library Support - Since the last Board meeting, I have worked with several member libraries consulting with them on specific projects/issues, providing advice and support on local issues to trustees, directors, and/or staff. For this reporting period those libraries include Watervliet, Troy, Sand Lake, Grafton, and RCS. I also presented one group session of "Construction Grant 101" at UHLS and two recaps of this program at individual member libraries. Mary Fellows, Deanna DiCarlo and I met with Michelle Fernandez, the new Library Director at the Watervliet for a new director orientation.

UHLS Department Reports

Adult and Outreach Services:

UHLS Adult & Outreach Services Report: June, 2016

Submitted to the Executive Director: 06/30/2016

Adult Services:

- Planning for the **NYS Adult Literacy Grant** program for 2016-2019 is underway. This cycle, we are breaking with tradition and coordinating a system-wide workforce development series with contracted career counselors and a content menu our members will be able to select from. So far, we have verbal commitments from Dr. Tom Denham, Cooperative Extension of Rensselaer County's digital literacy program, and our very own Evelyn Neale of Colonie Town Library. Content examples include Resume Tools for Job Seekers, Job Search Strategies that Work, Get LinkedIn or Get Left Behind. We are looking forward to developing this program for a Fall 2016 rollout.

Outreach Services:

- **Jail Services:** The Rensselaer County Jail's library services coordinator asked for our help in procuring twelve copies of the Qur'an for their Muslim population. We were able to fulfill that request and received a heartfelt thank you.
- **Mental Health First Aid:** The directors of the Cohoes and Rensselaerville library requested that we look into a mental health first aid training for library staff, and planning has begun with a date TBD in October, 2016. This full-day training will demonstrate how to offer initial help in a mental health crisis and connect persons to the appropriate care. The program also teaches the common risk factors and warning signs of specific types of illnesses, like anxiety, depression, substance use, bipolar disorder, eating disorders, and schizophrenia. Increasing staff awareness of and sensitivity to mental health issues will certainly strengthen local library services, and I am really excited about being able to bring this training to our members.

eContent:

- **OverDrive:** Our digital collection continues to thrive. Here are some useful mid-year performance measures:
 - Member libraries are on target to meet their minimum OverDrive contributions. 24 out of 29 libraries have contributed content so far, and 9 libraries have already spent 100% of their minimum.
 - We've had over 186,000 OverDrive checkouts so far this year, and about 10% of those checkouts were magazines.
 - 25 libraries saw an increase in digital circulation over the year-to-date (YTD) in 2015, contributing to a total, system-wide increase in digital circulation of 21% over YTD 2015.
 - Digital audiobooks make up 38% of total audiobook circulation system-wide. Seven locations circulate more digital audiobooks than they do physical audiobooks (Berlin, Cohoes, Cheney, Rensselaerville, Diver, Troy, and Watervliet)
 - Among locations that circulate print magazines, digital periodicals make up 39% of total magazine circulation. Three locations circulate more digital magazines than print magazines

(Grafton, Sand Lake, and Troy)

- **Featured OverDrive Collections:** Our featured collections and their promos continue to be appreciated by our members, and in one instance, even by our colleagues across the state! For example, the Road Trip collection post on [Facebook](#) was shared by the Southern Tier Library System and one of its member libraries. Many thanks to System Associate Anne Pitlyk for her efforts and creativity with this new OverDrive marketing initiative!



Interlibrary Loan (ILL):

Take a road trip on OverDrive!

- **The Capital District Library Council (CDLC) updated its ILL interface** to make it even easier for our member libraries to request regional materials for their patrons (materials not owned by UHLS member libraries). Now, when a member library logs into CaDiLac (the CDLC ILL catalog) and selects a title to request, a request form is handily auto-filled with all the info needed to process the request.
- **Communications:** We have alerted our membership about this update, and we continue to try to improve communication about the cross-organizational complexities of ILL, which is truly a core resource sharing service. Many thanks to Emily Wager from CDLC for spearheading the initiative, to Joe Thornton of UHLS for tech support, and to Diane Riganti and Anne Pitlyk of UHLS for their input and feedback!

Marketing:

- **CDPHP:** The importance of libraries in our communities has caught the attention of a local health care provider! CDPHP featured UHLS libraries in two separate blog posts in June:
 - The first is entitled "[Books on a Budget: Free and Low Cost Resources for Family Reading](#);" it plugs local libraries as great places to engage kids in literacy activities, and it highlights UHLS's digital collection of ebooks and audiobooks.
 - The second post is entitled "[Adult Coloring for Stress Relief](#)." CDPHP reached out to us to ask how many of our member libraries offer adult coloring programs. They were so excited to learn that we are on right on trend that they featured all of the programs I told them about with links to member libraries' websites, a photo of the Nassau Free Library program, and quotes from myself and Melissa Tacke of Castleton. My thanks to all the member libraries who sent along stories and photos!
- **Hannaford:** Hannaford Supermarkets facilitates a give-back program called "Hannaford Helps," and they select local organizations to be the beneficiaries of proceeds from the sales of their "Good Karma" reusable bag. In July, UHLS will receive \$1 for every bag purchased at the 900 Central Avenue store. We used this opportunity to promote both our mission and our two-county-wide summer reading programs. It has been shared on [Facebook](#) 26 times in 2 days.

New York Library Association (NYLA):

- **The Public Libraries Section (PLS)** of NYLA held its spring continuing education workshop in June, with useful sessions on project management and community engagement. As a PLS board member, I helped organize the day, and when one of our community engagement speakers unfortunately had a family emergency, I pitched in by joining the panel and talking about how, at the library system level, the role of the outreach coordinator can work to foster professional development around community engagement. If we expect our professionals to reach out, we need to offer them the tools to do so, and I am excited to be a part of a team here that works toward strengthening more outward looking, engaged libraries.
- **Leadership & Management Academy (L&MA):** NYLA's L&MA held excellent sessions budgeting & finance and community engagement in June. In addition to myself, several UHLS member libraries were in attendance, including Albany Public Library, Guilderland Public Library, and Voorheesville Public Library. It is so awesome to see so many colleagues from our system who are actively engaged in our professional organization—and learning skills that will strengthen local library services.
- **Annual Conference:** Many of our UHLS colleagues are presenting at the [NYLA conference](#) this fall-- including this year's UHLS Adult Program of the Year winners from the Guilderland Public Library! This high level of participation further demonstrates how much we collectively contribute to this fantastic profession we all share, and I continue to be proud to live this #librarylife with all of you.

Automation:

Automation Services Report

June, 2016

We continued to provide the usual services to our libraries and the UHLS staff, such as website maintenance, desktop support, helpdesk, and troubleshooting. The highlights of the month follow, in no special order:

- **Kids Online:** Working with Mary Fellows, Youth Services, and III, we purchased and applied a new scope that enables us to limit search results to a single library. The finished (mostly) product is [here](http://sierra.uhls.org:90/search~S40/): <http://sierra.uhls.org:90/search~S40/>
- **Encore upgrade:** On 6/22 III upgraded our version of *Encore* to 4.5 SP1, and it caused problems, all fixed within a few days of the upgrade:
 - The *Freeze* button disappeared from the *Holds* display in patrons' *MyAccount* interface.
 - *OverDrive* integration was lost, so patrons weren't able to request or checkout an *OverDrive* title directly in *Encore*.
 - *Encore* went down completely a few times, but not for long periods.
 - Facets behaved unpredictably and strangely.
- **SCAT table realignment:** We finished our customizations of the Sierra SCAT table and realigned it, the effect of which should be more useable *Decision Center* reports.
- **Pcode4 project:** We completed the overhaul of our Sierra *pcode4* (*Horizon Bstat*) table, using input provided by the libraries using the Google Sheet we created for the purpose. *Pcode4* is the *Sierra* name for *Horizon Bstats*, which are used in some of our circulation statistical reports to identify the towns (or cities, counties, etc.) of the borrowers who use the libraries.

