



ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
December 5, 2017 | 6:00 pm
Pine Hills Branch | 517 Western Ave.

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

Call to Order – 6:00 pm

Adoption of Agenda – 6:01 to 6:02 pm

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

Minutes – 6:07 to 6:10 pm

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

Presentation by Albany Promise – Discussion – 6:15 to 6:30 pm

Committee and Liaison Reports – 6:30 to 6:40 pm

- North Albany Branch Ad Hoc Committee
- Finance Committee

Review Policies and Procedures Grid – Discussion – 6:40 to 6:43 pm

Director's Report – 6:43 to 7:00 pm

Unfinished Business

- Update on North Albany Branch -- Discussion/Action – 7:00 to 7:15 pm
- Report on Quarterly Evaluation of Board Meetings – Discussion/Action – 7:15 to 7:20 pm

New Business

- Budget modifications -- Discussion/Action -- 7:20 to 7:30 pm

Public Comment (*comments limited to no more than 5 minutes per person*) – 7:30 to 7:35 pm

Executive Session (if necessary)

Adjournment – 7:35 pm

Next Meeting – Dec. 21 (Thursday) at 6:00 pm at the Pine Hills Branch

(NOTE: This called meeting is for the purpose of approving the end-of-the-year check register.)

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library November 14, 2017 Delaware Branch

TRUSTEES IN ATTENDANCE: Karen Strong (president), Andrew Bechard (vice president), Brenda Robinson (secretary), Matthew Finn, Elissa Kane, Michael Neppl, Sarah Shearer

ABSENT: Alison Calacone (vice president for finance), Jenna Pitera

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 Delaware, Howe, and North Albany branches)

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

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

PUBLIC COMMENT: Two members of the public addressed the trustees. (1) Joyce Flanagan of Mountain Place said she believes the North Albany Branch is essential for that neighborhood and should remain open. (2) Jason Privler of Marlborough Court discussed an internet issue he has had at several branches and asked for the Local History Room to be open more hours.

MINUTES: The draft minutes from the Oct. 12 regular board meeting were reviewed. Bechard made a motion, seconded by Robinson, to accept the minutes as written. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: An overview of the treasurer's report (covering finances from Jan. 1 through Sept. 30, 2017) was presented. Kane made a motion, seconded by Bechard, to approve the treasurer's report. The motion was approved unanimously and the report will be filed.

The updated check register (Oct. 12 through Nov. 15, 2017) was reviewed by the trustees. Bechard made a motion, seconded by Robinson, to accept the check register and approve it for payment. The motion was approved unanimously.

PRESENTATION BY ALBANY PROMISE: Postponed until the December meeting.

COMMITTEE REPORTS:

FINANCE COMMITTEE: Neppl and Shearer briefly reviewed the written report. The committee met Oct. 30 to review the five-year financial plan and 2017 budget modifications, and to discuss plans for the 2019 budget.

FACILITIES COMMITTEE: Finn and Kane briefly reviewed the written report from the Oct. 26 committee meeting during which the group discussed repairs needed at the Howe Branch, a new facilities vehicle, administrative offices, and budget modifications.

POLICY & GOVERNANCE COMMITTEE: Robinson briefly reviewed the four policies up for review, all of which are recommended for approval by the committee: Equal Employment Opportunity & Anti-Discrimination/Anti-Harassment Policy, Service to Children Policy, Purchasing Policy, and Employee Safety Policy.

AD HOC STRATEGIC PLAN COMMITTEE: Strong briefly updated the trustees about the Oct. 18 meeting. She reported that the consultant is compiling the plan using work completed by the trustees, committee, and library leadership. A draft report is expected in January.

POLICIES AND PROCEDURES REVIEW: Metzger briefed the board on the current status of the library's policies and procedures.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and reviewed by Jarzombek. He also updated the trustees about public comment items from the October meeting.

UNFINISHED BUSINESS:

UPDATE ON NORTH ALBANY BRANCH: The North Albany Branch Ad Hoc Committee was scheduled to meet on Nov. 21 at 6 pm at the Arbor Hill/West Hill Branch. All trustees and the public were invited to attend. Jarzombek said a report on the branch feedback form will be presented at the meeting.

UPDATE ON STRATEGIC PLAN: This item was discussed during the committee report section.

