



ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

May 8, 2018 | 6:00 pm

Washington Ave. Branch | 161 Washington Ave.

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

Call to Order

Adoption of Agenda

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

Minutes

Treasurer's Report and Check Register

Committee and Liaison Reports

- Facilities Committee
- UHLS
- PEG

Review Policies and Procedures Grid

Director's Report

Unfinished Business – None

New Business

- Report on Spring Patron Survey Results
- Staff Report on Outreach

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

Executive Session (if necessary)

Adjournment

Next Meeting – June 12 (Tues) | Delaware Branch | 6:00 pm

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library April 10, 2018 Bach Branch

TRUSTEES IN ATTENDANCE: Karen Strong (president), Alison Calacone (vice president for finance), Brenda Robinson (secretary), Matthew Finn, Sarah Shearer

LATE: Jenna Pitera (6:07 pm), Andrew Bechard (vice president) (6:10 pm), Elissa Kane (6:21 pm)

ABSENT: Michael Neppl

ALSO IN ATTENDANCE: Scott Jarzombek (executive director), Melanie Metzger (assistant director), Mary Cullinan (chief fiscal officer), Stephanie Simon (public information officer), Mary Coon (west branches manager), Robert Schofield (counsel)

CALL TO ORDER: Strong called the meeting to order at 6:04 pm.

ADOPTION OF AGENDA: Shearer made a motion, seconded by Finn, to approve the agenda as written. The motion was approved unanimously.

PUBLIC COMMENT: No members of the public commented.

AUDIT REPORT BY MARVIN & COMPANY: Carol Hausamann and Christopher Healy from Marvin & Company presented findings from the 2017 library audit during which the company reviewed APL's financial statements and produced an independent auditor's report. The auditors suggested one change to the library's procedures regarding reporting of tax revenue and deferred tax revenue, which was implemented immediately by staff.

MINUTES: The draft minutes from the March 13 regular board meeting were reviewed. Two corrections regarding public attendance were noted. Bechard made a motion, seconded by Pitera, to accept the corrected minutes. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: An overview of the treasurer's report (covering finances from Jan. 1 through Feb. 28, 2018) was presented.

The updated check register (March 15 through April 11, 2018) was reviewed by the trustees. Robinson made a motion, seconded by Kane, to accept the check register and approve it for payment. The motion was approved unanimously.

COMMITTEE REPORTS:

POLICY & GOVERNANCE COMMITTEE: Robinson noted that the committee minutes were provided to trustees in the pre-meeting packet and gave a brief overview.

NORTH ALBANY BRANCH AD HOC COMMITTEE: Robinson reported that the North Albany Community Working Group, which is comprised of volunteers from the around the city, met on March 22 and shared their ideas about needed library services with the Ad Hoc Committee. The North Albany Ad Hoc Committee will meet again to discuss those ideas and formulate a proposal to bring to the full board.

POLICIES AND PROCEDURES REVIEW: Metzger gave a brief overview of the seven policies reviewed by the Policy & Governance Committee and set for approval by the full board at the meeting.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and reviewed by Jarzombek. He also fielded questions about statistics, study and meeting room usage, and closing the front entrance at Washington Ave. during the St. Patrick's Day parade.

NEW BUSINESS (PART 1):

2017 COMMUNITY REPORT & 2019 BUDGET PRESENTATION: Jarzombek said he and other APL leaders and trustees have been visiting Albany neighborhood associations to deliver the 2017 community report and information about the 2019 budget. The May 15 budget vote was discussed by Jarzombek on the Focus on Albany podcast, and will be the subject of an upcoming Albany Made podcast.

UNFINISHED BUSINESS:

REPORT ON QUARTERLY EVALUATION OF THE BOARD MEETING: Strong gave an overview of the evaluation results from the March board meeting. The trustees engaged in a discussion about how to improve the budget development process and flow of the meetings moving forward. They also discussed having counsel present at more board meetings, especially during budget planning, to provide expert advice and act as parliamentarian.

NEW BUSINESS (PART 2):

UPDATE ON STRATEGIC PLAN: Metzger said the Strategic Plan Tactics Group, comprised of the assistant director, a librarian III, a librarian II, a librarian I, a senior clerk, and the public information specialist, met recently to develop tactics for the goals and objectives. The group will next develop success indicators and metrics to go along with the tactics.

REVIEW OF UPDATED POLICIES:

WORK SCHEDULE, FLEX TIME, AND OVERTIME/COMPENSATORY TIME POLICY FOR ADMINISTRATIVE STAFF: The policy was reviewed by the Policy & Governance Committee, which recommended the policy be approved as it stands. The motion was seconded by Kane, and approved unanimously.

BEHAVIOR POLICY: The policy was reviewed by the Policy & Governance Committee, which recommended several changes. The Committee moved the updated policy be approved by the full board. The motion was seconded by Kane, and approved unanimously.

BOARD MEETING ABSENCE POLICY: The policy was reviewed by the Policy & Governance Committee, but upon discussion with counsel, requires more review. The policy will go back to the committee for further review and revision.

DISPLAYS & PUBLIC NOTICES POLICY: The policy was reviewed by the Policy & Governance Committee, which recommended several updates. The Committee moved the updated policy be approved by the full board. The motion was seconded by Calacone, and approved unanimously.