- **Websites hacked:** A few libraries received reports from their patrons that their browsers warned that the libraries' web sites had been hacked. We were able to see the problem (caused by the *WordPress* plugin: *wp-mobile-detector*) in some but not all cases. Rob installed the *WordFence* plugin on some sites, and we looked at the Linux directories, and uncovered problems in a few sites. No serious damage seems to have been done, and we removed the malware. We had to restore from backup an earlier copy of the VAFL website. Other affected libraries were: CAST, BERN, RENS, SNLK, WSTR, and NASS.
- **Patron card expiration:**
 - *Encore* can display an alert to patrons when they login that their card is due to expire. Rob enabled this function for all libraries.
 - *Sierra* can display a popup alert for staff when they access a patron record that's due to expire. This is done on a user account basis. We asked the directors to tell us which accounts to change, and the number of days before expiration to start displaying the message. We heard from some but not all libraries, and applied their requested changes. For all other libraries Rob will assign '30 days' to all staff accounts.
 - We will write a program to email patrons when their cards need to be renewed. Because we don't have access to the *email* field unless we're in *Sierra*, we'll have to find a workaround to get *email addresses* for our program.
- **Patron registration:** We're working with the Circulation Advisory Council to revise our printed 3x5 patron registration cards.
- **Patron self-registration:** We could turn this on at any time. Patrons would be able to self-register from anywhere and get a temporary barcode which would allow them to request items and use *OverDrive*. Before the temporary barcode expires they would need to go to a library, show proof of residence, and get a real barcode. Some issues:
 - We're able to edit some but not all of the text that guides the patron through the process and confirms a successful registration.
 - We would need to plan how to manage the use of paper registration cards with self-registrants. e.g. It would not be friendly to hand a paper card to fill out to a person who already entered the information online.
 - We'll set up patron self-registration on our staging server so we can at least see the text and go through the process of self-registering ourselves.
- **OAK -> SYR:** We continued to press III on the move of our *Sierra* installation from Oakland to Syracuse. This move should significantly improve *Sierra* response time and startup time.
- **Homebound Patron Services:** At the request of GUIL, we enabled this function in *Sierra*.
- **AOD:** At the request of COLN and VOOR, we provided feeds of their patron data to Analytics on Demand (AOD).
- **New director orientation:** Rob went to WTVT to show their new director some essential automation services that our department supports.
- **WMA OverDrive records:** We worked on a process to remove the no-longer-supported *wma* downloadable audio *OverDrive* records from our catalog.
- **Patron Preferred Name:** We had III change the label from *Patron Alias* to *Preferred Name* for this *Sierra* patron record setting, and informed the libraries how to use the field.

Youth and Family Services:

June 2016 – Youth and Family Services
Mary Fellows

I'm delighted to report that 26 of our 29 libraries have committed to full participation in our new family literacy grant! Such high participation means that we can make real strides over the next three years in what happens with our youngest library learners!

Benchmarking Early Literacy Library Services (BELLS) includes financial resources, training, assessment and feedback, and mentorship. These components are key:

- “Early Literacy Classes: Core Elements for Making A Real Difference” training for all volunteers and staff without formal library youth services training who present storytime, including takeaways.
- A mentoring program pairing librarians with deep early literacy experience with staff or volunteers in other libraries just developing their expertise
- A digital family engagement tool, Beanstack.
- “21st Century Early Literacy Service Excellence in Libraries, ” a 20 minute training for each Library Board delivered at your library by me.
- “Everyone Serves Young Families” training for all library staff, delivered by me at your library as a staff training session.
- Help assessing your library’s space, programs, policies, and website for their impact on families with young children.
- Collaborative development of a “Library Hop” (working title) for customers of all ages, encouraging visits to every UHLS library and branch.

Although the grant starts in July, work is already underway!

Other items of note this month:

- Our UHLS libraries are in full swing with their summer programs. I’ve joined several kickoffs and I applaud the excellent work library staff have done to create exciting, rich programs that will help kids keep reading and visiting the library.
- Partnering with the libraries at 13 of our locations through the Assembly’s Summer Reading program are Members Pat Fahy and John McDonald. This is the second year we’ve facilitated this collaboration, and we’re glad to have Pat join in.
- Continuing the summer reading theme, I was asked to join a colleague at the State in presenting to the Board of Regents on June 13. I highlighted the innovative work of our libraries, especially in their STEM programs. The reception seemed positive, questions were posed, and the Commissioner of Education, a former reading teacher, added context that boosted libraries’ role in education.
- New directors at our smaller libraries mean a new director orientation, and often a crash course in youth services, especially when summer reading program is about to start! Michelle Fernandez at Watervliet has been a quick learner and a welcome addition.

- Our Youth Services Advisory Council meeting in June included sharing of resources and discussion of ideas from a NASA training on space programming that two of our member library staff attended, among other topics.
- As Tim will report, the CORE board leadership training is being finalized and prepared for its inauguration in November.

Draft UHLS Plan of Service for review

July 29, 2016

UHLS Service Goals

Encourage resource sharing to help member libraries improve and expand library service.

Foster interdependence among the member libraries to help them offer maximum resource and service levels to library users.

Support technology and promote innovation to help member libraries provide progressive programs and services.

Inspire excellence in library service through continuing education and training for member library staff and trustees.

Connect member libraries to each other and to UHLS through effective and efficient communication strategies.

Provide leadership to communicate the value of public libraries to elected officials and local communities.

Mission statement, DRAFT Goal statements, Intended Results, and Evaluation Methods for the 2017-2021 Plan of Service

4.1 Mission Statement

“We strengthen public libraries in Albany and Rensselaer Counties, providing essential services to connect people and information.” (this is the current UHLS mission statement, no changes planned)

4.2 Element 1: Resources Sharing Cooperative Collection Development

Goal Statement: UHLS will offer library users maximum access to the combined collections of the UHLS member libraries.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users have access to the largest collection of materials possible.

UHLS member libraries provide their users maximum access to the combined collections of the UHLS member libraries.

UHLS encourages resource sharing and fosters interdependence among the member libraries to help them offer maximum resource and service levels to library users.

Evaluation Method(s):

Using UHLS collection statistics, the System will demonstrate that all UHLS library users will have full access to 80% or more of the combined collections of the UHLS member libraries.

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to provide maximum access to the combined collections of the member libraries.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.3 Element 1: Resources Sharing Integrated Library System

Goal Statement: UHLS will provide and maintain an efficient, reliable, and cost-effective integrated library system for access and control of the combined collections of the UHLS member libraries.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 – yes

Intended Results:

UHLS library users have efficient and reliable virtual access to all of the resources available from the UHLS member libraries.

UHLS member libraries are able to effectively control and measure the use of their collections, and they are able to provide users maximum access to their resources and the resources available from the combined collections of the UHLS member libraries.

UHLS maintains and supports an integrated library system which meets member library needs.

Evaluation Method(s):

Using UHLS automation records, the System will demonstrate that the UHLS Integrated Library System meets or exceeds a 99% availability rate annually.

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to provide and maintain an efficient, reliable, and cost-effective integrated library system.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.4 Element 1: Resources Sharing Delivery

Goal Statement: UHLS will provide and maintain an efficient, reliable, and cost-effective delivery service enabling member libraries to offer users maximum access to the combined collections of UHLS member libraries.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users have efficient and reliable physical access to all resources available from the combined collections of the UHLS member libraries.

UHLS member libraries are able to offer users maximum access to the combined collections of UHLS member libraries.

UHLS encourages resource sharing and fosters interdependence among the member libraries to enable them to offer maximum resource and service levels to library users.

Evaluation Method(s):

Using UHLS delivery records, the System will demonstrate that the UHLS delivery service will meet or exceed a 97% rate of completed delivery stops to member libraries annually and will demonstrate an item loss rate of 0.5% or less annually.

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to provide and maintain an efficient, reliable, and cost-effective delivery service.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.5 Element 1: Resources Sharing
Interlibrary Loan

Goal Statement: UHLS will facilitate and maintain efficient, reliable, and cost-effective connections to the library community outside our service area by offering support and training to our member libraries to ensure timely access to materials that meet library users' informational and recreational needs.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users have efficient and reliable access to resources available in libraries beyond the UHLS service area.

UHLS member libraries are able to offer users maximum access to the resources available in libraries beyond the UHLS service area.

UHLS facilitates resource sharing and interlibrary loan services and training to enable member libraries to offer maximum resource and service levels to library users.

Evaluation Method(s):

Using UHLS ILL records, the System will demonstrate that the UHLS interlibrary loan service will meet or exceed an 80% fill rate for member library interlibrary loan requests annually

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to facilitate and maintain efficient, reliable, and cost-effective connections to the library community outside our service area.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.6 Element 1: Resources Sharing
Digital Collections Access

Goal Statement: UHLS will offer library users maximum access to digital collections and provide training to help member libraries promote and develop UHLS digital collections.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users have access to the largest collection of digital materials possible.

UHLS member libraries provide their users with maximum access to digital collection and member library staff are empowered and prepared to support and promote the digital collections with confident customer service.

UHLS encourages resource sharing and provides training to enable member libraries and library users to achieve maximum access to digital collections.

Evaluation Method(s):

Using UHLS collection statistics, the System will demonstrate that all UHLS Library users have full access to 97% or more of the digital collections of the UHLS member libraries.