NEW BUSINESS:

BUDGET MODIFICATIONS: Cullinan indicated the budget modifications will be reviewed by the Finance Committee and then presented to the full board at the December meeting.

FIVE-YEAR FINANCIAL PLAN: Cullinan briefly reviewed the plan with the trustees, and said an in-depth examination of the details would take place at the trustee retreat.

REPORT ON FALL 2017 CUSTOMER SURVEY: Metzger provided an overview of the survey, which had 661 responses and indicated that 94% of those who responded were very or somewhat satisfied with the library. The next customer survey will be done in the spring.

PURCHASE OF MAINTENANCE VEHICLE: The Facilities Committee recommended the purchase of a four-passenger pickup truck to be added to the library fleet. The truck would be used to transport maintenance crews and equipment between branches, as

well as plowing building parking lots. Jarzombek noted that by bringing plowing in-house this year, the library expects to save money. The motion to approve the truck purchase, on state contract at a cost of \$37,000, was seconded by Shearer. The purchase of a pickup truck was approved unanimously.

REVIEW UPDATED POLICIES & PROCEDURES: The following policies and procedures were reviewed by the board's Policy & Governance Committee and recommended for approval by the full board.

EQUAL EMPLOYMENT OPPORTUNITY & ANTI-DISCRIMINATION/ANTI-HARASSMENT POLICY: This existing policy was amended to align with updated state regulations. The Policy & Governance Committee recommended the amended policy for approval, and Kane seconded the motion. The motion was approved unanimously.

SERVICE TO CHILDREN: No changes were made during the biannual review of this policy. The Policy & Governance Committee recommended the full board approve the policy, and Neppl seconded the motion. The motion was approved unanimously.

PURCHASING POLICY: The footnotes on the existing policy were removed as the state law relating to them has changed. Bechard made a motion, seconded by Kane to approve the amended policy. The motion was approved unanimously.

EMPLOYEE SAFETY POLICY: The existing policy was updated to align with the new union contract. The Policy & Governance Committee recommended the amended policy for approval, and Neppl seconded the motion. The motion was approved unanimously.

PUBLIC COMMENT: Three members of the public made comments to the board. (1) Deborah Williams-Muhammed of North Albany expressed concern about the North Albany Branch, indicating that is an important resource for the neighborhood and should be kept open. (2) Joyce Flanagan of Mountain Place said she would like to see the North Albany Branch stay open. (3) Jason Privler of Marlborough Court suggested the library hold regular book sales and consider opening a used book store to generate income.

ADJOURNMENT: Bechard made a motion, seconded by Robinson, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 7:21 pm.

NEXT MEETING: Tuesday, Dec. 5 – Pine Hills Branch at 6:00 pm

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE TEN MONTHS ENDED
OCTOBER 31, 2017

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	AMENDED % BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,652,455	554,371	5,543,710	83.33%
Tax Levy- Branch Improvement Plan	1,852,438	-	-	0.00%
Future Operations Income	42,104	3,509	35,090	83.34%
NYS Grants & Aid	187,150		242,249	129.44%
NYS Construction Grant	25,000		24,792	99.17%
Federal Grants & Aid	38,000	-	43,593	114.72%
Fines and Fees	130,213	(5,917)	110,315	84.72%
Book Sales	5,000	593	2,586	51.72%
Interest Income	10,000	2,684	53,641	536.41%
Foundation Contributions	20,000	-	-	0.00%
Rental income	0	1,723	7,655	0.00%
Copier Printers	1,500	-	-	0.00%
Miscellaneous income & Aid	10,000		9,408	94.08%
Fund Balance Used	340,745			
Total Support and Revenue	9,314,605	556,963	6,073,039	65.20%
Expenditures				
Payroll and Related costs	5,294,167	411,799	4,162,447	78.62%
Occupancy Costs	675,000	28,406	503,154	74.54%
Materials and Services	655,000	39,174	545,640	83.30%
Administration and Miscellaneous	453,000	12,771	313,097	69.12%
Information Technology	385,000	13,382	285,746	74.22%
Contingency	-		-	
Total Expenditures	7,462,167	505,532	5,810,084	77.86%
Debt Service	1,852,438	-	-	
Net Income (Loss)	-	51,431	262,955	