INTERNET USE POLICY: The policy was reviewed by the Policy & Governance Committee, which recommended several changes. The Committee moved the updated policy be approved by the full board. The motion was seconded by Bechard, and approved unanimously.

SOCIAL MEDIA POLICY: The policy was reviewed by the Policy & Governance Committee, which recommended the policy be approved as it stands. The motion was seconded by Kane, and approved unanimously.

WEBSITE PRIVACY POLICY: The policy was reviewed by the Policy & Governance Committee, which recommended the policy be approved as it stands. The motion was seconded by Finn, and approved unanimously.

PUBLIC COMMENT: No members of the public commented.

ADJOURNMENT: Bechard made a motion, seconded by Pitera, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 7:42 pm.

NEXT MEETING: Tuesday, May 8 | Washington Ave. Branch at 6:00 pm

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE THREE MONTHS ENDED
MARCH 31, 2018

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,981,872	581,823	1,745,469	25.00%
Tax Levy- Branch Improvement Plan	1,650,594	137,550	412,650	25.00%
Future Operations Income				FAV
NYS Grants & Aid	214,000	19,833	57,499	26.87%
NYS Construction Grant				
Federal Grants & Aid	38,000	3,000	9,000	23.68%
Fees Income	85,000	10,626	23,169	27.26%
Fine income	55,000	6,436	12,056	21.92%
Book Sales	0	914	914	
Interest Income	20,000	1,468	(2,264)	-11.32%
Foundation Contributions	25,000	-	-	0.00%
Rental income	0	3,773	6,818	
Miscellaneous income & Aid	5,000	69	590	
Fund Balance Used	288,990			
Total Support and Revenue	9,363,456	765,492	2,265,901	24.20%
Expenditures				
Payroll and Related costs	5,706,862	419,649	1,241,949	21.76%
Occupancy Costs	597,500	50,123	228,265	38.20%
Materials and Services	655,000	22,784	252,277	38.52%
Administration and Miscellaneous	443,500	39,191	105,242	23.73%
Information Technology	310,000	31,797	158,918	51.26%
Contingency	-		-	
Total Expenditures	7,712,862	563,544	1,986,651	25.76%
Debt Service	1,650,594	137,550	412,650	25.00%
Net Income (Loss)	-	64,398	(133,400)	

ALBANY PUBLIC LIBRARY
 DETAIL OF EXPENDITURES
 FOR THE THREE MONTHS ENDED
 MARCH 31, 2018

	ANNUAL BUDGET	MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,945,995	284,135	841,783	21.33%
NYS Retirement System	486,067	40,505	121,515	25.00%
Payroll Taxes	278,133	20,997	62,246	22.38%
Hospital Insurance	956,306	72,792	207,149	21.66%
Payroll processing Costs	20,000	1,216	4,537	22.69%
Employee Bus Passes	18,861		4,715	25.00%
Unemployment Insurance	1,500	4	4	0.27%
TOTAL	5,706,862	419,649	1,241,949	21.76%
OCCUPANCY COSTS				
Occupancy Costs	20,000	2,985	8,955	44.78%
Utilities & Telephone	180,000	12,805	48,177	26.77%
Maintenance & Repairs	246,000	27,146	151,971	61.78%
Maintenance Supplies	64,000	2,952	14,793	23.11%
Security	20,000	-	-	0.00%
NYS Construction Grant	17,500	4,195	4,195	23.97%
Furniture/Building Improvements	50,000	40	174	0.35%
TOTAL	597,500	50,123	228,265	38.20%
MATERIALS and SERVICES				
Books, etc.	440,000	37,433	196,831	44.73%
Periodicals	45,000	-	51,940	115.42%
Central Library Data Base	100,000	3,856	6,099	6.10%
Central Library Book Aid	25,000	-	-	0.00%
Digital Content	45,000	(18,505)	(2,593)	-5.76%
TOTAL	655,000	22,784	252,277	38.52%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	60,000	4,443	17,174	28.62%
Postage	5,000	120	2,825	56.50%
Publicity, Printing	35,000	3,683	10,111	28.89%
Training and Travel	18,500	725	5,254	28.40%
Community Activities	7,000	-	778	11.11%
Professional Services	185,000	19,043	36,621	19.80%
Misc Grant Expense	0	-	-	0.00%
Programming Activities	68,000	4,791	15,356	22.58%
Insurance	65,000	6,386	17,123	26.34%
TOTAL	443,500	39,191	105,242	23.73%
INFORMATION TECHNOLOGY				
Information Technology Services	195,000	25,316	104,885	53.79%
Information Technology Software	15,000	-	1,750	11.67%
Information Technology Hardware	100,000	6,481	52,283	52.28%
TOTAL	310,000	31,797	158,918	51.26%
CONTINGENCY	0	-	-	0.00%
DEBT SERVICE PAYMENT	1,650,594	137,550	412,650	25.00%
TOTAL EXPENDITURES	9,363,456	701,094	2,399,301	25.62%