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to provide maximum access to digital collections and provide training to help member libraries promote and develop UHLS digital collections.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.7 Element 1: Resource Sharing
Other (optional)

n/a

4.8 Element 2: Special Client Groups
Adult Literacy

Goal Statement: UHLS will inform member libraries of services, resources, and programs for adults and will encourage collaboration and sharing of experiences by providing continuing education and training for member library staff.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users have access to adult literacy services, resources, and programs in their community.

UHLS member libraries will have the information and awareness to develop adult literacy collections, services, programs, and partnerships.

UHLS offers adult literacy resources and continuing education that support member libraries in providing these services.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to inform member libraries of services, resources, and programs for adults and encourage collaboration and sharing of experiences through continuing education and training for member library staff.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.9 Element 2: Special Client Groups
Coordinated Outreach

Goal Statement: UHLS will offer activities and programs to help member libraries provide library resources and services that address the needs of the NYS designated outreach populations.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users that are part of the NYS designated outreach populations have access through their local library to resources and services that meet their informational and recreational needs.

UHLS member libraries will have information and awareness to foster community partnerships with local organizations that work with target populations and to develop programs and services for NYS designated outreach populations.

UHLS offers resources, services, and continuing education that support member libraries in providing services that meet the needs of the NYS designated outreach populations.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to offer activities and programs to help member libraries provide library resources and services that address the needs of the NYS designated outreach populations.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.10 Element 2: Special Client Groups Correctional Facilities (State and Local)

Goal Statement: UHLS will provide library resources and consulting services to the county jails in our service area.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users within the county jails in the UHLS service area have access to library material that meets their informational and recreational needs.

Libraries within the county jails in the UHLS service area have access to library resources and consulting services from UHLS.

UHLS encourages excellence by offering resources and consulting services to the county jails in the UHLS service area.

Evaluation Method(s):

As measured in an annual satisfaction survey, the Head of Inmate Services for the Albany County Jail and the Rensselaer County Jail, respectively, will report satisfaction with the resources and consulting services offered by UHLS.

4.11 Element 2: Special Client Groups Youth Services

Goal Statement:

UHLS will offer effective, innovative projects and services to elevate member library service to children, teens, and families.

Years that the goal will be achieved:

Year 1 - yes

Year 2 - yes

Year 3 - yes

Year 4 – yes

Year 5 – yes

Intended Results:

UHLS library users ages 0-18 have materials and services to meet their informational and recreational needs.

UHLS member libraries have the knowledge and tools to create age-appropriate and leading-edge collections and services for users ages 0-18 and their families.

UHLS encourages excellence by offering innovative projects and services to elevate member library service to children, teens, and families.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to offer effective, innovative projects and services to elevate member library service to children, teens, and families.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.12 Element 2: Special Client Groups

Early Literacy

Goal Statement:

UHLS will offer effective, innovative projects and services to elevate member library service to children ages 0-5 and their parents and caregivers.

Years that the goal will be achieved:

Year 1 - yes

Year 2 - yes

Year 3 - yes

Year 4 - yes

Year 5 – yes

Intended Results:

UHLS library users ages 0-5 and their parents and caregivers have materials and services to meet their informational and recreational needs.

UHLS member libraries have the knowledge and tools to create age-appropriate and leading-edge collections and services for children ages 0-5 and their parents and caregivers.

UHLS encourages excellence by offering innovative projects and services to elevate member library service to children ages 0-5 and their parents and caregivers.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to offer effective, innovative projects and services to elevate member library service to children ages 0-5 and their parents and caregivers.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.13 Element 2: Special Client Groups

Other (optional)

n/a

4.14 Element 3: Professional Development and Training

Goal Statement: UHLS will foster excellence in library service through professional development and training for member library staff, member library trustees, and UHLS staff.

Years that the goal will be achieved:

Year 1 - yes

Year 2 - yes

Year 3 - yes

Year 4 - yes

Year 5 - yes

Intended Results:

UHLS library users benefit from the application of library service best practices in their libraries.

UHLS member libraries thrive and grow in an environment that encourages excellence in library service through the professional development and training services offered by UHLS.

UHLS sustains an environment that encourages excellence in library service through professional development and training.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to foster excellence in library service through professional development and training for member library staff, member library trustees, and UHLS staff.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.15 Element 5: Consulting and Development Services

Goal Statement: UHLS will foster excellence in library service through consulting and development services for member library staff and trustees.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 – yes

Intended Results:

UHLS library users benefit from the application of library service, administration and management best practices in their libraries.

UHLS member libraries view UHLS staff as partners, mentors, and valuable resources in providing excellent library service.

UHLS sustains an environment that encourages excellence in library service through an effective consulting infrastructure providing member libraries timely access to specialized assistance as needed.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to foster excellence in library service through consulting and development services for member library staff and trustees.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.16 Element 5: Coordinated Services for Members

Goal Statement: UHLS will provide member libraries access to shared library products and services, coordinated through UHLS, which will result in economies of scale and will maximize the return on local funds expended for library service.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users realize improved library service resulting from coordinated services.

UHLS member libraries are able to allocate more resources to library services, expand their service offerings, and maximize the return on local funds expended for library service.

UHLS provides expanded access to library products and services for all member libraries.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to provide member libraries access to shared library products and services.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.16 Element 5: Coordinated Services

Virtual Reference

Goal Statement: UHLS does not provide this service.

4.17 Element 5: Coordinated Services
Digitization Services

Goal Statement: UHLS does not provide this service.

4.18 Element 5: Coordinated Services for Members
Other (optional)

n/a

4.19 Element 6: Awareness and Advocacy

Goal Statement: UHLS will take a leadership role in communicating the value of public libraries to elected officials and will provide member libraries with the skills and knowledge required to promote their library in their local community.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users are informed of the critical role public libraries play in their community and benefit from the strongest support possible for their local libraries.

UHLS member libraries will have the skills and support to communicate the value of local library services to their community and to their local public funding sources.

UHLS is recognized as the leader in building awareness of public library services in the community and effectively communicating the value of public libraries to elected officials at all levels.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to communicate the value of public libraries to elected officials and provide member libraries with the skills and knowledge required to promote their library in their local community.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.20 Element 7: Communications Among Member Libraries and/or Branch Libraries

Goal Statement: UHLS will connect the member libraries to each other and to UHLS through effective and efficient communications tools and strategies. UHLS will encourage shared decision making for system wide decisions.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 – yes
Year 5 - yes

Intended Results:

UHLS library users have access to an efficient and coordinated network of libraries to meet their informational and recreational needs.

UHLS member libraries have input into system wide decision making and have information about programs and services available from UHLS, from other UHLS libraries, and from state, federal, and private sources.

UHLS actively fosters an environment that encourages full participation by all member libraries in system wide decisions and encourages communication and collaboration with the System and among the member libraries.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to connect the member libraries to each other and to UHLS through effective and efficient communications tools and strategies and to encourage shared decision making for system wide decisions.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.21 Element 8: Cooperative Efforts with Other Library Systems

Goal Statement: UHLS will cooperate and collaborate with other library systems in New York State on projects that will provide benefits to UHLS and/or to UHLS member libraries.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users benefit from the maximum application of library service best practices in their libraries.

UHLS member libraries benefit from sharing of professional development and training opportunities and other potential collaborative projects with other library systems.

UHLS provides expands it partnership network to include other library systems.

Evaluation Method(s):

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to cooperate and collaborate with other library systems in New York State on projects that will provide benefits to UHLS and/or to UHLS member libraries.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.22 Element 9: Other (optional)

n/a

4.23 Element 10: Construction

Goal Statement: UHLS will assist member libraries with the planning and execution of renovation and new construction projects that will improve library service, operational efficiency, accessibility, and/or will help meet NYS Public Library minimum standards.

Years that the goal will be achieved:

Year 1 - yes
Year 2 - yes
Year 3 - yes
Year 4 - yes
Year 5 - yes

Intended Results:

UHLS library users have access to library facilities that meet their needs.

UHLS member libraries are able to leverage NYS Public Library Construction Grant funds to improve library facilities and services.

UHLS provides member libraries support and resources to offer the best library facilities and services possible.

Evaluation Method(s):

Using UHLS construction grant statistics, the System will demonstrate that 100% of its NYS Public Library Construction Grant allocation has been distributed each year.

UHLS will administer an annual satisfaction survey, which will reflect that at least 80% of member libraries responding report satisfaction with UHLS efforts to assist member libraries with the planning and execution of renovation and new construction projects that will improve library service, operational efficiency, accessibility, and/or will help meet NYS Public Library minimum standards.

