

**ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING**

**June 13, 2017 | Arbor Hill/West Hill Branch**

**6:00 pm | 148 Henry Johnson Blvd.**

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

Call to Order – 6:00 pm

Adoption of Agenda – 6:00 to 6:02 pm

Public Comment (comments limited to no more than 5 minutes per person) – 6:02 to 6:07 pm

Minutes – 6:08 to 6:10 pm

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

Committee and Liaison Reports/Action Items – 6:15 to 6:35 pm

- North Albany Branch Ad Hoc Committee

Policies and Procedures Review – 6:35 to 6:37 pm

Director's Report – 6:37 to 6:52 pm

Unfinished Business

- Report on Strategic Plan – Discussion – 6:52 to 7:02 pm
- Review Results from Quarterly Board Meeting Evaluation – Discussion – 7:02 to 7:07 pm

New Business

- License Agreement with CDTA – Discussion/Action – 7:07 to 7:17 pm
- License Agreement with ACAP – Discussion/Action – 7:17 to 7:27 pm
- Board Meeting Schedule for 2018 – Discussion/Action – 7:27 to 7:37 pm
- Biannual Update on APL Foundation – Discussion – 7:37 to 7:47 pm
- Albany Promise Partnership in Summer Reading Program – Discussion – 7:47 to 7:57 pm
- Contract Update – Discussion/Action – 7:57 to 8:07 pm

Public Comment (comments limited to no more than 5 minutes per person) – 8:07 to 8:12 pm

Executive Session (if necessary)

Adjournment – 8:15 pm

Next Meeting – July 11 at North Albany Branch

## **DRAFT MINUTES**

### **Meeting of the Board of Trustees of the Albany Public Library May 9, 2017 Pine Hills Branch**

**TRUSTEES IN ATTENDANCE:** Mary-Ellen Piché (president), Arlene Way (secretary), Andrew Bechard, Elissa Kane, Matthew Finn, Brenda Robinson, Karen Strong

**TRUSTEES LATE:** Michael Nepl (vice president), Alison Calacone (vice president for finance),

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

**CALL TO ORDER:** Piché called the meeting to order at 6:00 pm.

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

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

**MINUTES:** The draft minutes from the April 4 regular board meeting were reviewed. Strong made a motion, seconded by Kane, to approve the minutes. The motion was approved unanimously.

**TREASURER'S REPORT AND CHECK REGISTER:** The treasurer's report (covering finances from Jan. 1 through March 31, 2017) will be filed. The updated check register (April 6 through May 10, 2017) was reviewed by the trustees. Bechard made a motion, seconded by Strong, to accept the updated check register and approve it for payment. The motion was approved unanimously.

#### **COMMITTEE REPORTS & ACTION ITEMS:**

**NORTH ALBANY BRANCH AD HOC COMMITTEE REPORT:** Finn, committee chair, reviewed the group's written report from its April 24 meeting. The issues facing the North Albany Branch, along with potential solutions, were reviewed.

Action Items: Piché directed the committee to do a thorough pros and cons of the potential solutions, including a report on the status quo. She also requested an historical account of how the North Albany Branch came to be created, and information on how changing or eliminating service at that location would impact staffing at the rest of the branches.

**UHLS REPORT:** Way briefly recounted her written report and noted that the UHLS annual meeting, to which trustees are invited, is June 14.

**NYS REGENTS ADVISORY COUNCIL ON LIBRARIES:** Way, who serves on the council, briefly reviewed her written report.

**POLICIES AND PROCEDURES REVIEW:** There have been no changes since the April meeting.

**EXECUTIVE DIRECTOR'S REPORT:** The report was provided in the pre-meeting packet and reviewed by Jarzombek. He touched on the Direct Access Program, health care RFP, and upcoming Foundation events, among other topics.

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:**

**Representation on UHLS Board:** The one-year term for the library's representative on the UHLS Board is ending, and Way was asked to stay on in this position. She agreed and will serve another one-year term.

**Report on April Patron Survey:** The first of two patron surveys this year was conducted in April. A total of 621 surveys were completed, with the library's overall rating coming in at 4.38 out of 5. Of the respondents, 83 percent visit the library at least once-a-month and 99 percent believe the library is important to the community. Meeting room space has been used by 38 percent of respondents who rated the room reservation process 4.17 out of 5. The year's second user survey will be done in early fall.

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

**EXECUTIVE SESSION:** Bechard made a motion, seconded by Kane, to enter into executive session to discuss public employee collective-bargaining negotiations. The motion was approved unanimously. The board entered executive session at 6:46 pm.

Kane made a motion, seconded by Bechard, to end the executive session and return to open session. The motion was approved unanimously and executive session concluded at 7:07 pm.