ALBANY PUBLIC LIBRARY
DETAIL OF EXPENDITURES
FOR THE TEN MONTHS ENDED
OCTOBER 31, 2017

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,630,971	285,370	2,883,012	79.40%
NYS Retirement System	496,709	35,536	355,245	71.52%
Payroll Taxes	243,554	21,210	212,289	87.16%
Hospital Insurance	867,433	67,984	694,130	80.02%
Payroll processing Costs	54,000	1,235	17,307	32.05%
Unemployment Insurance	1,500	464	464	30.93%
TOTAL	5,294,167	411,799	4,162,447	78.62%
OCCUPANCY COSTS				
Occupancy Costs	20,000	-	3,200	16.00%
Utilities & Telephone	215,000	7,140	127,536	59.32%
Maintenance & Repairs	286,000	17,622	281,180	98.31%
Maintenance Supplies	64,000	3,644	42,603	66.57%
Security	5,000	-	-	0.00%
NYS Construction Grant	35,000	-	32,377	92.51%
Furniture/Building Improvements	50,000	-	16,258	32.52%
TOTAL	675,000	28,406	503,154	74.54%
MATERIALS and SERVICES				
Books, etc.	401,054	34,446	346,577	86.42%
Periodicals	45,000	-	43,058	95.68%
Central Library Data Base	125,735	-	93,842	74.63%
Central Library Book Aid	38,211	-	22,662	59.31%
On Line Services	45,000	4,728	39,501	87.78%
TOTAL	655,000	39,174	545,640	83.30%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	60,000	(6,973)	47,287	78.81%
Postage	8,000	120	5,239	65.49%
Publicity, Printing	45,000	13,400	35,746	79.44%
Training and Travel	27,000	62	19,014	70.42%
Community Activities	8,000	216	6,233	77.91%
Professional Services	175,000	3,803	105,091	60.05%
Misc Grant Expense	0	-	301	0.00%
Programming Activities	60,000	1,023	42,753	71.26%
Insurance	70,000	1,120	51,433	73.48%
TOTAL	453,000	12,771	313,097	69.12%
INFORMATION TECHNOLOGY				
Information Technology Services	240,000	7,613	182,480	76.03%
Information Technology Software	15,000	702	19,515	130.10%
Information Technology Hardware	130,000	5,067	83,751	64.42%
TOTAL	385,000	13,382	285,746	74.22%
CONTINGENCY	0	-	-	0.00%
DEBT SERVICE PAYMENT	1,852,438	-	-	0.00%
TOTAL EXPENDITURES	9,314,605	505,532	5,810,084	62.38%

NORTH ALBANY AD-HOC COMMITTEE MEETING AGENDA
Nov. 21, 2017 | Arbor Hill/West Hill Branch

Convened: 6:05

Attendance: Board members: Alison Calacone, Matthew Finn, Brenda Robinson, Sarah Shearer, Karen Strong; APL Staff: Scott Jarzombek, Rebecca Lubin, Melanie Metzger, Stephanie Simon

Agenda

- Public Comment

Kelly Kimbrough of Albany requested that the library be kept open with more programming, and that proper usage comparisons be used (e.g., usage/area). Mary McCarthy of Colonie said she didn't see the need to close it and she shared a written statement and provided statements from students at North Albany Elementary. Chris Fowler of Colonie said North Albany language coaches use the library and PreK uses it as well.

- Community Forums

Results from community forums are attached. 35 people attended in all. Scott also reported on feedback from his office hours at NA on 12/13, where five people spoke to him. He will try for a higher traffic day next time.

- Survey Results

Survey results are attached. There were 87 responses. Most respondents use the branch to pick up books and materials on hold (69%). another 42% ask library staff questions. The survey will continue. Q - did any kids complete survey? No. The survey and the two forums were not the only form of engagement regarding closing the North Albany Library. Board members also received feedback from residents while in the community.

- Next Steps

We need to continue to engage community to explore more options, engage a community advisory group. Connections with strategic plan: changes in library service delivery.

Need to have a conversation with YMCA, City Department of Recreation, and Albany City School District regarding services in North Albany.

Need to have a city-wide conversation about the impact of the decision on library services throughout the city.