Further evaluation of the intended results will be accomplished by an annual satisfaction survey, feedback from the UHLS Director's Association, the UHLS advisory groups, and anecdotal reports and observations.

4.19 Element 11: Central Library Services

Link to DRAFT 2017-2021 UHLS Central Library Plan of Service –

4.20 Element 12: Free Direct Access Plan

Link to current UHLS Free Direct Access Plan below (no changes planned):

http://www.uhls.org/Free_Direct_Access_Plan.pdf

DRAFT

DRAFT

UHLS 2017-2021 Plan of Service

Central Library Services

Upper Hudson Library System/Albany Public Library

The Central Library Plan of Service is required as part of the New York State five year Plan of Service process.

As the Central Library for the Upper Hudson Library System, the Albany Public Library will use NYS Central Library funds as directed by the UHLS Central Library Advisory Committee and the UHLS Board of Trustees, primarily in the form of an annual Central Library budget. The major areas of focus for Central Library services for the period of this plan of service will include:

1. Continued development of the Central Library Collections of adult nonfiction and foreign language material in print and digital formats which will be available to all UHLS library users.
2. Professional staff support for collection development of the Central Library Collections.
3. Support for products and services that expand the depth and breadth of the adult nonfiction or foreign language material available to all UHLS library users.
4. Professional staff support for continuing education and training programs that are available to the staff of all member libraries.
5. Support for products or services that enhance access to library material for all UHLS library users.
6. Support for piloting new services that are identified to be of benefit to the member libraries.

The plan for each of these services is discussed below and related to the appropriately numbered section from the UHLS 2017-2021 Plan of Service.

SECTION 4 – GOALS/RESULTS

4.2 Element 1 – RESOURCE SHARING Cooperative Collection Development

1. Goal Statement

Central Library funds can be used to continue to build the collection of adult nonfiction and foreign language materials in print and digital formats that are available for use by all UHLS library users.

- 2a. Year 1 Ongoing (Annual priorities to be determined by the UHLS Central Library Advisory Council)
- 2b. Year 2 Ongoing (Annual priorities to be determined by the UHLS Central Library Advisory Council)
- 2c. Year 3 Ongoing (Annual priorities to be determined by the UHLS Central Library Advisory Council)

2d. Year 4 Ongoing (Annual priorities to be determined by the UHLS Central Library Advisory Council)

3. Intended Result(s)

Central Library Development Aid supports the acquisition of adult nonfiction and foreign language resources including, but not limited to print materials, e-content, and online databases, which are available to all UHLS library users.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of Central Library collection statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, and the UHLS advisory groups
- anecdotal reports and observations

4.2 Element 1 – RESOURCE SHARING

Cooperative Collection Development

1. Goal Statement

Central Library funds can be used to support professional staff at the central library to maintain and develop the central library collection of adult nonfiction and foreign language materials.

2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library collection of adult nonfiction and foreign language materials in print and digital formats which are available to all UHLS library users continues to grow and reflect the informational needs and interests of the UHLS service population.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of Central Library collection statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, and the UHLS advisory groups
- anecdotal reports and observations

4.2 Element 1 – RESOURCE SHARING Cooperative Collection Development

1. Goal Statement

Central Library funds can be used to support the purchase of products and services that expand the depth and breadth of the adult nonfiction or foreign language material available to all UHLS library users.

2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library funds are used to expand the collection of adult nonfiction and foreign language materials and information available to all UHLS library users in print and digital formats through the purchase of databases and other digital access products.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of system and member library use statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, and the UHLS advisory groups
- anecdotal reports and observations

4.14 Element 3 – PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement

Central Library funds can be used to provide support for the central library to provide continuing education and training programs that are available to the staff of all member libraries.

2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library provides resources to support continuing education and training programs for all member library staff that improve and enhance library service at all member libraries.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of system and member library use statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, and the UHLS advisory groups
- anecdotal reports and observations

4.16 Element 5 – COORDINATED SERVICES FOR MEMBERS

1. Goal Statement

Central Library funds can be used to support the purchase of products or services that enhance access to library material for all UHLS library users.

2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library funds are used to enhance access to library collections and services for all UHLS library users through the purchase of products that make library information more readily available and in a wider variety of information platforms.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of system and member library use statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, and the UHLS advisory groups
- anecdotal reports and observations

4.16 Element 5 – COORDINATED SERVICES FOR MEMBERS

1. Goal Statement

Central Library funds can be used, within the requirements of the law, to pilot new services that are identified to be of benefit to the member libraries, as determined by the UHLS Central Library Advisory Committee.

- 2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library provides resources to support the evaluation and operational testing of new service tools that are of interest to the member libraries.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of Central Library collection statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, and the UHLS advisory groups
- anecdotal reports and observations

Approval by the Albany Public Library Board of Trustees:

Approval by the UHLS Board of Trustees:

EXECUTIVE SUMMARY



Kids and teens got help from staff during a scavenger hunt at the Howe Branch on July 19.

Administration continues to meet with CDTA and Envision regarding the construction project in front of the Washington Ave. Branch, which will not start until Spring 2017. We received notice from our insurance company that it was recommending a discontinuation of renewal for the entire policy unless infrastructure work is done at Washington Ave. Our broker is looking for a new policy, and the hope is that the current insurance carrier will agree to an extension while the work is done. We sent the carrier a letter outlining the amount of time it will take to complete the electrical panel upgrade at Washington Ave. A member of the public died at the Howe Branch on July 15, and the cause of death has been confirmed as a heroin overdose.

The county's attorney looked into transferring the library's civil service from the city to the county, which we cannot do for legal reasons. HR and administration met with Jaeger and Flynn about health care projections for 2017. Administration and IT continue to meet with the city's Recreation Department to identify public areas for the library to provide community

WiFi. Multiple issues were reported about the APL mobile app, provided through Boopsie, but those issues are now fixed. First Light has run into some issues upgrading our internet connection, but they have not impacted service.

Administration meet with Anne Ackerson to set up focus groups as part of the strategic plan. Capital Roots has agreed, via the Albany Bicycle Coalition, to provide bike repair stations to the remaining four branches (Howe, North Albany, Pine Hills, Washington Ave.). "No smoking" signs have been purchased for our properties and you will start to see them being deployed to the buildings. Community engagement clerks have been enforcing this new policy to mixed reactions by the public. CMS continues to do small pop-up sales of books that have been weeded from our collection at special events. The sale at SummerFest (Delaware Branch on July 9) made \$500.

APL's "Rapid Improvement Team" met as the next stage of our Lean Six Sigma project (to improve service speed while eliminating waste) with consultants Mary-Ellen Piché and Rebekkah Smith Aldrich. The team has made several suggestions to administration about changing library card registration to make the process easier and quicker for patrons. UHLS has announced that DLD requested some changes in the way we can spend Central Library Funds. This may affect our eBook collection. The library, in partnership with WMHT and Albany's Recreation Department, kicked off its very popular Stories & Art in the Park summer series for toddlers.

Friends and Foundation

The Foundations "Brainy" book sale made over \$600 on July 15-16 at the Bach Branch. The event was well received and got significant positive feedback from the public. The Foundation is planning on doing a fundraiser at Blaze Pizza on Sept. 22. The Friends of APL board had two resignations.

DIRECTOR'S CALENDAR

7/6: Executive Coaching with the Saile Group
7/7: UHLS Central Library Committee
7/11: Stories and Art in the Park (Joint Program
APL/WMHT/Albany Rec Dept.)
7/14: Albany Recreation
7/14: Smart City Forum and Showcase

7/21: Albany Bicycle Coalition and Capital Roots
7/22: Nonprofit Executive Roundtable: Exploring
Options for Fiscal Sustainability
7/25: Friends of Albany Public Library
7/26: CDTA
7/28: WORDS Summer Event

**Trustees must request a physical copy of the board packet for the meeting by 2 pm on Monday, Aug. 8.*

APL TOTALS

	Number	YTD Change
Circulation	63494	-10%
eCirculation	5449	1%
Door Count	64943	-6%
Computer Use	12690	-4%
WiFi	46010	2%
Program Attend.	5289	15%
Meeting Room Usage	559	-20%

DEPARTMENT REPORTS

Central Service Area

WASHINGTON AVENUE BRANCH

	Number	YTD Change	Rank
Circulation	20867	-9%	1
Door Count	25370	-13%	1
Computer Use	3960	-16%	1
WiFi	21506	9%	1
Program Attend.	1565	23%	2
Meeting Room Usage	250	-6%	1

Adult Services

- The Albany History Running Tour's first of five running events of the summer was July 9. Participants explored 2.5 miles of historic downtown Albany with two librarian guides/pace-setters at 5.5 miles per hour. The tour was developed from information gathered from the Pruyn Collection and includes over 50 landmarks. These events are high demand with many of the remaining dates full and with waitlists.
- The Albany Made Creative Lab now offers Adobe Photoshop, ProTools, and Final Cut Pro on our new iMac. Makers who need access to these industry-standard programs in design, music, and video editing can stop by during open lab hours. Instruction for beginners is available, and we're looking for community expert volunteers to lead more advanced classes later in 2016.
- The Technology Commons continues its evolution on the first floor with shelving and equipment being rearranged and installed.
- A major book shifting project has been started by our summer page who is gaining work experience through the Northeastern Association of the Blind at Albany's Summer Work Experience Training program.