**ADJOURNMENT:** The board re-entered open session and immediately adjourned the meeting.

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

ALBANY PUBLIC LIBRARY  
TREASURER'S REPORT  
FOR THE FOUR MONTHS ENDED  
APRIL 30, 2017

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	AMENDED % BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,652,455	554,371	2,217,484	33.33%
Tax Levy- Branch Improvement Plan	1,852,438	-	-	0.00%
Future Operations Income	42,104	3,509	14,036	33.34%
NYS Grants & Aid	187,150	-	-	0.00%
NYS Construction Grant	25,000	-	-	0.00%
Federal Grants & Aid	38,000	-	-	0.00%
Fines and Fees	130,213	14,514	58,404	44.85%
Book Sales	5,000	-	1,079	21.58%
Interest Income	10,000	9,847	40,591	405.91%
Foundation Contributions	20,000	-	-	0.00%
DASNY Project Reimbursement	0	-	-	0.00%
Copier Printers	1,500	-	-	0.00%
Miscellaneous income & Aid	10,000	619	9,275	92.75%
Fund Balance Used	340,745			
Total Support and Revenue	9,314,605	582,860	2,340,869	25.13%
Expenditures				
Payroll and Related costs	5,294,167	416,524	1,626,935	30.73%
Occupancy Costs	675,000	35,823	283,239	41.96%
Materials and Services	655,000	24,191	286,918	43.80%
Administration and Miscellaneous	453,000	32,268	131,792	29.09%
Information Technology	385,000	4,643	119,919	31.15%
Contingency	-	-	-	
Total Expenditures	7,462,167	513,449	2,448,803	32.82%
Debt Service	1,852,438	-	-	
Net Income (Loss)	-	69,411	(107,934)	

ALBANY PUBLIC LIBRARY  
 DETAIL OF EXPENDITURES  
 FOR THE FOUR MONTHS ENDED  
 APRIL 30,2017

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
<b>PAYROLL AND RELATED COSTS</b>				
Salaries	3,630,971	270,667	1,081,057	29.77%
NYS Retirement System	496,709	41,392	165,693	33.36%
Payroll Taxes	243,554	19,940	79,577	32.67%
Hospital Insurance	867,433	73,562	290,589	33.50%
Payroll processing Costs	54,000	10,963	10,019	18.55%
Unemployment Insurance	1,500	-	-	0.00%
TOTAL	5,294,167	416,524	1,626,935	30.73%
<b>OCCUPANCY COSTS</b>				
Occupancy Costs	20,000	-	3,200	16.00%
Utilities & Telephone	215,000	12,427	59,220	27.54%
Maintenance & Repairs	286,000	19,142	197,617	69.10%
Maintenance Supplies	64,000	4,254	14,052	21.96%
Security	5,000	-	-	0.00%
NYS Construction Grant	35,000	-	-	0.00%
Furniture/Building Improvements	50,000	-	9,150	18.30%
TOTAL	675,000	35,823	283,239	41.96%
<b>MATERIALS and SERVICES</b>				
Books, etc.	401,054	34,035	150,568	37.54%
Periodicals	45,000	-	43,099	95.78%
Central Library Data Base	125,735	-	93,842	74.63%
Central Library Book Aid	38,211	-	-	0.00%
On Line Services	45,000	(9,844)	(591)	-1.31%
TOTAL	655,000	24,191	286,918	43.80%
<b>ADMINISTRATIVE and MISC.</b>				
Office & Library Supplies	60,000	6,678	25,014	41.69%
Postage	8,000	144	2,245	28.06%
Publicity, Printing	45,000	6,109	11,093	24.65%
Training and Travel	27,000	1,656	10,682	39.56%
Community Activities	8,000	2,630	2,715	33.94%
Professional Services	175,000	6,806	45,129	25.79%
Misc Grant Expense	0	-	-	0.00%
Programming Activities	60,000	2,732	12,860	21.43%
Insurance	70,000	5,513	22,054	31.51%
TOTAL	453,000	32,268	131,792	29.09%
<b>INFORMATION TECHNOLOGY</b>				
Information Technology Services	240,000	8,689	71,500	29.79%
Information Technology Software	15,000	4,622	7,636	50.91%
Information Technology Hardware	130,000	4,636	40,783	31.37%
TOTAL	385,000	4,643	119,919	31.15%
CONTINGENCY	0	-	-	0.00%
DEBT SERVICE PAYMENT	1,852,438	-	-	0.00%
TOTAL EXPENDITURES	9,314,605	513,449	2,448,803	26.29%