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Apr 12, 2018 to May 9, 2018

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
8381	4/12/18	National Grid	1,123.04	Heat, Light and Power
8382	4/12/18	First Light Fiber	6,603.92	IT Services/Telephone Expense
8383V	VOID	VOID		VOID PRINTER ERROR
8384V	VOID	VOID		VOID PRINTER ERROR
8385	4/17/18	National Grid	6,054.44	Heat, Light and Power
8386	4/19/18	CSEA	2,069.96	Union Fees
8387	4/19/18	CSEA Employee Benefit Fund	19.20	Insurance-Hospitalization
8388	4/19/18	MetLife-TSA Contribution	1,776.00	403b
8389	4/19/18	NYS Deferred Comp Plan	3,400.90	NYS Def. Comp. Plan
8390	4/19/18	Pearl Carroll & Associates LLC	12.01	Short Term Disability
8391	4/19/18	The Travelers	1,348.00	403b
8392	5/9/18	OverDrive, Inc.	5,697.90	Central Library Book Aid/Electronic Databases
8393	5/9/18	Midwest Tape	568.99	Audio/Visual
8394	5/9/18	Midwest Tape	1,569.61	Audio/Visual
8395	5/9/18	Midwest Tape	1,599.34	Audio/Visual
8396	5/9/18	Baker & Taylor	3,960.35	Books-Adult
8397	5/9/18	Midwest Tape	1,433.49	Audio/Visual
8398	5/9/18	Ingram Library Services	171.82	Books-Adult
8399	5/9/18	Baker & Taylor	4,163.85	Books-Adult
8400	5/9/18	OverDrive, Inc.	3,652.63	Central Library Book Aid/Electronic Databases
8401	5/3/18	CSEA	2,083.75	Union Fees
8402	5/3/18	CSEA Employee Benefit Fund	19.20	Insurance-Hospitalization
8403	5/3/18	MetLife-TSA Contribution	1,776.00	403b
8404	5/3/18	NYS Deferred Comp Plan	3,410.27	NYS Def. Comp. Plan
8405	5/3/18	Pearl Carroll & Associates LLC	12.01	Short Term Disability
8406	5/3/18	The Travelers	1,348.00	403b
8407	5/2/18	Albany Water Board	212.08	Building Repair/Maint.
8408	5/2/18	National Grid	4,840.36	Heat, Light and Power
8409	5/9/18	Baker & Taylor	2,048.21	Books-Adult/Programming YS
8410	5/9/18	Blick Art Materials	275.53	Programming YS/PH/Bach
8411	5/9/18	Capital Region Chamber	120.00	Travel/Staff Development
8412	5/9/18	CDPHP	6,860.84	Insurance-Hospitalization
8413	5/9/18	HMRRC	750.00	Insurance-Wellness
8414	5/9/18	Charles Sullivan	64.33	Exchange Account
8415	5/9/18	City Directories	378.00	Books-Adult
8416	5/9/18	FASNY Museum of Firefighting	100.00	Books-Adult
8417	5/9/18	Findaway World, LLC	56.24	Books-Audio
8418	5/9/18	Gaylord Bros., Inc.	211.10	Books-Adult
8419	5/9/18	Megan Haley	250.00	Programming Delaware
8420	5/9/18	Ingram Library Services	34.80	Books-Adult
8421	5/9/18	Isaiah Schneible	25.00	Fines and Fees Expense
8422	5/9/18	Janway Company USA, Inc.	1,290.07	Programming YS SRP
8423	5/9/18	Jennifer Murphy	193.10	Travel/Staff Development
8424	5/9/18	MailFinance	119.95	Postage
8425	5/9/18	MicroMarketing LLC	648.29	Books Audio
8426	5/9/18	Midwest Tape	447.65	Audio/Visual
8427	5/9/18	MVP Health Care, Inc.	53,752.71	Insurance-Hospitalization
8428	5/9/18	Nichole Rogers	400.00	Programming AH
8429	5/9/18	New York Library Association	80.00	Travel/Staff Development
8430	5/9/18	Oriental Trading Company, Inc.	103.96	Programming YS/PH
8431	5/9/18	Our Art Class	80.00	Programming Delaware
8432	5/9/18	OverDrive, Inc.	15.99	Electronic Databases
8433	5/9/18	Richard Waugh	444.97	Insurance-Medicare Reimb.
8434	5/9/18	Spirit Monkey, LLC	400.00	Programming YS SRP
8435	5/9/18	Staples Advantage	168.60	Office Supplies
8436	5/9/18	Stephanie Anderson	5.00	Programming NA
8437	5/9/18	CMOST	154.00	Programming Bach
8438	5/9/18	Thomas Markessinis	33.81	Exchange Account
8439	5/9/18	ULINE	49.77	Programming Community

ALBANY PUBLIC LIBRARY I

Check Register

For the Period From Apr 12, 2018 to May 9, 2018

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
8440	5/9/18	W.B.Mason Co., Inc.	620.95	Office Supplies
8441	5/9/18	WMHT	50.00	Programming Delaware
8442	5/9/18	W.B.Mason Co., Inc.	2,790.54	Supplies (Maint.)/Furniture
8443	5/9/18	Home Depot Credit Services	1,249.93	Supplies (Maint.)/Building Repair
8444	5/9/18	Albany Water Board	1,232.28	Building Repair/Maint.
8445	5/9/18	ATSCO Products	345.68	Supplies (Maint.)
8446	5/9/18	Brad Rose Landscaping, Inc.	2,371.57	Maint. Service Contracts
8447	5/9/18	Ehrlich Co., Inc.	184.00	Maint. Service Contracts
8448	5/9/18	NAPA Auto Parts	136.99	Van Maintenance
8449	5/9/18	Grainger	238.99	Supplies (Maint.)
8450	5/9/18	Home Depot Credit Services	331.51	Supplies (Maint.)
8451	5/9/18	Megan Haley	250.00	Programming PH
8452	5/9/18	Johnson Controls	992.56	Building Repair/Maint.
8453	5/9/18	Main-Care Energy	540.22	Van Operation
8454	5/9/18	Scholastic Inc.	146.71	Programming Community
8455	5/9/18	SimplexGrinnell	293.82	Building Repair/Maint.
8456	5/9/18	W.B.Mason Co., Inc.	340.89	Supplies (Maint.)
Total			140,605.68	