Youth Services

- BEAT BOTS held its robot dance-off competition at SummerFest. The dancing robots attracted 30 children, 25 teens and 42 adults to the booth. Spectators used ballots to vote for their favorite robot costumes & dance moves. Prizes were awarded to the winning robots and their owners.
- Feedback from teens and their parents about their BEAT BOTS experience was overwhelmingly positive. One parent said that her daughter "would never have been able to have such an amazing experience" if it weren't for the BEAT BOTS librarians, staffers and grant that made it possible.
- Our new video and board gaming program for teens and adults - called United Geeks of Gaming - had a hugely successful 1st month. Average attendance is 18 participants/week, a 62% increase over the Friday afternoon teen-only gaming program it replaced.

ARBOR HILL/WEST HILL BRANCH

	Number	YTD Change	Rank
Circulation	4201	-22%	6
Door Count	5233	-5%	6
Computer Use	1686	12%	3
WiFi	3459	9%	6
Program Attend.	319	100%	7
Meeting Room Usage	57	-11%	4

Adult Services

- The Arbor Hill/West Hill Branch is again participating in the Summer Youth Employment Program (SYEP) through the City of Albany. The branch has an extremely helpful Albany High sophomore who is enjoying the experience of working in a library.
- Also this month, the branch has confirmed a partnership with the New York Council for Humanities to host a fall lecture series about Abraham Lincoln. The lecture will run for six weeks and will be given by a local author.

Youth Services

- The Summer Reading Programs offered this month at the Arbor Hill/West Hill Branch have been a huge success. For one particular event, youth had the opportunity to build their own solar powered S'mores oven, which worked great with the help of the hot summer weather!
- Reading during the summer paid off in a huge way for one Arbor Hill/West Hill Branch youth patron this month. The youth won a brand new bike, which brought huge smiles to all involved.

West Service Area

JOHN J. BACH BRANCH

	Number	YTD Change	Rank
Circulation	9462	5%	3
Door Count	6613	11%	4
Computer Use	1099	18%	6
WiFi	3700	-5%	4
Program Attend.	1043	-5%	4
Meeting Room Usage	38	24%	5

Adult Services

- A few students from Albany College of Pharmacy and Albany Medical College returned at the very end of June to offer one-on-one tutoring sessions. 40 children and teens received 20 hours of tutoring.
- Hosted several popular programs, including: Three pre-school classes from Temple Israel Nursery School that visited on July 27 (29 children), "Color Changing Ultraviolet Beads" on July 7 (17 children), "Zoom into Nano: Nano Labs, Tools & Nature" on July 12 (15 children), "Kids Cooking Club" on July 13 (26 children), "Make a Galaxy Rock" on July 14 (23 children), and a program about owls, hawks and falcons on July 28 (31 children).

Adult Services

- The Adult Summer Reading program is popular with enthusiastic responses although only two participants have handed in papers for the drawing. Most people seem to be disinterested in the Paperwhite drawing, but thrilled to have a grid of reading challenges.
- Thirty-one adults, teens and children signed up for the Get Moving step program. Our teen summer employee designed and made a creative interactive step display which was the highlight of the program's end reception. We will repeat this program again.
- Library Links has one new volunteer courier and one new reader-recipient.

PINE HILLS BRANCH

	Number	YTD Change	Rank
Circulation	14412	-10%	2
Door Count	9831	3%	2
Computer Use	2364	9%	2
WiFi	7138	8%	2
Program Attend.	1333	11%	3
Meeting Room Usage	107	-14%	2

Adult Services

- It has been a very busy month, both upstairs and down, especially since we are still somewhat short-staffed. Everyone has done a great job helping out where needed.
- The butterfly garden is in full bloom and looking beautiful as always, thanks to the Master Gardeners from Cornell Cooperative Extension.
- Several Pine Hills staffers participated in a trial run to introduce Lean Six Sigma management techniques to the library. We all worked very hard over several days and are looking forward to seeing the results implemented across APL.

Youth Services

- The children's room has been very active. Our summer library assistant is a huge help with organizing the activity sheets, and prepping for programs. Our popcorn tasting had 47 people attend, our most popular program during the summer thus far.
- We have been very pleased with the response to Daily Reads—a 15 to 20-minute story time with no songs or movement held in the children's room. Many staff from all service areas and some volunteers from the community have participated – even some adult service librarians who are intimidated by reading to groups.
- In mid-July, we participated in a Harry Potter Quidditch tournament in conjunction with the Guilderland Public Library and the Altamont Public Library. We had 10 tweens participate. All three libraries agreed that more collaboration between UHLS libraries, like this event, needs to happen more often and we will continue to brainstorm ideas for future collaboration.

East Service Area

DELAWARE BRANCH

	Number	YTD Change	Rank
Circulation	7682	-11%	4
Door Count	7713	-9%	3
Computer Use	1629	-5%	4
WiFi**	3468	-15%	5
Program Attend.	1748	35%	1
Meeting Room Usage	70	-64%	3

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

Adult Services

- "When I want to Google something I Google it. When I want to really know something, I go to a library." Delaware Patron, 7/1/2016
- "I just wanted to let you know that I've noticed the positive changes in atmosphere happening here. The library is quiet and I can do my work without going into a study room. You're making some really good improvements here." Delaware Patron, 7/7/2016

Youth Services

- Following up on our Youth FX filmmaking program for teens, we ordered Youth FX-produced DVDs and CDs to add to our collection, as well as filmmaking-related books. In the same vein, titles related to music production

were ordered in support of upcoming programs using the newly purchased East Branches music/video production equipment.

- We put up the Raising a Reader Tree to track reading progress for babies, toddlers and preschoolers. At every 100 increment, kids get different elements to put on the wall such as leaves, flowers, butterflies, birds, and when they hit the 1000 mark, owls with their names on them. Parents are really excited that they have a tangible way to show their children their progress.
- The youth services librarian is working with public information specialist to develop pre-K Book Bundles. Owl logo coversheets will be used in bundling picture books 3 at a time to give out at pre-K story time. Sometimes it's easiest for parents to grab librarian-recommended best-of-the-best books when they are "front-and-center" on a table in the story time room to check out, rather than trying to take fussy babies out to the library to select their own.

JOHN A. HOWE BRANCH

	Number	YTD Change	Rank
Circulation	4332	-30%	5
Door Count	6166	-12%	5
Computer Use	1404	-13%	5
WiFi	4671	-1%	3
Program Attend.	370	6%	6
Meeting Room Usage	37	-7%	6

Adult Services

Youth Services

- “Hooper Evolution” was an exciting new exercise offering this month. Only a couple of adults were able to participate, but those that did say it was a great workout. The second session was opened up for kids and teens to attend.
- “Ninja for a Day” (20 kids, 9 adults) was our most popular program this month. Even the parents were impressed. One mother said, “Howe has the best programs. We’ve been to the American Girl program, now this one. We’ll definitely be coming back this summer.” After the ninja pizza picnic, a family of five returned to the library and engaged in a lively discussion over which books to check out.

NORTH ALBANY BRANCH

	Number	YTD Change	Rank
Circulation	2538	16%	7
Door Count	4017	27%	7
Computer Use	548	6%	7
WiFi	2068	-36%	7
Program Attend.	476	135%	5
Meeting Room Usage	n/a	n/a	n/a

Adult Services

- Although North Albany is the smallest of the APL branches, the staff has been doing a wonderful job of creating displays. They have 19 separate display areas set aside that they change and update regularly.

Youth Services

- The branch has had a great time highlighting a weekly sport and playing that sport in Wii and Inflatable Sports Thursdays, or watching a sports themed movie in our always popular Summer Movie Club.
- A new TV and Wii gaming system has been put to good use this summer. Over 30 kids and teens have participated in playing sports-themed games to go along with the SRP theme.