## ALBANY PUBLIC LIBRARY I

## Check Register

For the Period From May 11, 2017 to Jun 14, 2017

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
7058	5/11/17	First Light Fiber	5,845.31	IT Services/Telephone Expense
7059	5/11/17	Dormitory Authority of State of NY	3,411.75	Contracted Services
7060	5/17/17	National Grid	5,841.67	Heat, Light and Power
7061	5/18/17	CSEA	1,976.92	Union Fees
7062	5/18/17	CSEA Employee Benefit Fund	18.83	Insurance-Hospitalization
7063	5/18/17	MetLife-TSA Contribution	1,711.00	403b
7064	5/18/17	NYS Deferred Comp Plan	1,149.82	NYS Deferred Comp Plan
7065	5/18/17	Pearl Carroll & Associates LLC	11.08	Short Term Disability
7066	5/18/17	The Travelers	1,348.00	403b
7067	6/14/17	Midwest Tape	1,933.95	Audio/Visual
7068	6/14/17	OverDrive, Inc.	6,090.70	Central Library Materials
7069	5/22/17	Midwest Tape	372.28	VOID
7069V	5/23/17	Midwest Tape	-372.28	VOID
7070	6/14/17	Midwest Tape	372.28	Audio/Visual
7071	6/14/17	Baker & Taylor	10,649.72	Books-Adult
7072	6/14/17	Midwest Tape	1,077.47	Audio/Visual
7073	6/14/17	Midwest Tape	680.65	Audio/Visual
7074	6/14/17	Midwest Tape	1,770.26	Audio/Visual
7075	5/24/17	National Grid	5,792.25	Heat, Light and Power
7076	6/14/17	Ingram Library Services	106.15	Books-Adult
7077	6/14/17	OverDrive, Inc.	2,923.63	Central Library Materials
7078	6/1/17	CSEA	1,976.92	Union Fees
7079	6/1/17	CSEA Employee Benefit Fund	18.83	Insurance-Hospitalization
7080	6/1/17	MetLife-TSA Contribution	1,711.00	403b
7081	6/1/17	NYS Deferred Comp Plan	1,057.16	NYS Deferred Comp Plan
7082	6/1/17	Pearl Carroll & Associates LLC	11.08	Short Term Disability
7083	6/1/17	The Travelers	1,348.00	403b
7084	6/14/17	Accuprint	212.63	Publicity and Printing
7085	6/14/17	Adam Stump	108.60	Travel/Staff Development
7086	6/14/17	Aleph Objects, Inc	271.60	Albany Made Supplies
7087	6/14/17	Ann Sayers	100.00	Programming Bach
7088	6/14/17	CDPHP	12,535.89	Insurance-Hospitalization
7089	6/14/17	CDTA	3,146.44	Fines and Fees Expense
7090	6/14/17	CDW G	962.60	IT Hardware
7091	6/14/17	Charles Sullivan	59.84	Exchange Account
7092	6/14/17	Christine Havens	260.80	Travel/Staff Development
7093	6/14/17	Dana Sela	52.50	Programming PH
7094	6/14/17	De Lage Landen Financial Services, Inc	924.00	Contracted Services
7095	6/14/17	East Greenbush Community Library	25.99	Fines and Fees Expense
7096	6/14/17	Eastern Managed Print Network	97.73	Contracted Services
7097	6/14/17	ELM USA	107.20	Processing Supplies
7098	6/14/17	Megan Haley	350.00	Programming PH
7099	6/14/17	MailFinance	119.95	Postage
7100	6/14/17	Metroland Business Machines	46.83	Postage
7101	6/14/17	Motion Picture Licensing Corporation	248.94	Programming Wash.
7102	6/14/17	Multicultural Books & Videos	41.85	Books-Adult
7103	6/14/17	Nolan Doroski	15.00	Travel/Staff Development
7104	6/14/17	Oriental Culture Enterprise Co, Inc.	83.20	Books-Adult
7105	6/14/17	Richard Waugh	405.20	Insurance-Medicare Reimb.
7106	6/14/17	Sofia Tower	30.00	Fines and Fees Expense
7107	6/14/17	Upper Hudson Library System	227.50	Programming YS
7108	6/14/17	Baker & Taylor	6,153.11	Books-Adult
7109	6/14/17	Midwest Tape	2,006.82	Audio/Visual
Total			87,428.65	

## Policy Master List

Updated 6/7/17

## Most Policies Set For Review Every 2 Years

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
<b>SAFETY</b>							
Safety Mission Statement	X		X		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. (Reviewing it with cmt)
Workplace Violence Prevention and Incident Reporting	X		X		May 2015	May 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
<b>SERVICES TO PUBLIC</b>							
Social Media	X		X		April 2016	April 2018	Web Devel. Cmt.
Website Privacy	X		X		April 2016	April 2018	Web Devel. Cmt.
Washington Library Closing		X	X		Dec. 2016	Dec. 2017	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. 2016	Oct. 2018	Public Serv. Cmt
Tutoring	X		X		Oct. 2016	Oct. 2018	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. 2017	Mar. 2019	CMS

Behavior	X		X		April 2016	April 2018	Safety Cmt. / Public
Public Comments at Board Meetings	X		X		Mar. 2017	Mar. 2019	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. 2016	Oct. 2018	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		Oct. 2016	Oct. 2017	Youth Services
Group Visit Policy	X		X		June 2015	July 2017	Youth Services
Public Access to Library Information and Records	X		X		Mar. 2017	Mar. 2019	Web Devel. Cmt.
Albany Made	X		X		Nov. 2014		Albany Made Cmt.