Policy Master List

Updated 5/4/18

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.
Hazardous Materials Policy	X				Feb. 2018	Feb. 2020	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 2018	April 2020	Web Devel. Cmt.
Website Privacy	X		X		April 2018	April 2020	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. (next Kaizan?)
Library Card Registration		X			Oct. 2016	Oct. 2018	Pub. Serv.
Overdue Fine Structure		X	X		May 2015	May 2017	Pub. Serv. (next Kaizan?)
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		April 2018	April 2020	Public Serv. Cmt *Update if FFAPL merger
Internet Use	X		X		April 2018	April 2020	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 2018	April 2020	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		Feb. 2018	Feb. 2020	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		April 2018	April 2020	Keep to coincide with MOU
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		Apr. 2018	Apr. 2020	Board
Fund Balance/Reserve Fund	X		X		Mar. 2017	Mar. 2019	Board
Board Member Expectations		X	X				(Full Board Discussion needed)
Board Code of Conduct	X		X				(Full Board Discussion needed)
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

MAY 2018

EXECUTIVE SUMMARY



Narrative

The library hosted several programs during the April school recess. We also celebrated National Library week as well. The library did outreach at the March for Science, UAlbany Science Fair, and Senior Resource Fair. We also hosted our annual Staff Development Day, where topics included early literacy, the opioid crisis, and active shooter training. The library was named a Top 20 Workplace by the Times Union, and APL staff and trustees attended a special event to accept the award.

The **Washington Ave. Branch** hosted its annual Homebuyer Fair, with over 300 members of the community participating. Washington Ave. also hosted the annual Raising a Reader baby shower. The **Arbor Hill/West Hill Branch** hosted Machiavelli's *The Prince* Lecture Series. The Youth Services staff at that location celebrated National Library Week by hosting a library scavenger hunt.

The **Bach Branch's** "Let's Talk About..." program focused on Albany Rural Cemetery and attracted 45 participants. Bach Youth Services staff report that Toddler Storytime on Monday mornings and Goodnight Storytime continue to be popular and well attended. The **Pine Hills Branch** started a new program series, Wednesday Wonders of Science, where professors speak on different scientific topics.

The **Delaware Branch** hosted an Adult Terrariums Earth Day Craft with 24 adults participated in making open-terrarium. The branch also hosted a Together Time program for families during which they built container gardens. The **Howe Branch's** Social Justice Film Series continues to draw a steady group with new patrons joining each month. The Books 2 Beats program is also moving along. Please check out the library's YouTube page to see some videos from this fun series. The **North Albany Branch's** book group has grown out of its space (the staff office) and now needs to use the library's large tables. The staff is also working with the YMCA and school district to prepare for the summer.

Operations

Repairs to the front steps and railings are nearing completion at the **Howe Branch**. Work has started back up on the CDTA project, including landscaping the front of the Washington Ave. building. Jendy Murphy, head of CMS, announced her retirement. She joined APL in 1988 and retires at the end of May. All supervisors attended a training session on "Best Hiring Practices" conducted by Capital EAP. APL received and deposited a check in the amount of \$3,483.75 from the NYS Division of Homeland Security and Emergency Services (DHSES) for the winter storm in March 2017. IT is working on bringing color printing and duplex printing to the public.

Development

The group is hosting "An Evening with the Authors" on June 7 with this year's Literary Legends. Event

sponsorship from M&T Bank has been secured. The group is preparing sponsor and honorary committee solicitations. APLF is working with PR and YS on the Raising a Reader marketing campaign to launch this summer. The Foundation executive director submitted several grant requests. The proposed merger of the Friends of APL and APL Foundation will be voted on by Friends members at the May 9 annual meeting. Workplace giving campaign was launched in April.

Looking Forward

Staff will be participating in the CDPHP Workforce Team Challenge road race on May 17. A wonderful bonus for APL is that our Raising a Reader early literacy initiative is one of the race's "charities of choice," which will result in a donation of funds for this program. On May 5, the library will celebrate another "Free Comic Book Day" where every branch hands out free comic books as a method to encourage reading for all ages. The library coordinated two self-guided tours of sections of the city, including Pine Hills and another in the neighborhoods that border the NYS Capitol. Our 2019 budget vote is set for May 15, in conjunction with the City School District of Albany. The Vanguard/Albany Symphony Orchestra prevue performance will take place at **Washington Ave.** on May 18.