OPERATIONS

AUTOMATION

	Number	YTD Change
Help Desk Tickets	66	

- Fixed multiple issues with APL Boopsie app (iPhone Retina compatibility, updating the catalog, etc)
- Began process to upgrade out Internet Service Provider fiber
- Upgraded remaining branches to Windows 10
- Finished networking of Tech Commons, Adult Services PC Lab, Youth Services PC lab and Community Engagement Clerk office

COMMUNITY ENGAGEMENT

	Number	YTD Change
Outreach		
Volunteers	28 volunteers / 225.5 hours	

- Stories and Art in the Parks began for the second year. This is a story time program based on a collaboration with Albany Department of Recreation, WHMT and Albany Barn. Over 100 people came to the first event held in Washington Park featuring an appearance by “Daniel Tiger.”
- APL participated in the college boot camp event at the Boys and Girls Club.
- The annual Summer Fest attracted over 500 community members to the Delaware Branch for fun, food and summer reading.
- APL participated in the ENL open house at TOAST.
- The service year for the VISTA Fellow Volunteer Coordinator position has ended. No incoming VISTA in place yet due to recruitment issues faced by the ACE office at Siena.

COLLECTION MANAGEMENT

- CMS staff had a big success holding a used-book sale at SummerFest where they made \$500. It was also an opportunity for good public relations, readers advisory, and other conversations about the library. The next sale will be during the Madison Avenue Street Fair on Sept. 18, followed by a sale at Washington Ave. sometime during the winter.
- Copies of the latest Harry Potter book arrived in advance of the release date, as per our agreement with the publisher, so CMS staff could process the items and then hand-deliver them Monday morning, Aug. 1, to each branch before opening.
- After attending a workshop at SUNYA in March, the department manager was able to complete a project for the local history librarian that involved sewing and binding several interesting, but easily damaged, pamphlets. These include such things as a Fort Orange Monthly from 1886, the Boundaries of the City from 1946, and the First Annual Women Make History Walk from 1988. CMS staff is doing original cataloging so these items can be found in the catalog, and on the shelves in our Albany History room.

FACILITIES

	Number	YTD Change	Rank
Work Orders	93		

- Sealed and striped the parking lots at Washington Ave, Howe and Pine Hills; also in the process of carpet shampooing at Washington Ave, Arbor Hill and Howe branches.
- Began to install new swipe access for side door at Washington Ave. to allow for staff access and prepare for CDTA work in the front.
- Estimates are being gathered for new electrical panel replacements at Washington Ave.
- New shelving has been extended at Washington Ave. on the first floor.
- Most of the work for the month has been regular maintenance and work orders.

FINANCE

- Wrote RFP for Financial Advisor for APL bond refinancing. RFP reviewed by APL attorney. Discussed bond refinancing with DASNY on a conference call on Aug. 2. Met with APL Finance Committee to review RFP and the bond refinancing that same evening.
- Received 90% of the 2015 Construction Grant (\$36,450). This will be put on the balance sheet as deferred revenue until the project is completed so that the revenue will be matched to the expenses as they are incurred.
- Met with Marshall and Sterling, APL's insurance broker, on Aug. 3 to discuss building insurance options and looking to get the best cost of the options.
- Met with Jaeger and Flynn to look at potential employee portal product to have the capability to enroll health care online and potentially to take over the ACA reporting.

HUMAN RESOURCES

	Number	YTD Change	
Full Time	1 LA		
Part Time/Temp	1 temp LA		
Promotion			
Resignation	1 PT LA, 1 temp LA		
Termination			
Staff Size			
Training	5 staff / 21 hours	-13% staff / 107% hours	

- Met with eight employees privately and individually regarding an incident at our Howe location. We discussed the incident, how the employees were feeling, and the counseling services available to them through Capital EAP.
- Met with Jaeger and Flynn regarding 2017 health insurance options and rates.
- Reviewed a new Human Resource Software product titled "Employee Navigator" through Jaeger and Flynn.
- Did office hours at Howe, Delaware, Pine Hills.

PUBLIC RELATIONS

	Number	YTD Change	Rank
Unique Page Views	36781	-20%	
Facebook Likes	2713	+25%	
Twitter Followers	2402	+20%	
Instagram Followers	2204	+95%	
Online Contacts	29	-38%	
Press Releases	4	+300%	

- Notable Media Coverage: SummerFest at Delaware Branch, Garage Bands at Washington Ave., and mention in Times Union story about Pokemon Go.
- Publications: Finalized September/October program guide. Continue to produce materials for programs.
- eNotes: Distributed weekly to 13,000+ emails on topics including: SummerFest, Stories & Art in the Park, Howe park, Garage Bands, Farmers Market, summertime activities, #APLSummer16, text alerts available, SRP continues.
- Notable Social Media Engagements: Facebook photo for #bookfacefriday reached 1,408 people and had 96 reactions. Twitter #bookoftheweek post had 825 impressions and 13 engagements. Instagram video of "acroyoga" program at AH/WH had 100 views.

PATRON CULTURE

	Number	YTD Change		
Incidents	18	-28%		
Positive Comments	3	55%		
Neutral Comments	6	-27%		
Negative Comments	2	-50%		

Implementation and Status of ED Performance Goals 2016

Self Identified Goals		
Strategic Plan process	Start	Status
Select Consultant		
Contacted potential consulting firms	May	Completed
Draft RFP	May	Completed
Reviewed proposals	June	Completed
Met with Executive Committee and selected consultant	June	Completed
Planning		
Provided pertinent information to consultant for pre planning research	July	Completed
Meet with consultant to outline expectation	June	Ongoing
Scheduled events	August	Ongoing
Post		
Analyzed findings with consultant		Identified
Drafted a plan for BOT approval		Identified
RFP Process for Legal and Auditing Services	Start	Status
Identify potential consulting firms	April	Completed
Approve draft RFP's	May	Completed
Review proposals		Identified
Met with Executive Committee and select firms		Identified
Refinance Bonds	Start	Status
Exploration		
Research the process	June	Ongoing
Present findings to finance comitee	July	Completed
Process		
Draft RFP for Finance consultant	July	Completed
Review proposals		Identified
Contract	Start	Status
Pre Negotiation		
Create negotation team from members of administration	January	Completed
Identify key changes to contract	April	Completed
Negotiations		

Participate in negotiation meetings		Identified
Meet with administration representatives to discuss union demands		Identified
Embedded Services to the Community	Start	Status
Wireless in the community		
Meet with key community stake holders to identify possible hotspot location	June	Ongoing
Explore Mobile Library Service		
Identify possible funding sources	June	Ongoing
Assigned by BOT At Hire		
Develop a comprehensive plan for fund raising and provide regular updates to the Board on Foundation activity.		
Foundation	Start	Status
Establish annual budget for Foundation.	February	Completed
Identify additional programmatic participation to raise profile of Foundation	January	Completed
Friends		
Develop a process to monitor and evaluate staff morale to include satisfaction surveys, exit interviews and regular reporting of turnover rates and key staff		
Develop Staff Survey	Start	Status
Report to Board turnover rates and key staff changes		
Off Boarding Process For Staff		
Develop procedure for an off boarding process for staff leaving the organization, including an exit interview or survey.	May	Ongoing
Explore County Civil Service	July	Completed
Improve communication up and down the organization		
Establish a "Directors Monthly Newsletter for staff and library governance	June	Ongoing
Quarterly "all staff" meetings.	January	Ongoing
Bi Annual attendance of department meetings by member of administration.	January	Completed
Extended "satellite" office hours for key administrators.	January	Completed
Change in format, date and location for "Staff Development Day"	April	Completed
Implementation of Intranet	January	Completed
Complete an assessment of staff diversity and implement a plan to fill gaps.		
Explore opportunities to promote open positions in community	June	Ongoing
Execute the Strategic Plan while developing a strong process to measure outcomes.		
Reporting	Start	Status
Explore online dashboards	January	Ongoing