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date for Review	Comments
<b>INTERNAL</b>							
Comp Time and Flex Policy for Admin Staff	X		X		Dec. 2015	Dec. 2017	HR
Travel Reimbursement (policy and form)	X		X		May 2015	May 2017	HR/Admin
Use of Equipment and Technology by Staff	X		X		Dec. 2016	Dec. 2018	Admin
Purchasing	X		X		May 2015	May 2017	Finance Office
Whistle Blower	X		X		Mar. 2017	Mar. 2019	Admin – P&G
Conflict of Interest	X		X		Mar. 2017	Mar. 2019	Admin – P&G
Investment	X		X		Oct. 2016	Oct. 2018	Legal – Finance
EEO / Anti-Discrimination / Anti-Harassment	X		X		June 2015	June 2017	HR
Unrepresented Employee Evaluation	X		X		June 2015	June 2017	HR

Item	Policy	Procedure	Completed	To Be Completed	Date Completed /Reviewed	Date of Review	Comments
<b>BOARD</b>							
Board Member Excused/Absent	X		X		Feb. 2016	Feb. 2018	Board
Fund Balance/Reserve Fund	X		X		Mar. 2017	Mar. 2019	Re-working
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

## EXECUTIVE SUMMARY



### Services:

Across the district, each branch celebrated two fun “holidays”—May 4th, the unofficial Star Wars holiday, and Free Comic Book Day, a national day where major comic distributors publish comics for free. Delivery to five senior centers began in May. APL hosted a tent in the annual Tulip Fest Kids’ Zone in collaboration with Guilderland Public Library.

Pine Hills has started offering Tia Chi classes, which are so popular that there is a waiting list. There has also been an increase in exam proctoring services. Youth services staff at that location have been doing a significant amount of outreach. Bach has also seen growth in its adult programs, including programs done in conjunction with NNORC (Neighborhood Naturally Occurring Retirement Community). The popular Integrated Playgroup was suspended for the final two weeks of the session as the program leader had a baby, but this program will resume in the fall.

Washington Ave. hosted two career-focused programs for adults. *518Life Magazine* featured a story about the 2016 Albany History Running Tour in its May issue. Youth services has changed night teen programs to be hands-on STEAM (science, technology, engineering, arts, math) gaming, and literacy-based activities. Arbor Hill/West Hill started a Calming Coloring program for adults. The branch has begun hosting Fun Time Friday program, focused primarily on gaming.

Delaware’s two popular adult programs, Dungeons and Dragons and Beading, will be taking a summer hiatus. Teen Zone has been attracting a steady group of teens, and has helped with behavior. Howe hosted a Plant First-Aid Kit program where participants made a skin cream for cuts and mosquito repellent from everyday plants. The Spring Into Memoir Writing recital was an huge success. Participants of the weekly writing group, With Pen in Hand, read their pieces to a large audience of family and friends. North Albany started a Teen Robotics Club.

### Operations:

Due to staffing changes CMS has been helping with early morning circulation duties at Washington Ave. Human Resources continues to work on our onboarding process, custom tailoring it by job description. The process for Custodial Worker I is currently in process, with work continuing on the drafts for Library Clerk, Librarian I, and Library Assistant.

### Development:

The Foundation announced this year's literary legend: children’s author Athena V. Lord. The Foundation funded “vote yes” advertising in *The Alt* weekly newspaper and on Facebook. The group successfully migrated its website, and is in the process of planning a small Bike the Branches fundraiser in September.

### UHLS:

Beat Bots, the APL robotics program funded by NYS Assemblymember Pat Fahy’s office, received the system’s Youth Services Award. The UHLS board changed the language of its Construction Grant Policy to add in some flexibility regarding the percentage of funds awarded. Due to the change in state funding, UHSL has changed its 2017 budget to reflect the flat funding provided.

### Special Report: Budget Vote

The library's budget vote passed by 76 percent, which is the highest percentage since 2009. The 2018 budget passed in every ward, which we believe is a first for the library. The turnout was low, however, with 2,901 voters casting ballots and 2,890 choosing to vote on library's budget. Brenda Robinson retained her seat on the APL board, while Sarah Shearer and Jena Pitera were elected for the first time.

### ED Report:

- A committee made up of members of the Administration and Business Office interviewed three insurance firms for health insurance.
- Members of the Administration continue to meet with board members and stakeholders in regards to the future of North Albany.
- 20 members of the library staff signed up for Bike to Work Week, 17 participated. APL received an award for the organizations with the most bike riders in Albany County.
- The library received new Librarian 3, 2 and 1 lists from Civil Service.
- The library assisted in getting the movie rights for the popular Films in the Park series, and will be listed as a sponsor this summer.
- The library will be hosting several CAPRI events.
- The Administration has successfully negotiated a MOA with the Union regarding changes in the contract.