- Public Comment

A member of the public expressed that the Directors Office hours were not publicized enough. There was a question about the original purpose of the North Albany Ad hoc committee, which started meeting in March. APL clarified that the committee was not suggested or formed to close the North Albany Library but to take a closer look at the library as whole including, issues, concerns, operational costs, programming and possible solution to the issues and concerns.

Adjourned: 7:10

Policy Master List

Updated 11/30/17

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		Nov. 2017	Nov. 2019	
Workplace Violence Prevention and Incident Reporting	X		X		Sept 2017	Sept 2019	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. 2016	Dec. 2017	Public Serv. Cmt.
Fine Limit		X	X		May 2015	May 2017	Pub. Serv.
Library Card Registration		X			Oct. 2016	Oct. 2018	Pub. Serv.
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		Sept. 2017	Sept 2019	Art Exhibition Cmt.
Art Acquisition	X		X		Oct. 2016	Oct. 2018	P&G Committee (With Art Exhib.)
Nondiscrimination	X		X		Oct. 2017	Oct. 2019	HR
Confidentiality of Records	X		X		Sept. 2017	Sept. 2019	Web Devel. Cmt.
Service to Children	X		X		Nov. 2017	Nov. 2019	Youth Services
Group Visit Policy	X		X		Oct. 2017	Oct. 2019	Youth Services
Public Access to Library Information and Records	X		X		Mar. 2017	Mar. 2019	Web Devel. Cmt.
Albany Made	X		X		Nov. 2014	Nov. 2016	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		Sept. 2017	Sept. 2019	HR/Admin
Use of Equipment and Technology by Staff	X		X		Dec. 2016	Dec. 2018	Admin
Purchasing	X		X		Nov. 2017	Nov. 2019	Legal - Finance
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		Nov. 2017	Nov. 2019	HR
Unrepresented Employee Evaluation	X		X		Oct. 2017	Oct. 2019	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/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		Oct. 2017	Oct. 2019	Board
Evaluation of Board of Trustees Operational Procedures		X	X		Oct. 2017	Oct. 2019	Board
Community Relations Goals		X	X		Oct. 2017	Oct. 2019	Board
Evaluation of the Executive Director	X		X		Oct. 2017	Oct. 2019	Board

EXECUTIVE DIRECTOR'S REPORT

DECEMBER 2017

EXECUTIVE SUMMARY



Narrative

Albany public library was well represented this year at the annual New York Public Library Association conference held in Saratoga Springs in early November. Not only did several staff members attend, but many also presented and volunteered. APL hosted several lantern-making workshops and participated in the annual Lantern Parade in partnership with the City of Albany, Washington Park Conservancy and community organizers. The library also had its annual leadership retreat at Maria College.

At the Washington Ave. Branch, Minecraft programming is in full swing, with every computer in the program room in use each session. The Arbor Hill/West Hill Branch hosted a variety of service providers for the community, including New York State of Health and Fidelis Care, Capital District EOC and Keys for Kids. The kids at that branch were kept busy with a paper airplane program.

The Bach Branch celebrated Veterans Day with two knowledgeable volunteers from the USS Slater Museum who spoke about the origin and use of the ship, a WWII-era destroyer escort. The branch also celebrated Family Stories Month with Bob Willower doing a musical storytelling program. At the Pine Hills Branch, a volunteer-led art group has gained momentum and we are getting good feedback from patrons. Working with the Albany High School librarians, Pine Hills hosted a successful Library Lock-In program with 60 students participating.

A patron at our Delaware branch was very excited to let staff know that she got a job, thanks in part to the help she received at the library. The branch also celebrated the release of the new *Diary of a Wimpy Kid* book with 22 participants. The Howe Branch hosted a multi-session workshop offered by Cornell Cooperative Extension called Strengthening Families. The weekly program helps parents/caregivers and youth learn ways to build on existing strengths, improve communication skills, and have fun together as a family. Howe is also providing weekly drum lessons, to add to its musical programming. The North Albany Branch continues to have a popular adult book club. The branch is also hosting several class visits from International Center at North Albany Academy.

Operations

The Business Office has been busy with the budget, audit, and 5-year financial plan. HR continues to work on changes coming due to the new contract, which included creating a calendar for staff reviews.

Facilities staff have been busy preparing for the winter. We are happy to report that the electrical panel project at Washington Ave. is completed. IT continues to work on system-wide printing issues; they feel they have been resolved. Public Information handled several inquiries from the media, many about North Albany but one about a poster in our bathrooms aimed at teens.