Create Customer Service Survey

Analysis data and report finding to trustees

April

Completed

Policy Master List

Updated 8/2/16

Most Policies Set For Review Every 2 Years

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
SAFETY							
Safety Mission Statement	X		X		Aug. 2016	Aug. 2018	Safety Cmt.
First Aid	X		X		Aug. 2016	Aug. 2018	Safety Cmt.
Blood Borne Pathogens Exposure Control Plan	X		X		Aug. 2016	Aug. 2018	Safety Cmt.
Hazard Communications Standard	X				Sept. 2015	Sept. 2017	Safety Cmt.
Emergency Action Plan for Each Building		X	X		Dec.2015	Dec. 2017	Safety Cmt.
Employee Safety	X		X		Mar. 2015	Mar. 2017	Safety Cmt.
Workplace Violence Prevention and Incident Reporting	X		X		May 2015	May 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
SERVICES TO PUBLIC							
Social Media	X		X		April 2016	April 2018	Web Devel. Cmt.
Website Privacy	X		X		April 2016	April 2018	Web Devel. Cmt.
Washington Library Closing		X	X		Dec. 2015	Dec. 2016	Public Serv. Cmt.
Fine Limit		X	X		May 2015	May 2017	Pub. Serv.
Library Card Registration		X			Aug. 2016	Jan 2017	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 2018	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
INTERNAL							
Comp Time and Flex Policy for Admin Staff	X		X		Dec. 2015	Dec. 2017	HR
Travel Reimbursement (policy and form)	X		X		May 2015	May 2017	HR/Admin
Use of Equipment and Technology by Staff	X		X		Dec. 2014	Dec. 2016	Admin
Purchasing	X		X		May 2015	May 2017	Finance Office
Whistle Blower	X		X		Nov. 2014	Nov. 2016	Admin – P&G
Conflict of Interest	X		X		Nov. 2014	Nov. 2016	Admin – P&G
Investment	X		X		Oct. 2009	May 2015	Legal – Finance (need to review)
EEO / Anti-Discrimination / Anti-Harassment	X		X		June 2015	June 2017	HR
Unrepresented Employee Evaluation	X		X		June 2015	June 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date of Review	Comments
BOARD							
Board Member Excused/Absent	X		X		Feb. 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

Safety Mission Statement

Albany Public Library is committed to creating and maintaining a safe and healthy environment for both the public and the employees of the library. The Library's goal is to prevent all accidents in its facilities, and the Library encourages customers and staff to be aware of safety and health hazards. The Library regularly participates in safety programs and training, stays informed about emergency procedures, takes responsibility for its buildings and grounds, and encourages the public and employees to report unsafe conditions. Safety and security require the use of good sound judgment as well as the mutual understanding and cooperation of Library employees and customers.

Approved July 2014 / Reviewed August 2016

First Aid Policy - Draft

PURPOSE:

Albany Public Library is committed to creating and maintaining a safe and healthy environment for both the public and the employees of the library.

POLICY:

In the event an employee is injured on the job, first aid kits are available for them to treat their own injuries. In the event of a serious injury, 911 or medical response will be summoned. No employee is required to treat another's wounds. However, in the event "Good Samaritan" assistance is rendered, barrier protection is available in the form of gloves in the first aid kits. The employer is not responsible for any exposure to blood or body fluids that the "Good Samaritan" may incur.

RESPONSIBILITY:

Responsibility for adherence to this policy falls to each employee with the oversight of Dan Altheiser, Facilities Manager

PROCEDURE:

As stated above.

APPROVED/REVIEWED:

July 2014 / August 2016

REVIEW DATE:

August 2018

Blood Borne Pathogens Exposure Control Plan DRAFT

PURPOSE:

While normal Library operations are not likely to involve circumstances exposing employees or users to blood borne pathogens, Albany Public Library complies with New York State Department of Labor regulations (and therefore the Federal Occupational Safety and Health Administration regulations) relating to occupational exposures to blood borne pathogens.

POLICY:

Exposure Determination: No particular job classification of the Library has occupational exposure (meaning “reasonable anticipated...contact with blood or other potentially infectious materials that may result from the performance of an employee’s duties”), however, emergencies may occur with staff or patrons, particularly youth or elderly patrons, to which library employees in all classifications may be called up on to respond with assistance. In addition, emergencies with “out of control” individuals (e.g. biting, spitting, etc.) could present an individual threat.

Universal Precautions: All potential circumstances of exposure must be taken into account by the Library and its employees to protect against exposures. Hepatitis B (HBV), human immunodeficiency virus (HIV), and other blood borne pathogens found in human blood and other body fluids cause life-threatening diseases. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the Library’s approach to infection control requires all human blood and body fluids to be treated as if known to be infectious for HIV, HBV, and other blood borne pathogens. Engineering and work practice controls shall be used to eliminate or minimize employee exposures, and if a possibility of exposure remains, personal protective equipment shall also be used.

Exposure Control Plan: At any time within the Library environment that human blood, human body fluids, or other potentially infectious materials are presented, the area contaminated shall be immediately cordoned off and quarantined, even if the entire library must be closed to accomplish this completely. Personal protection equipment, such as gloves, gowns, masks, and eye shields shall be provided and used by approved staff only in the cleanup and safe disposal of contaminated waste such as diapers, blood-tinged materials (e.g. Band-Aids, gauze, cotton, clothing, etc.), etc. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for

complete cleanup and decontamination. The quarantine shall be effective until complete cleanup and disposal is obtained. Hand-washing facilities are provided by the Library and must be used by the employees as soon as feasible, including following the removal of personal protective equipment. A complete record of all incidents, exposures, cleanup, and disposals shall be kept as required by the regulations.

Training and Immunizations: The Library shall provide directly or through System, State, or associational programs, annual in-service training/educational programs for all affected employees. Any employee who has an occupational exposure shall be offered, at no charge, the hepatitis B vaccine series, in accordance with the regulations. Following the report of an exposure incident, the Library will make immediately available to the exposed employee or employees a confidential medical evaluation and follow-up as provided in the regulations

Responsibility

Responsibility for adherence to this policy falls to each employee with the oversight of Dan Altheiser, Facilities Manager

Procedure

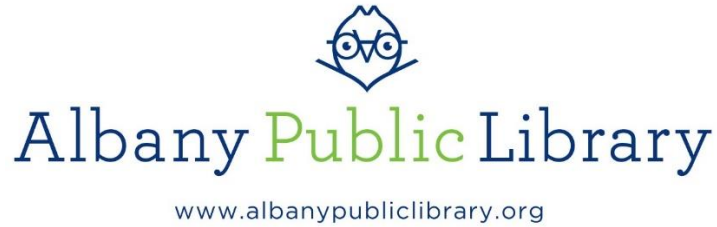
As stated above

Approved/Reviewed

July 2014 / August 2016

Review Date

August 2018



First Aid Kit Supplies Minimum Stock

Alcohol Pads

Band aids

Gauze

First Aid Guide

Antibiotic Ointment

Burn Ointment

Tape

Elastic Bandage

Gloves

Tweezers

Scissors

Cold Pack

Each kit handles a minimum of 25 people.

Each kit is replenished by ordering a replenishment kit as needed

Kits conform to ANSI standards

**ALBANY PUBLIC LIBRARY
REQUEST FOR PROPOSALS FOR FINANCIAL ADVISOR**

JULY XX, 2016

Introduction and Project Description

The Albany Public Library (“APL” or the “Library”) is requesting proposals from qualified firms to serve as financial advisor for a refunding of its \$23.685 million outstanding tax-exempt bonds issued by the Dormitory Authority of the State of New York (“DASNY”) in 2007. The Series 2007 Bonds are secured by a pledge of revenues, a mortgage and a debt service reserve fund and are insured; the debt service reserve fund was funded by a surety bond. The Bonds do not have an underlying rating. The preliminary plan of finance assumes a fixed rate bond issue with a maturity of July 1, 2037 matching the existing amortization to be issued by DASNY.

The Library anticipates that the selected financial advisor firm will work with Library staff to develop the plan of finance, coordinate required approvals including Board of Trustees and the issuer, develop a financing schedule, conduct an RFP process for underwriters as necessary, manage the issuance process working closely with bond counsel and DASNY, assist the Library with the update of its disclosure, and review and negotiate the bond pricing as appropriate.

Albany Public Library Overview

The Albany Public Library (the “Library”) is a school district public library chartered by the Board of Regents of the State of New York to serve the residents of the City School District of Albany (the “School District”). The Library operates seven branches in the City of Albany, New York (the “City”). The branches are located on Washington Avenue, Henry Johnson Boulevard, New Scotland Avenue, Delaware Avenue, Schuyler Street, Western Avenue, and North Pearl Street. It is one of 29 member libraries in the Upper Hudson Library System (“UHLS”), and is also the central library of the UHLS.

Funding for the operations of the Library is primarily derived from real property taxes levied by the School District on behalf of the Library. The School District derives its power to levy an ad valorem real property tax on behalf of the Library from the State Constitution, the State Education Law and the State Real Property Tax Law. The Real Property Tax Law governs the methods and procedures to levy, collect and enforce this tax. The City prepares real property assessment rolls used by the School District to levy the Library tax. The City, in conjunction with the State Board of Real Property Tax Services, determines assessment valuations

The Board of Trustees of the Library establishes, with voter approval, any increases to the tax levy the Library requires to fund its annual operating budget. Once approved by the voters, the annual tax levy for library taxes cannot change from year to year unless it is affirmatively increased or decreased by the voters of the School District. At the special referendum conducted on February 6, 2007, the voters of the School District approved an additional levy of library taxes in a maximum annual amount of \$1,860,000 for thirty (30) years to pay the annual debt service for the Project financed by the 2007 Bonds. The Bonds are secured primarily by the Pledged Revenues consisting primarily of moneys derived from real property tax levies made on behalf of the Library by the School District

Please refer to EMMA for additional information.