### ED Calendar:\*

5/1 – Meet the Candidates Forum

5/4 – Contract Negotiations

5/4 – Meet the Candidates Forum

5/5 – UHLS DA meeting

5/8 – Meeting: ACAP

5/9 – CE: Preparing Employers for NY's Family Leave Act

5/9 – CE: LTV National Guard Base

5/10 – North Albany ADHOC Committee

5/12 – CE: LTV Art and Culture

5/13 – Outreach: Tulip Fest

5/16 – Outreach: Bike to Work with City Hall

5/16 – Outreach: Rosemont Playground  
Groundbreaking

5/17 – Contract Negotiations

5/18 – Meeting: Albany Bike Rescue

5/24 – ADHOC Strategic Plan Committee

5/25 – APLF Board Meeting

5/25 – Meeting: North Albany Representatives

*\*Includes outreach, committee, dealings with the press and community partner meetings, as well as the director's professional development*

### APL TOTALS

	Number	YTD Change
Circulation	56859	-7%
eCirculation	4714	+22%
Door Count	67730	-4%
Computer Use	11978	-4%
WiFi	4594	-74%
Program Attend.	4705	-13%
Meeting Room Usage	145	+16%

*\*eCirculation number is without Flipster (magazines) numbers, as product is reports out 1 month behind.*

## DEPARTMENT REPORTS

### Central Service Area

#### WASHINGTON AVENUE BRANCH

	Number	YTD Change	Rank
<b>Circulation</b>	17827	-19%	1
<b>Door Count</b>	27541	-3%	1
<b>Computer Use</b>	3768	-9%	1
<b>WiFi</b>	1486	-89%	1
<b>Program Attend.</b>	1179	-4%	1
<b>Meeting Room Usage</b>	61	-4%	1

#### Adult Services

- Branch hosted two career-focused programs for adults, "Get LinkedIn or Get Left Behind" and "The Big Three: Resumes, Cover Letters, and Interviews," as part of the NYS Library's Adult Literacy Services Program, in partnership with the Capital Region Workforce Development Board and NYSED's ACCESS-VR.
- *518Life Magazine* featured a story about the 2016 Albany History Running Tour in its May issue, "Running Tour Passes Through Historical Albany Hot Spots." The writer describes her experience participating in the first event of the series, which covered 2.5 miles of downtown Albany's most interesting sites at a steady 11-minute mile pace.

#### Youth Services

- The first week of May was very program intensive with May the 4th, First Saturday for Families, and Free Comic Book Day. More than 100 patrons were engaged in these programs.
- We are changing up our Monday night teen programs to be hands on STEAM, gaming, and literacy-based activities to engage teens and build a sense of teen community.

#### ARBOR HILL/WEST HILL BRANCH

	Number	YTD Change	Rank
<b>Circulation</b>	4003	+9%	6
<b>Door Count</b>	5997	+5%	5
<b>Computer Use</b>	1797	+22%	3
<b>WiFi</b>	507	-56%	4
<b>Program Attend.</b>	362	+47%	6
<b>Meeting Room Usage</b>	19	+34%	3

#### Adult Services

- The branch rolled out a coloring program for adults this month. Adults have now been enjoying the calming effect of art in the form of coloring at the library.
- Also in May, Free Comic Book Day was celebrated at the branch. Adults, teens, and children alike took advantage of some free comics to take home, as well as browsing the library's graphic novel collections to borrow.

#### Youth Services

- The Fun Time Friday program has been a hit during the month of May. Each Friday afternoon, neighborhood children challenge each other to some of the popular Xbox One and Wii U video games.
- Sheridan Preparatory Academy's pre-K class visited the library this month. The children were given a tour and a story time, along with important library information to take home.

### WEST SERVICE AREA

#### JOHN J. BACH BRANCH

	Number	YTD Change	Rank
<b>Circulation</b>	8473	-4%	3
<b>Door Count</b>	5934	-14%	6

<b>Computer Use</b>	975	-15%	6
<b>WiFi</b>	593	-63%	3
<b>Program Attend.</b>	666	-9%	3
<b>Meeting Room Usage</b>	13	+79%	5

#### Adult Services

- The majority of adult programs have drawn a good number of participants: acrylic painting, both book groups, the stand-alone tea tasting and talk, and NNORC Nurse is In.
- The Flash Fiction Workshop with Paul Lamar is a Bach premier. The first meeting drew 10 participants.
- The VISTA coordinator has done an excellent job coordinating volunteers for Bach Branch.