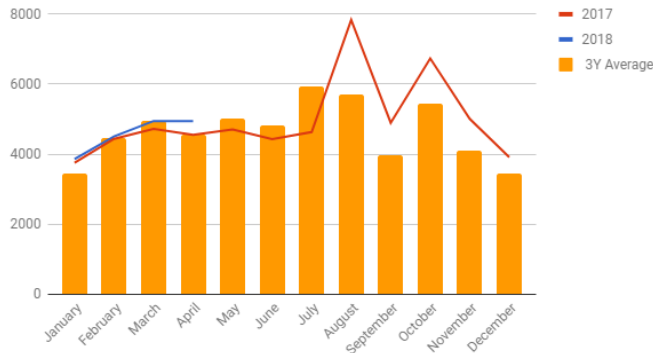
Executive Director's Report

- Worked on Bullet Aid Request to state representatives.
- Attended TOAST outreach during drop off.
- Worked on CDTA Navigator issues, which impact APL workflow.
- Met with legal in relation to the **North Albany Branch** and reviewed documents.
- Met with legal in relation to the Industrial Development Agency and PILOT payments in the city of Albany.
- Presented at the Hunger Solutions New York Conference on library services for the public.
- Hosted a Black Chamber of Commerce roundtable on race and Albany.
- Attended a meet-and-greet and the State Library's Bicentennial event with Dr. Kathryn Matthew, director of IMLS.

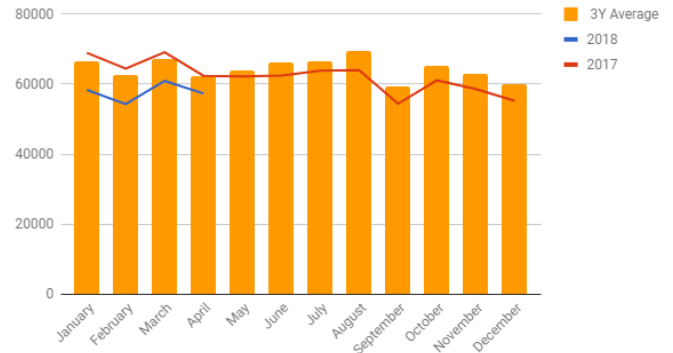
Statistics

Month: APRIL

Monthly Programming Attendance Trends



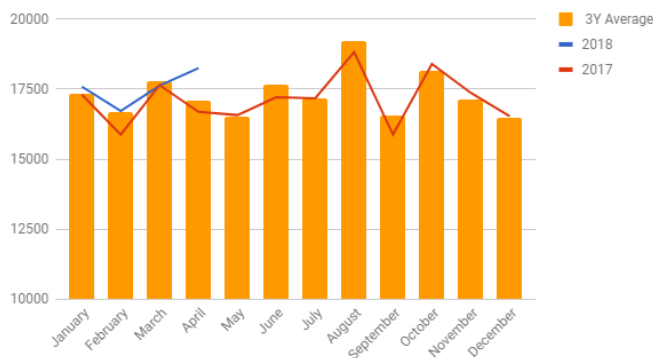
Monthly E and Physical (at desk) Circulation Trends



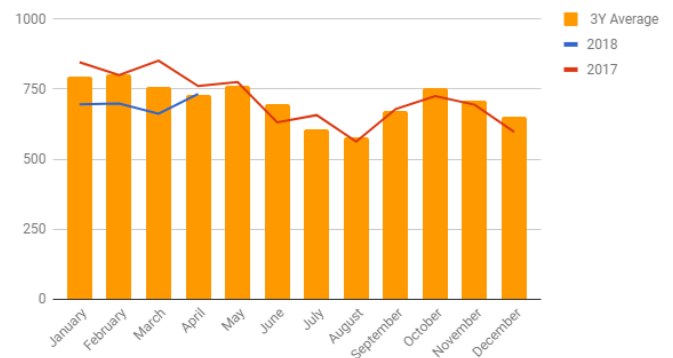
North Albany -60% | Howe -1% | Delaware +61% |
Pine Hills -9% | Bach -27% | AH/WH -40% |
Washington Ave. +38% | All YTD

Book Circulation -7% | Non-Book Circulation -14% |
eMaterial +4% | Physical -14% | Circulation down at all
locations, from -8% (Bach) to -29% (North Albany) |
All YTD

Computer Usage (Wifi & Desktop Sign Ins)



Room Usage (Work and Meeting Rooms)



WiFi -5% (weighted) | Desktop Use +7% | Desktop use
up at every library | All YTD

Washington Ave -22% | AH/WH +32% | Bach -57% | Pine
Hills +11% | Delaware -41% | Howe +7% | All YTD

SERVICES

Central Services Area

WASHINGTON AVE. BRANCH

Adult Services

- Staff hosted a 90-minute program presented by the Alzheimer's Association Northeastern New York chapter on April 17. The presenter gave an overview of the health issues associated with Alzheimer's and provided resources and follow-up information for the attendees. While the number of attendees was low, staff perceived interest from patrons at the reference desk, as well as on social media. Staff intends to look into further programming with the Alzheimer's Association in the future.
- The annual Homebuyer Fair on April 14 was attended by over 300 people. Participants got to meet with realtors, bankers, government agencies, and nonprofits regarding all their homebuyer questions. Workshops on credit, homebuying grants, and mortgages were well attended. People also had the opportunity to get free credit reports and scores along with credit counseling, and to apply for mortgage pre-approvals. APL hosted an information table with promotional literature of upcoming library events, as well as books on housing, gardening, decor and personal finance. APL has provided annual fair space for the Affordable Housing Partnership for over 12 years, as well as the Washington Ave. auditorium for a monthly Homebuyer 101 class. Both events draw in many people new to the library.