Development

The Friends and Foundation merger talks have moved along well. Members of the committee met with legal to draft an MOU. The Foundation participated in #GivingTuesday on Nov. 28, through which APL and APL Foundation are working together to support Raising a Reader. The Foundation aimed to raise \$1000 (now \$1150 with Matching Challenges) and Youth Services aimed to sign up 100 new families into Raising a Reader on #GivingTuesday. With support from the Foundation, Art@APL has planned its first show beyond Pine Hills. The Arbor Hill Young Artist Showcase will be a 3-week exhibition of works by 5 Albany teens. The exhibition was spearheaded by an AH/WH community engagement clerk, and opening night will coincide with Albany First Friday in April. This exhibition is pending funding and the Foundation has applied to M&T for support and is seeking other sponsors.

Executive Director's Report

- Bargaining Agreement with Civil Service Employees Association Local 100 has been signed.
- Continued work on Strategic Plan.
- Collected and analyzed data from North Albany Branch forums and surveys.
- Planned and executed the annual leadership retreat.
- Renegotiated CYCLE lease.
- Worked with CFO on library budget modifications and 5-year plan.
- Mitigated issues with the Public, Education and Government Committee.

Executive Director's Calendar

11/3: Upper Hudson Library System (Directors Association)

11/3: Leadership Tech Valley (Media Day Team Meeting)

11/6: Capital District Transportation Authority (Universal Access)

11/7: Albany Promise (Summer Reading Study)

11/9: New York Library Association

11/17: Tech Valley Nonprofit Awards

11/17: Leadership Tech Valley (Nonprofit Roundtable)

11/20: Leadership Tech Valley (Media Day Team Meeting)

11/20: Continuing Education (Sustainable Change Management: Communication)

11/21: Code Blue Committee

11/27: Friends of the Albany Public Library

11/30: City of Albany Tree Lighting

APL TOTALS

	Monthly Total	YTD Change
Circulation	53472	-11%
eCirculation	4688	+16%
Door Count	68183	-2%
Computer Use	12767	-4%
Reference	11371	-6%
WiFi	4600	-82%
Program Attend.	5007	+1%
Meeting Room Usage	194	+12%

SERVICES

Central Services Area

WASHINGTON AVE. BRANCH

	Number	YTD Change	Rank
Circulation	15893	-21%	1
Door Count	28399	-4%	1
Computer Use	3859	-9%	1
Reference	2811	-27%	1
WiFi	1485	-91%	1
Program Attend.	1380	+9%	1
Meeting Room Usage	82	-4%	1

Adult Services

- Albany Made Creative Lab staff visited the Tech Valley Center of Gravity in Troy to see the area's largest and best-equipped makerspace. Staff was impressed by the number of resources and the visit helped to inspire some upcoming programs and services.
- Albany Made Creative Lab welcomed the cold weather to Albany with a painting program. A group of teens and adults painted warmly-dressed penguins under the guidance of a local volunteer.
- Librarians from the Reference Department attended the 2017 NYLA Annual Conference. Staff participated in a number of ways, as volunteers, room monitors and program curators.

Youth Services

- We held a Drum Circle for our "First Saturday for Families" (early literacy) program that brought in 73 people, the highest attendance on record for this program. We also have been working with the foundation for #GivingTuesday, supporting staff with their messaging to our patrons and helping with logistics.

- Minecraft is back up to full attendance this month (for ages 6-10) with every computer in the program room in use. We ran a "Month of Thanks" program in the room where children wrote what they were thankful for, we had almost 40 participants.
- Our teen gaming program on Fridays continues to be popular with over 20 teens and adults in attendance all month.
- We went to Pine Hills Elementary School's Harvest Festival and partnered with the Pine Hills Branch and Albany High librarian to have a lock-in at the Pine Hills Branch.
- We are working with Albany Promise to continuing improving our early Literacy program "Raising a Reader"

ARBOR HILL/WEST HILL BRANCH

	Number	YTD Change	Rank
Circulation	3404	-11%	6
Door Count	6035	+8%	6
Computer Use	1765	+14%	3
Reference	912	+1%	6
WiFi	531	-72%	4
Program Attend.	365	+45%	6
Meeting Room Usage	20	+10%	4

Adult Services

- In November, the branch hosted a variety of service providers for the community. New York State of Health and Fidelis Care tabled to assist interested patrons with navigating the healthcare market. Also this month, the Capital District EOC tabled at the branch showcasing their educational offerings, as well as Keys for Kids to register youth for free music lessons.
- The branch connected with the Albany Juvenile Justice Reform Partnership, a collaboration between Albany County and SUNY Albany, to reduce the number of area youth entering the juvenile justice system. Contacts were shared for other community partners and agencies.