#### Youth Services

- The one-on-one tutoring with students from Albany College of Pharmacy and Albany Medical College is a popular service. However, the federal government usually appropriates money for colleges' and universities' work/study programs by April. This year there has been no word about funding, so the work/study programs were suspended and tutors handed in their final time sheets on May 20. We do not know when the program will restart.
- Two 5th grade classes from New Scotland Elementary School visited. May is National Vinegar Month, so the Youth Services librarian showed students how to make a "CO2 sandwich." Most students brought library cards and checked out books.
- Youth Services librarian visited Temple Israel Early Childhood Center to perform storytime for three classrooms.
- Attendance at regularly scheduled programs—Toddler Story Time, Good Night Story Time, LEGO Club and Thursday Lab—is good. Attendance at the Integrated Playgroup on Wednesday morning is good, however, the program was suspended for the final two weeks of the session as the program leader had a baby. The program will resume in the fall.
- Youth FX presented a film-making workshop during which children made a short film during one five-hour workshop. Another group of children and teens learned the film-making process during a four-week workshop on evenings.

### **PINE HILLS BRANCH**

	<b>Number</b>	<b>YTD Change</b>	<b>Rank</b>
<b>Circulation</b>	12964	-4%	2
<b>Door Count</b>	9721	-8%	2
<b>Computer Use</b>	2387	-6%	2
<b>WiFi</b>	817	-73%	2
<b>Program Attend.</b>	1102	+14%	2
<b>Meeting Room Usage</b>	25	+32%	2

#### Adult Services

- Based on a patron request, we offered a five-week introductory Tai Chi class. Response has been great, with the class completely full, and a waiting list. We are planning on offering another session in the fall to accommodate people who couldn't attend this session.
- College finals time has brought a rush of appointments for exam proctoring.

#### Youth Services

- May started off with a bang, with May the 4th Be With You activities and Free Comic Book Day. Both events were a lot of fun.
- This month found the Youth Services staff doing lots of outreach: tabled at both Montessori and Eagle Point Literacy Nights plus the graduation event for Parent University at Albany High School, storytimes with ACAP and Marillac, pop-up library event at the South End Children's Café, as well as storytimes and parent workshops for Baby Institute.
- Reading with Emma the Companion Dog has been a successful new program for our young patrons. Emma is a lovely dog and the kids enjoy reading to her.

- As expected, Good Night Story time is gathering steam and getting more popular each week. Toddler Storytime and Baby Bounce Storytime continue to have excellent attendance.

#### East Service Area

##### **DELAWARE BRANCH**

	Number	YTD Change	Rank
<b>Circulation</b>	6740	-1%	4
<b>Door Count</b>	7156	0%	3
<b>Computer Use</b>	1311	-3%	4
<b>WiFi</b>	436	-66%	6
<b>Program Attend.</b>	642	-4%	4
<b>Meeting Room Usage</b>	10	-3%	6

#### Adult Services

- Two popular adult programs, Dungeons and Dragons and Beading with Danielle, are taking break for the summer.

#### Youth Services

- A Delaware Branch Librarian met with 20 second graders and their teachers, so they could use the library cards they received during the school's Literacy Week visit in March. It was their first time using their cards. The kids and teachers were so excited. The students will keep their books in their classroom. Their teacher intends to bring them back every 3 weeks to exchange books.
- Delaware staff tabled at the Delaware Community School Cinco de Mayo Party. We gave out bilingual/Spanish books to elementary students, as well as handing out Program Guides and SRP flyers to families. All in all, we interacted with over 200 kids and adults. This marks the sixth year that the library has been involved with this DCS celebration.
- The Delaware librarians tabled at the annual Touch a Truck event at Albany Airport. There were lots of trucks, music, vendors and food, providing us with a great platform to mingle with attending families. Unfortunately, the weather did not cooperate and the event shut down at 2 p.m. due to rain. We look forward to working this event again next year as it offers APL exposure to the wider Capital Region community.
- Teen Zone has now become a firm staple, with eight or more teens coming every week. This has turned out to be good feeder program as well, with attendants engaging with the library in other ways including item requests and other programs.

##### **JOHN A. HOWE BRANCH**

	Number	YTD Change	Rank
<b>Circulation</b>	4233	+3%	5
<b>Door Count</b>	7063	-7%	4
<b>Computer Use</b>	1119	+1%	5
<b>WiFi</b>	457	-34%	5
<b>Program Attend.</b>	487	-58%	5
<b>Meeting Room Usage</b>	17	+63%	4

#### Adult Services

- A new Branch Librarian started after Memorial Day.
- The Spring Into Memoir Writing recital was an huge success. Participants of the weekly writing group, With Pen in Hand, read their pieces to a large audience of family and friends. A short reception with refreshments followed.
- The BOCES TASC prep classes have continued every Tuesday and Thursday at Howe Branch. There are currently 10 to 15 participants in each class.