Youth Services

- A Washington Ave. collaborated with Arbor Hill/West Hill to run a week-long Minecraft Camp during the April break. Ten youngsters ages 9 to 14 had fun learning the ins and outs of this popular video game.
- Our April break week programming was very heavily attended with close to 250 people at 11 programs.
- We are finishing up our three-year involvement with the UHLS ProPEL Grant Prototype Project on Early Literacy. During this time, we conducted an early literacy community analysis and community trainings, sent our youth services staff to early literacy trainings, hosted an all-staff training on "Everyone Serves Young Families" at Staff Development Day.
- Our sixth annual Raising a Reader Baby Shower advocating early literacy was held on April 22. More than 110 caregivers and their children attended, and every child under five received a free book and activity pack. Caregivers had the opportunity to connect with 10 community agencies to get information and advice. There were numerous free raffles, too. Everyone had a great time!

ARBOR HILL/WEST HILL BRANCH

Adult Services

- In April, the Arbor Hill/West Hill Branch hosted Machiavelli's *The Prince* Lecture Series. The six-week program was appreciated by interested patrons.
- Also this month, the branch recognized National Poetry Month with some creative book displays and related information.

Youth Services

- The branch offered a weeklong Minecraft Camp during school break. Young minds took on various building challenges and learned some new things along the way.
- Arbor Hill/West Hill celebrated National Library Week by having a library scavenger hunt. The activity introduced a variety of resources to youth as they completed their search.

West Services Area

BACH BRANCH

Adult Services

- The “Let’s Talk About...” program is well attended and has led to some new community partnerships including with the Albany Rural Cemetery, which was the April topic.
- The semi-monthly Computer Help Club continues to provide one-on-one training to seniors. One of the regular attendees, a 90-year-old, resolved a complicated, vexing printer problem at home after being taught at Bach.
- The adult services librarian hosted a downloading workshop teaching six seniors how to use the Libby app to download eBooks and audiobooks.

Youth Services

- Toddler Storytime on Monday mornings and Goodnight Storytime continue to be popular and well attended.
- Bach patrons enjoyed a variety of programs during the school spring break - including “Habitat Hunters!” with CMOST.

PINE HILLS BRANCH

Adult Services

- The new Wednesday Wonders of Science program, where professors speak on a different scientific topics, has been very popular, attracting more than 20 people to the first two sessions.
- Both Dungeons and Dragons and our monthly Coffee and Culture program are growing in popularity, attracting small but dedicated groups who tell us how much they enjoy the sessions.
- To celebrate National Poetry Month, staff assembled our favorite poems and posted them around the library for patrons to enjoy.

East Services Area

DELAWARE BRANCH

Adult Services

- Library Links delivery to the VA Hospital by Wildwood volunteers has completed the third delivery. Everybody is getting used to the process and we are looking forward to potentially adding more readers with each visit.
- The Adult Terrariums Earth Day craft was a great success 24 adults making their own self-dependent terrarium. Future programs for teens and kids with a fairy garden project are planned in the coming months.

Youth Services

- This month, the tweens and teens created edible rainbows, tissue paper Earths (in celebration of Earth/Arbor Day), and black-out art haikus (for National Poetry Month).
- The “Science Saturday: Bats at the Library” program by Five Rivers Environmental Education Center attracted 24 participants.
- We had eight kids recite poems to librarians at the Reference Desk for “Memorize that Poem.” It was so great to see kids have the poise and memorization skills to go for it. It was also an excellent jumping off point to talk poetry and hand-sell some of our new poetry books. All kids got ice cream coupons and will now get a chance to win 2 books of poetry during a raffle at the end of the month.
- The Together Time program continues to pick up steam. This month we had nine families totaling 20 participants attend. We’ll take a break from June through September and then bring the program back for October through May. Its strong attendance supports the notion that families with kids as young as 1 and 2 years old are looking for more early literacy programming.

HOWE BRANCH

Adult Services

- The Social Justice Film Series continues to draw a steady group with new patrons joining each month.
- Our Sew What volunteers have brought in the new sewing machines, which got immediate use by several patrons
- In our first program partnering with the Center for Law and Justice, we offered a “Know Your Rights” program which drew a good number of patrons seeking information about their rights during traffic stops

Youth Services

- Our Books 2 Beats videos are now posted on the library’s YouTube and Facebook pages. Howe teens have also created a new beat that we will use going forward, and we are setting up recording sessions with local luminaries now.
- There are lots of gardening and healthy eating initiatives currently in the South End, and we are fortunate to have been invited to join in several. As a result of this, a new gardening program has emerged at Howe! We currently have several dozen seedlings growing (with helpful watering from neighborhood kids) that will be transplanted into a shared community garden plot shortly. We are also putting raised beds in our park that kids and teens will plant in and then harvest later on.
- Mystery Lab has continued to grow, with new construction and engineering projects occurring this month
- Our weekly storytime has become a large draw with two area daycares joining us along with a couple regulars from the neighborhood.

NORTH ALBANY BRANCH

Adult Services

- The monthly Book Club outgrew the staff office space, so they met at our large meeting tables.