Youth Services

- We were a popular spot for neighborhood youth during Thanksgiving recess. Youth enjoyed daily craft activities along with their regularly scheduled programming.
- Airplane action was a considerable hit with youth patrons this month. Kids enjoyed learning more about aviation, inspiring them to build their own paper planes and balsa wood kit planes.

West Services Area

BACH BRANCH

	Number	YTD Change	Rank
Circulation	8915	-3%	3
Door Count	6091	-8%	5
Computer Use	1167	-12%	6

Reference	1529	+38%	4
WiFi	579	-74%	3
Program Attend.	535	-10%	4
Meeting Room Usage	13	+62%	6

Adult Services

- In honor of Veterans Day, two knowledgeable volunteers from the USS Slater Museum were invited to speak about the origin and use of the ship, a WWII-era destroyer escort.
- November's nonfiction book discussion focused on the *Hidden Life of Trees* by Peter Wohlleben. The recently retired Albany forester, Tom Pfeiffer, attended to the delight of participants.
- Librarian and clerks weeded and shifted the adult fiction collections.

Youth Services

- For Family Stories Month we invited Bob Willower to do a musical storytelling program. The audience was delighted and Bob said the kids were the best yet, very attentive and asked excellent questions.
- The Youth Services librarian attended the New Scotland Elementary PTA meeting and the Fall Festival.
- College students from the Albany College of Pharmacy and Health Sciences and college students from Rensselaer Polytechnic Institute Society of Women Engineers were guest program presenters this month.

PINE HILLS BRANCH

	Number	YTD Change	Rank
Circulation	12370	-6%	2
Door Count	10617	-5%	2
Computer Use	2377	-6%	2
Reference	2989	-2%	2
WiFi	807	-82%	2
Program Attend.	945	+10%	3
Meeting Room Usage	36	+19%	2

Adult Services

- The entire adult non-fiction collection has been weeded over the past 18 months. The collection not only looks more attractive, but it has given us a deep knowledge of what it contains and what circulates well.
- Volunteer-led art group has gained momentum, and we are getting good feedback from patrons. An art teacher told a librarian that "the Saturday Art Group is a great, wonderful group." She said the volunteer instructor "is such a wonderful facilitator. He makes sure that everyone gets the help and advice needed."

- Pine Hills has two Library Links patrons who receive regular deliveries. We promoted the service on Election Day to increase its visibility in the neighborhood.

Youth Services

- Working with the Albany High School librarians, Pine Hills hosted a successful Library Lock-In program for Albany High School students. We hosted 60 students who played video, card, and board games, watched a movie had a dance party, and sat quietly and read.
- Youth Services librarian is working on a teen book subscription box program with librarians from other branches. We plan to test the program in early 2018 at Bach, Delaware and Washington Ave. If successful, the program will expand to all locations.
- The Sixth Annual Charlie Brown Thanksgiving celebration drew 50 children and adults for a feast of popcorn, jelly beans and cinnamon toast while watching the Charlie Brown Thanksgiving special and playing ping pong.
- We conducted outreach visits at Ontario Street Head Start, Pine Hills Elementary Harvest Festival, and Montessori Magnet School Literacy Night.

East Services Area

DELAWARE BRANCH

	Number	YTD Change	Rank
Circulation	6527	-5%	4
Door Count	6207	+8%	4
Computer Use	1386	-1%	5
Reference	1643	-6%	3
WiFi	444	-74%	5
Program Attend.	989	+15%	2
Meeting Room Usage	14	+11%	5

Adult Services

- One of our patrons who came to us seeking help for a resume called to let us know that she got a job. This patron has a disability and is limited in what types of jobs she can do. Her counselor congratulated her on creating a nice resume and used it to match her with a data-entry job. She has already begun work and enjoys it.
- With the continued success of the Saturday Dungeons & Dragons gaming sessions, we introduced every other week one shot D&D campaigns that occur on the Thursdays of the weeks that the Saturday program is not meeting. The “dungeon master” is helping us find a volunteer to expand D&D to Pine Hills in the new year.