## Youth Services

- Free Comic Book Day was a great success with close to 40 participants overall. Kids and teens enjoyed making their Minecraft torches. One family of four arrived at the branch in custom superhero costumes.
- The Plant First-Aid Kit program was a lot of fun with participants making a skin cream for cuts and mosquito repellent from everyday plants. Another installment of this series is in the works.
- Representatives from National Black Child Development Institute did a short presentation for kids and teens that focused on the importance of exercise and making healthy food choices.

## **NORTH ALBANY BRANCH**

	Number	YTD Change	Rank
Circulation	2619	+3%	7
Door Count	438	+6%	7
Computer Use	621	-12%	7
WiFi	298	-64%	7
Program Attend.	267	-12%	7
Meeting Room Usage	n/a	n/a	n/a

## Adult Services

- The fulltime Library Assistant has transferred to Howe and has been replaced by a fulltime Clerk who transferred in from Washington Ave.

## Youth Services

- May the Fourth (Star Wars Day) was celebrated by watching “Star Wars: the Force Awakens” and making customized lightsabers out of Perler beads .
- Free Comic Book Day activities included making superhero lollipops and masks.
- Teen Robotics Club involves participants following detailed instructions to build two robots. When the robots were complete, participants learned more about how they worked as they maneuvered the robots through different challenges each week.

# **OPERATIONS**

## INFORMATION TECHNOLOGY

	Number	YTD Change
Help Desk Tickets	57 resolved	

- Migrated a number of servers to Windows Server 2016 and Microsoft SQL 2016
- Purchased and evaluated outdoor Wi-Fi equipment, created test environment
- Resolved issues with PrinterOn, and launched at additional sites
- Re-opened the Washington Youth Services lab as a digital teacher/student computer lab

## COMMUNITY ENGAGEMENT

	Number	YTD Change
Outreach		
Volunteers	20 volunt./84.5 hours	-47% vol. / -55%hours

- APL staff met with YMCA and Boys and Girls staff to establish how the community programs can participate in summer reading.
- Delivery to five senior centers began in May.
- APL hosted a tent in the annual Tulip Fest Kids’ Zone. We collaborated with Guilderland Public Library to provide crafts and activity. Unfortunately, rain kept large crowds away.

## COLLECTION MANAGEMENT

- CMS staff are assisting Washington Ave. circulation staff by routing in items from the delivery bins three mornings a week until position(s) can be filled.

- CMS staff have been preparing for our office move.
- After discussion at the UHLS Database Advisory Council, department started an Item Type simplification project. The first step has consolidated over 192,000 APL items into “32(Book)”.
- At the end of the first quarter, CMS reserve funds were partially redistributed.
- Prompted by changes to the staffing model at North Albany, CMS will increase centralized ordering of materials for that branch.

## **FACILITIES**

	Number	YTD Change	Rank
<b>Work Orders</b>			
<ul style="list-style-type: none"> <li>• We have been preparing for our annual full building Public Assembly Space Inspections at all branches, which took place June 6 and resulted in passing without any noted violations. Good job to the entire team.</li> <li>• Also preparing for our first New York State Office of Children and Family Services inspection at Washington Avenue.</li> <li>• We have also been preparing the basement at Washington Ave. for the new Cycle! Program, as well as getting office spaces ready to move. We have installed new exit lights and emergency lights at Washington Ave.</li> <li>• A grant from Key Bank that allowed volunteers to come to the Delaware Branch to plant flowers and help with some landscaping.</li> <li>• We had some branches with big tree limbs down from recent severe thunderstorms that also had to be cleared and cleaned up.</li> </ul>			

## **FINANCE**

- Completed and submitted NYS Comptroller Annual Financial Report
- Completed annual bond reporting
- Updated salary tables for Union negotiations
- Created template to review health insurers proposals

## **HUMAN RESOURCES**

	Number	YTD Change	
<b>Full Time</b>	57		
<b>Part Time/Temp</b>	65		
<b>Promotion</b>	0		
<b>Resignation</b>	3		
<b>Termination</b>	2		
<b>Vacancy</b>	10 (including 3 summer temp LAs)		
<b>Staff Size</b>	122		
<b>Training</b>	91 staff / 109.5 hours	+35% staff / +2 % hours	

- Personnel Changes: Hired one part-time and one full-time Custodial Worker I. One Librarian III resigned. One temporary Library Clerk resigned. Hired two temporary Librarian I. Terminated one full-time Custodial Worker I. Terminated one part-time Community Engagement Clerk.
- Planning: Onboarding work continues. HR met with Facilities to begin checklist for Custodial Worker I. Continue to work on the drafts for library clerk, librarian I and library assistant for the six week through six-month period. HR Manager & HR Technician continue to make changes to the first day onboarding checklist.
- Training: Human Resources & Finance Manager attended two “one on one” leadership training session
- Health Insurance: RFP Insurance Broker Committee has made a decision on a health insurance broker.
- Customer Service: HR visited staff at Bach, N. Albany, Delaware, Pine Hills, Howe and AH/WH.