Youth Services

- The YMCA is providing enrichment for the Albany City School District Summer School program that will run out of North Albany Academy this coming summer. Based on that information, we met with the YMCA to coordinate how the library can assist them.
- Board Games and DropMix programs continue to get heavy use during the week, as tweens and families spend time in the branch after school. The STEM program using the Code & Go Mouse Kit went really well. The tweens participating worked together for over an hour on several activities.
- Two new programs were implemented this month: a Juice & Jammies Bedtime Storytime and a Family Storytime on the 3rd Saturday of the month. These additions came as a result of the community meeting that was held in March. Attendance has been sparse so far, but the branch librarian reached out to the YMCA Pre-K staff and ACAP teachers and they have offered to hand out palm cards with the dates for the May storytimes to parents. It has been a while since the North Albany Branch has had a storytime for the public and new programs need some time to build an audience.

OPERATIONS

FINANCE

- Received final hard copies of the 2017 audit from Marvin & Company.
- Completed DASNY annual compliance documentation under the terms of APL's bond documents. Provided the audited financial statements as well as an Annual Certificate of Compliance to DAC Bond.
- Received and deposited a check in the amount of \$3,483.75 from the NYS Division of Homeland Security and Emergency Services (DHSES). This payment is related to the New York Severe Winter Storm in March 2017.

HUMAN RESOURCES

- Completed staff weight loss challenge with 22 participants and 79.3 pounds lost.
- Set up biometric screening for MVP-benefited staff for May.
- Completed "Community Support Specialist" civil service spec.
- Training for all supervisors on "Best Hiring Practices" conducted by Capital EAP.

	Number	YTD Change
Full Time	54	
Part Time/Temp	70	
Hired	3	
Promotion	0	
Resignation	2	
Termination	0	
Vacancy	7	
Staff Size	124	
Training	115 staff/ 790 hours	+36% % staff / +9% hours

COMMUNITY ENGAGEMENT

	Number	YTD Change
Outreach		
Volunteers	24/112.25hrs	+27% Vol. / -2% hours

- Tabled at the March for Science. Cool temperatures kept crowds small but we spoke to about 49 people and signed up one person for a library card.
- Tabled at the UAAlbany Service Fair. 10 students were recruited for volunteer opportunities in the future.
- Tabled at the City of Albany Senior Resource Fair at St. Sophia and the annual senior fair held at the JCC.
- Invited 12 local organizations to take part in our annual Raising a Reader baby shower. Five new Raising a Reader registrants were signed up for the early literacy program.

FACILITIES

	Number	YTD Change
Work Orders	108	

- Steps and railings are nearing completion at Howe Branch.
- Work has started back up on the CDTA project in front of Washington Ave.
- New plants, shrubs, and trees have been planted in front of Washington Ave.
- Art show at Pine Hills being uninstalled and maintenance will be patching and painting walls.
- New flooring installed at Washington Ave. in elevator for better appearance and wearability.

COLLECTION MANAGEMENT SERVICES

- Jendy Murphy, Head of CMS, announced her retirement. Her last day will be May 25, 2018. She started at APL in 1988 in the children's room, spent seven years at the New Scotland branch before becoming Head of Youth Services at the Washington Ave. Branch, where she worked until 2012 when she moved to her current position.
- Four CMS staff were invited to tour the Baker & Taylor warehouse in Bridgewater, NJ. This huge, automated facility is one of the locations that supplies and pre-processes almost all the books we order for all our collections.

INFORMATION TECHNOLOGY

- Resolved 65 Help Desk Tickets.
- Made access changes to the facilities network, allowing vendor Remote Support, which lowers costs by making site visits less necessary.
- Came up with a solution to the public printing workflow, which will also introduce new services for patrons (color, duplexed). The equipment will be purchased next month.
- Made changes to public computing policy to enforce stronger privacy.

PUBLIC RELATIONS

	Number	YTD Change
Unique Pageviews	36113	+9%
Facebook Likes	3420	+11%
Twitter Followers	3006	+12%
Instagram Followers	3089	+6%
Online Contacts	28	+2%
Press Releases	5	+25%

- Content: Print and digital promotional materials including: May the Fourth Be With You, Free Comic Book Day, Raising a Reader Baby Shower, library budget vote, Capital Region Homebuyer Fair, HIV testing, Albany Archives: The Full Story. Weekly eNotes newsletter: Albany Archives, streetcar program, National Library Week, patron survey, Homebuyer Fair, Baby Shower, new Albany Made podcast, Top Workplaces distinction, career workshops, library budget information sessions.
- Projects: Budget information being disseminated across all platforms. Completed spring patron survey focusing on technology services. Preparing to host customer engagement kaizen event

on May 21-22. Working on Summer Reading Program promotion documents and July/August program guide.

- Media Coverage: Patrons explore public library 3-D printers for free (Times Union), At the corner of style (All Over Albany), Capital Region Homebuyer Fair 2018 (AOA), Free rapid HIV testing sessions available at Albany Public Library branches (News10), History walking tour through Pine Hills (AOA), Letter: Vote 'yes' for Albany Library budget May 15 (TU), Budget hearings set for Albany library (TU)