Youth Services

- The tutors from the Albany College of Pharmacy and Health Sciences are always booked and busy with kids and teens of all ages. Interestingly, we made two unconventional but successful tutoring arrangements for two families. One parent who is legally blind and is unable to read to her 3-year-old daughter mentioned that she is worried her daughter won't be exposed enough to books and reading. To remedy this, the parent has made appointments to have various tutors

read to her child. In a similar situation, an ESL parent mentioned that she doesn't know English well enough to help her 5-year-old child sound out words as she reads. Her daughter has now been matched with a tutor who sits and listens to her practice reading.

- The Diary of a Wimpy Kid party was so much fun. We had 22 participants with the kids enjoying food, games, and a trivia contest. Several youngsters won free copies of the new Wimpy Kid book, *The Getaway*.
- RPI's Society of Women Engineers held an "Everyday Forces" activity for the second program in our Science Saturday series. Kids got to engage in hands-on activities, including making a hydraulic arm out of cardboard and other materials.

HOWE BRANCH

	Number	YTD Change	Rank
Circulation	4322	-7%	5
Door Count	7236	0%	3
Computer Use	1608	+1%	4
Reference	1037	+12%	5
WiFi	441	-66%	6
Program Attend.	493	-37%	5
Meeting Room Usage	29	+67%	3

Adult Services

- We are now showing a movie every Friday, and several patrons have expressed particular interest after seeing the upcoming posters in our display.
- Resume and computer help continues to be a steady program, with demand beyond our means. We are actively seeking volunteers to allow this to expand.
- Our regular ongoing programs--With Pen in Hand, Sew What, and High School Equivalency Classes--continue to be steady and strong. We have begun to assemble targeted materials for these programs, and are developing branded collections to take this further.
- We were glad to host a multi-session workshop offered by Cornell Cooperative Extension called "Strengthening Families." Facilitators came weekly to help parents/caregivers and youth learn ways to build on existing strengths, improve communication skills, and have fun together as a family. For one session we presented about library services and handed out APL bookbags loaded with information on family programs here at Howe and other branches.

Youth Services

- This month we started our first music instruction workshop with weekly drum lessons. This program is already a huge success, bringing new families to our branch who have since gotten cards and attended other programs. This is just the first of what we intend to be a year-round music instruction program, that we are following with guitar lessons in January.
- Mic Drop has moved into a higher gear, with completed songs now being recorded. These will be assembled into an album that we will lend out to patrons, as well as creating music videos and putting together a group performance in the spring.
- We are thrilled to now be working with Fly Write, a youth hip-hop workshop teaching kids and teens writing, rhyming, editing, recording, DJing, and producing skills. This program will

culminate in an original song and music video shot by Youth FX that we will put up on our YouTube page.

NORTH ALBANY BRANCH

	Number	YTD Change	Rank
Circulation	2041	-3%	7
Door Count	3598	-3%	7
Computer Use	605	-6%	7
Reference	450	+25%	7
WiFi	313	-75%	7
Program Attend.	300	-17%	7
Meeting Room Usage	n/a	n/a	n/a

Adult Services

- The Adult Book Club met this month. The next book discussion will happen earlier in December due to the holidays.

Youth Services

- Several classrooms from the new International Center at North Albany Academy have worked library visits into their weekly routines. We have students coming to the library regularly to exchange books for in-school reading.
- We have seen a small dip in teens attending the library after school. The computers are still very busy, but we are only seeing the same 6-7 teens after school.
- We had a nice group working together on ArtBots, with 6 kids/teens participating. The youngest participant, who is 5 years old, got a hand in creating his bot from his dad.

OPERATIONS

FINANCE

- Prepared and presented to the APL board on the library budget, audit, 5-year plan, and financial processes at the board's annual retreat at Maria College.
- Met with the Finance Committee and the APL Executive Director on the final 5-year plan and the budget modifications.
- Issued wire instructions to Key Bank to pay the NYS Retirement invoice in the amount of \$426,432.00.
- Met with FEMA to discuss the March 2017 snowstorm reimbursement. There are several rules and regulations regarding what expenses can be covered. Awaiting input from facilities manager to finalize expense reimbursement submission.