Outstanding Indebtedness

The APL's only outstanding long-term debt is the \$23.685 million Series 2007 Bonds. The Library has no current plans to issue additional debt.

Requested Information

Following the review of the written proposals, the Library may engage in discussions and negotiations with one or more firms that submit proposals. The Library reserves the right to reject any and all proposals.

The Library will use its best efforts to answer any questions and provide additional information requested in connection with your response to this Request for Proposals. **The information provided by the Library in this Request for Proposals or in connection with it should be considered confidential and should be appropriately controlled.** Please direct any questions or request for additional information to:

Mary Cullinan
Chief Fiscal Officer
Albany Public Library
161 Washington Ave.
Albany, NY 12210

Proposals should be limited to 10 pages, not including a Cover Letter or Appendices.

Please e-mail a PDF version of your proposal by 5PM EST on **Friday, xxxx xx, 2016** to:

Mary M. Cullinan

PROPOSAL REQUIREMENTS

I. Description of Firm and Finance Team

- a. Provide a brief description of your firm.
- b. Provide a description of the proposed finance team. Please specify which person will be the lead advisor and have overall responsibility for the financing and the day-to-day contact, if different from the lead advisor.

II. Experience

- a. Describe the firm's governmental experience, including any comparable transactions to the proposed financing in terms of credit quality, structure or any other aspect you consider relevant.

- b. Provide a listing of the transactions on which your firm served as financial advisor since January 1, 2014 in an appendix. For each transaction provide the date, name of borrower, ratings, par, and structure, including use of bond insurance and sale type (competitive or negotiated).
- c. Provide the name, title, email address and phone number of three clients that the Library could contact as references.

III. Plan of Finance

The anticipated plan of finance assumes a tax-exempt fixed rate transaction with amortization from 2017 to 2037 (July 1 principal payments) to be issued by DASNY in 2016.

- a. Please comment on the proposed plan of finance, including
 - i. The benefits and costs of an advance refunding prior to the July 1, 2017 call date versus a current refunding in 2017.
 - ii. Effectiveness and availability of bond insurance versus an unenhanced publicly rated issue. Please provide an assessment of the Library's credit profile, indicate a possible rating on the Library's bonds and summarize the pros and cons of a public rating.
 - iii. Security Provisions – the Library expects to secure the Bonds by its Pledge Revenues and is asking for your assessment of the current mortgage and debt service reserve requirements. Please provide an assessment of the credit and pricing impacts of maintaining and defeasing the reserve fund and mortgage requirements. For the reserve fund please address how best to fund the reserve given the current surety bond structure.
 - iv. While DASNY is the Library's preferred issuer given the State intercept mechanism please provide an analysis of other issuer options, including the City School District of Albany and the City of Albany CRC
 - v. Please provide any structuring recommendations (e.g. amortization structure,) that would permit the Library to maximize the refunding savings.
- b. Please provide full refunding schedules to illustrate possible refunding savings based on your suggested plan of finance. Please use July xx, 2016 as the reference date for MMD and assumptions.
- c. Please provide an assessment of the costs and benefits of a negotiated versus competitive refunding of the Library's Series 2007 Bonds.

IV. Pricing Qualifications and Underwriter Selection

- a. Please describe your firm's bond pricing capabilities and the process the firm would use for a negotiated bond sale.
- b. Please comment on how your firm would recommend securing the services of an underwriter for a negotiated bond sale and the most important factors the Library should be looking for in a senior manager.

V. Legal Proceedings

- a. Disclose specific details of any pending legal proceedings (criminal or civil), or regulatory or disciplinary actions by any state or federal regulatory agency, involving your firm or

members of your firm related to municipal securities; or any convictions, judgments, or settlements resulting from such proceedings or actions within the past five years.

VI. Conflicts

- a. The firm must certify that it does not have any actual or potential conflicts of interest with the Library, any of its officers or employees, or any of the potential issuers the Library may utilize including DASNY, the City School District of Albany, or the City of Albany IDA / CRC. During the course of the contractual relationship formed pursuant to this solicitation, any such conflict of interest, whether newly arising or newly discovered, must be disclosed to the Library.

VII. Fee Proposal

- a. Please propose a fee for financial advisory services for the proposed transaction. Please specify whether your fee is a not to exceed flat fee or is based on the par amount of the refunding bonds. If there are any additional fees that could be assessed in the engagement, please describe them in detail as well.

VIII. Miscellaneous

- a. The Library reserves the right to reject any bid that does not comply with this RFP, in the Library's own discretion.
- b. The Library reserves the right to waive informalities in any proposal submitted.
- c. The Library reserves the right to refuse to award a contract based on the proposals received.
- d. The Library reserves the right to reject any or all proposals.
- e. The Library reserves the right to award a contract to more than one proposer.
- f. All proposals must be submitted on the basis that they will be honored for at least 60 days from the due date.

Washington Ave Electrical Panel Replacement

Scope Of Work

1. Furnish and install (9) 42 circuit 120/208 Volt 3 phase 200 Amp main lug Cutler Hammer Pow-R-Line Retrofit Panel boards or similar with all necessary circuit breakers.
2. Furnish and install (12) 30 circuit 120/208 Volt 3 phase 100 Amp main lug Cutler Hammer Pow-R-Line Retrofit Panel boards or similar with all necessary circuit breakers.
3. Furnish and install (1) 18 circuit 120/208 Volt 3 phase 100 Amp main lug Cutler Hammer Pow-R-Line Retrofit Panel board or similar with all necessary circuit breakers.
4. Provide proper identification of all branch circuitry and provide proper labels for new panel boards.

All work will take place during normal business hours unless, by agreement, other times would be beneficial for a safe work environment.

Contractor will be responsible for the removal and disposal of all materials being replaced.

Each panel will be replaced on a floor by floor basis so that the facility can remain open in non-affected areas.

BOARD OF TRUSTEES SELF ASSESSMENT ACTION PLAN
June 2016

PROCESS	ACTION	RESPONSIBILITY	TARGET DATE
Trustee recruitment	<ol style="list-style-type: none"> 1. Generate running list of good, potential trustees with skill sets we need. Ask staff and neighborhoods for input. Actively encourage them to run. 2. Recruit in all communities. 3. Develop a specific campaign targeting diversity to include more hands-on encouragement of people of color to run. 4. Invite those who run but are not elected to serve on the Foundation Board. Encourage Foundation Board members to run. 5. Actively recruit BOT officers and committee members. 	Nominating Committee	Ongoing
Trustee development	<ol style="list-style-type: none"> 1. Schedule budget training. 2. Retreat with staff 3. Orientation: review/explain typical BOT agenda 4. Continue to provide training opportunities. 5. More access to equity and access issues 	Executive Director Executive Committee Executive Director	Sept 2016 May 2017

	for patrons.		
Advocacy	<ol style="list-style-type: none"> 1. Develop a toolkit for Trustees: Elevator speech, Fact sheet 2. Target Middle School and High School 3. Create more partnerships (city, communities for summer reading programs) to bring more people into the Library 4. Donate books to be read 	Executive Committee ED ED	August 2016 Ongoing Ongoing
Legal Liabilities	1. Counsel present and provide Fact Sheet.	President	July 2016
Fundraising	<ol style="list-style-type: none"> 1. Foundation give semi-annual updates and discuss role of Trustees, including specific roles for each event. 2. Designate one or more trustees as "liaisons" to Foundation. 3. Ask staff for donations automatically deducted from paychecks. 4. Donor management system and corporate sponsorships 5. Suggestions for the Foundation: <ul style="list-style-type: none"> • Collaborate with Grant Professional Assoc. for pro-bono support • Earned Income generating propositions • Tie fundraising to a "Big Ask", a specific goal, like we do for Summer Reading Program, with the May appeal. 	President President and VP/Finance Workplace Giving Program Foundation	Aug 2016/Feb 2017 Complete In process Ongoing

	<ul style="list-style-type: none"> • Circulation Desk ask patrons for donations. <p>6. Role of Trustees, as individuals and as a Board, in fundraising. Includes supporting administration in developing relationships with partners and the community.</p> <p>NOTE: High-lighted items require a well-designed communications campaign to ensure the “asks” are made in an appropriate tone.</p>	Discuss with Foundation President at Aug Board meeting.	
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