- Wellness: Twenty-nine staff members participated in the “CDPHP Corporate Challenge”. APL won the May “Bike to Work Day” Workplace Challenge for Albany County with 17 riders.

## **PUBLIC RELATIONS**

	Number	YTD Change	Rank
<b>Unique Page Views</b>	33726	-5.4%	
<b>Facebook Likes</b>	3019	+14.8%	
<b>Twitter Followers</b>	2723	+15.7%	
<b>Instagram Followers</b>	2929	+47.5%	
<b>Online Contacts</b>	23	-64%	
<b>Press Releases</b>	6	-67%	

- Marketing: Include budget vote, Summer Reading Program, Pride Month and float, branch programs and youth activities.
- Content: “Did You Know” video series, Vote results and thank you to community, July/August program guide, weekly eNewsletter (job resources, Free Comic Book Day, budget vote and trustee candidates, survey results, Foundation fundraisers).
- News Coverage: Significant coverage of Gov. Cuomo’s speech at Washington Ave. Branch (News10, NewsChannel 13, Spectrum News, Times Union, WGY), plus participation in downtown dog park and Literary Libations Foundation event (All Over Albany).
- Social Media: Notable engagements—Facebook “Thank you” to voters (1,872 reach, 86 reactions, 61 clicks), Twitter #biketoworkday meets #bookfacefriday (955 impressions, 16 engagements), Instagram photo of rainbow over Washington Ave. (116 likes).

## **PATRON CULTURE**

	Number	YTD Change		
<b>Incidents</b>	18	+31%		
<b>Positive Comments</b>	2	-29%		
<b>Neutral Comments</b>	5	-24%		
<b>Negative Comments</b>	1	-60%		

## Implementation and Status of ED Performance Goals June

2017		
Customer Service & Community Relations	Start	Status
<b>Outreach Plan</b>		
Delivery service to senior living facilities.	3/17	Completed
2017 Annual Report	4/17	Completed
<b>Marketing Plan</b>		
Launch Library Podcast	12/16	Completed
Create marketing plan for to attract college students to the library	2/17	Planned
Library Mascot	6/17	Completed
SRP Bus Advertisements	6/17	Planned
<b>Organizational Growth</b>		
<b>3-year strategic plan.</b>		
Creation of Ad Hoc Board Committee	2/17	Completed
Creation of Ad Hoc Board Committee	3/17	Completed
Draft Document	4/3	Ongoing
<b>Develop 5 Year Facilities Plan</b>		
Developed process for building assessment.	1/17	Completed
Begin assessment for Pine Hills	2/17	Completed
Begin assesement of Howe	6/17	Planned
<b>Develop 5 Year IT Plan</b>		
<b>Administration &amp; HR Management</b>		
<b>Develop Robust Volunteer Service plan</b>		
<b>Expand efforts to improve civility and respect across the organization</b>		
<b>Financial Management /Legal Compliance/Fundraising</b>		

<b>Work with Foundation to establish donor relationships and increase funding.</b>		
Friends and Foundation Merger proposal	3/17	Completed
Foundation and Friends facilitated meeting	4/17	Ongoing
<b>Establish Fund Balance Policy to create Capital Fund</b>		
Policy written	1/17	Completed
Vetted in committee	2/17	Completed
Adopted by Organization	3/15	Completed
<b>Continue Lean Management</b>		
Planning Meeting	2/17	Completed
Kiazen Event: Room Usage	3/9	Completed

**BOARD OF TRUSTEES MEETING EVALUATION: May 9, 2017**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The board packet contained useful information in a form that helped trustees understand the issues.	7				
2. All trustees came to the meeting fully prepared.	5	2			
3. The agenda focused on important issues.	7				
4. Trustees had ample opportunity to ask questions and express their opinions.	5	2			
5. The board meeting was efficient and effective.	7				

**6. What did you like best about the meeting?**

- Timely, efficient, open-minded
- Organization
- Short, interesting meeting. Thank you for adding page numbers.
- Clear agenda, efficient meeting
- Seeing my colleagues
- Streamlined
- Good input from all

**7. What did you like least about the meeting?**

- No issues

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

- Water
- Keep up good work
- Strategic plan update at each meeting until it is presented to the Board
- We may want to consider ore time to discuss sticky problems (i.e. solutions for North Albany issues) but need to balance this with making sure the meetings stay efficient.
- Access to all meeting calendars (committees, etc.) in one centralized location online.

**DRAFT**

## **2018 Board of Trustees Meeting Schedule**

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

<b>Date</b>	<b>Location</b>
January 9	Arbor Hill/West Hill
February 13	North Albany
March 13	Howe
April 10	Bach
May 8	Washington Ave.
June 12	Delaware
July 10	Pine Hills
August 14	Arbor Hill/West Hill
September 11	North Albany
October 9	Howe
November 13	Bach
December 11	Washington Ave.