HUMAN RESOURCES

- Completed annual step challenge with staff four winners.
- Tracked and monitored evaluations of all staff.
- HR manager completed leadership training.

- Completed HR audit of 2nd, 3rd and 4th Qtr.

	Number	YTD Change
Full Time	55	
Part Time/Temp	68	
Hired	01	
Promotion	1	
Resignation	5	
Termination	0	
Vacancy	7	
Staff Size	122	
Training	32 staff / 196.5 hours	+24% staff / -10% hours

COMMUNITY ENGAGEMENT

	Number	YTD Change
Outreach		
Volunteers	26 for 135.75 contact hours	-16% vol. / -26% hours

- Hosted several lantern-making workshops and participated in the annual Lantern Parade in partnership with the City of Albany, Washington Park Conservancy and community organizers.
- Tabled at the City of Albany Tree Lighting ceremony. Bleecker made an appearance as well.
- Hosted a pop up library at a community senior meal at Westview.
- Conducted a library card registration drive and Library Links promotional event at the VA hospital senior residence.
- Presented at the Eagle Hill Neighborhood Association November meeting to promote Library Links.

FACILITIES

	Number	YTD Change
Work Orders	82	

- All work related to the CDTA project in front of Washington Ave. is suspended for the winter months. New light poles are expected to be installed in February.
- We will be installing new bike racks and new benches in front of Washington Ave.,, now that the contractors are out of the way.
- The new lettering on the front of Washington Ave. is completed.
- The electrical panel replacement project at Washington Ave. is also complete. 22 electrical panels were replaced and are now compliant with safety inspections.

COLLECTION MANAGEMENT SERVICES

- After consultation with the assistant director and three branch managers, the head of CMS is implementing changes in Sierra in order to make our materials circulate as intended. UHLS created several new “Item Types” and altered the loan rules associated with others. The end result should be a shorter and more logical list of approved item types and loan rules used for APL materials.
- Formal CMS training for selectors in the use of each vendor platform has proven very successful and may be added to the HR onboarding checklist in 2018.
- Donated copies of several LGBTQ titles were added to the Washington Ave. collection.

INFORMATION TECHNOLOGY

- Resolved 36 help desk ticket issues.
- Resolved library-wide issues with printing.
- Finished Washington Ave. 3rd floor networking expansions.
- Expanded services in “Albany Made” makerspace.
- Closed the 2017 books on purchases (IT hardware, software, etc.).

PUBLIC RELATIONS

	Number	YTD Change
Unique Pageviews	33855	+15%
Facebook Likes	3266	+16%
Twitter Followers	2879	+15%
Instagram Followers	3033	+21%
Online Contacts	35	+9%
Press Releases	2	0%

- Content: #GivingTuesday, holiday hours changes, individual programs (The City Line, Science Saturday, Book Buddies, Drum Lessons, Paws for Reading, etc.), North Albany Branch updates, Jan/Feb program guide, eNotes (Nov/Dec program guide, young adult author visit, North Albany community forums, Fly Write teen program, Veterans Day program, health and wellness activities, share feedback about North Albany, Paws for Reading program, book donations for U.S. Virgin Islands, holiday hours, #GivingTuesday, The City Line program, Book & a Movie program)
- News Coverage:
 - North Albany Branch: Albany residents hope to save library branch (NewsChannel 13), Albany Library seeks feedback on North Albany branch (News10), Parents worried over possible library closure (News10)
 - Posters in library bathrooms: Library says controversial poster won’t come down, even after parent complaints (CBS6), NY Libraries stand by controversial bathroom poster (Signature Reads)
- Notable Social Media: Facebook -- #GivingTuesday post (1,081 reached, 10 reactions, 15 clicks). Twitter -- Photo of new name lettering on Washington Ave. building (1,437 impressions, 23 engagements). Instagram -- Raising a Reader photo (76 likes, 2 comments).

PATRON CULTURE

	Number	YTD Change
Incidents	27	+4%
Positive Comments	1	-23%
Neutral Comments	8	-23%
Negative Comments	0	-60%