PATRON CULTURE

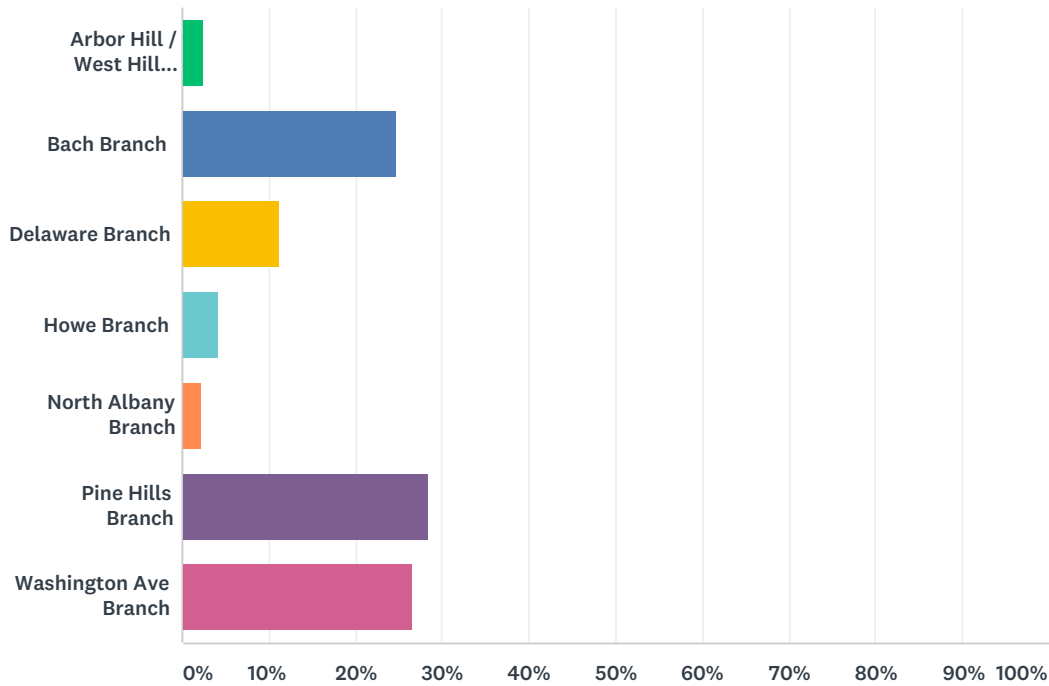
	Number	YTD Change
Incidents	26	-20%
Positive Comments	1	-62%
Neutral Comments	0	-28%
Negative Comments	0	+200%

PATRON SURVEY | Technology Usage

ALBANY PUBLIC LIBRARY | April 2018

Q1 Which Albany Public Library branch do you visit most often? Please note that any library not listed here, although it is equally awesome, is not part of Albany Public Library.

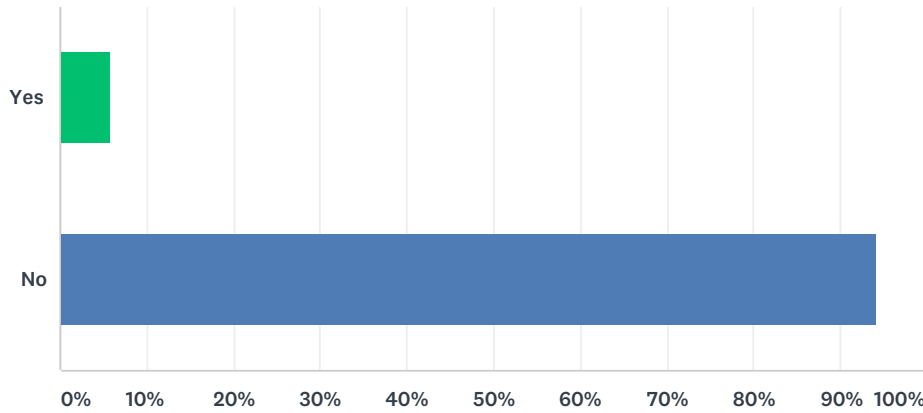
Answered: 475 Skipped: 8



ANSWER CHOICES	RESPONSES	
Arbor Hill / West Hill Branch	2.53%	12
Bach Branch	24.63%	117
Delaware Branch	11.37%	54
Howe Branch	4.21%	20
North Albany Branch	2.32%	11
Pine Hills Branch	28.42%	135
Washington Ave Branch	26.53%	126
TOTAL		475

Q2 Have you ever used one of our Chromebooks (laptops available for in-library use)?

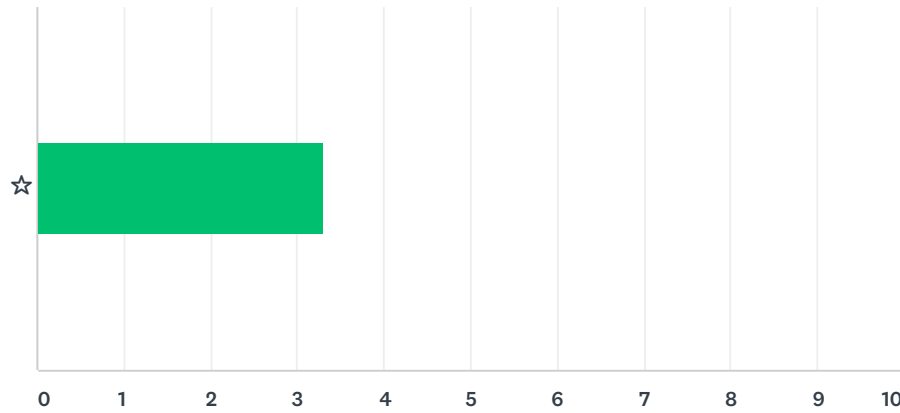
Answered: 476 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	5.88%	28
No	94.12%	448
TOTAL		476

Q3 How satisfied are you with the speed of the Chromebooks? Please skip this question if you have never used this resource.

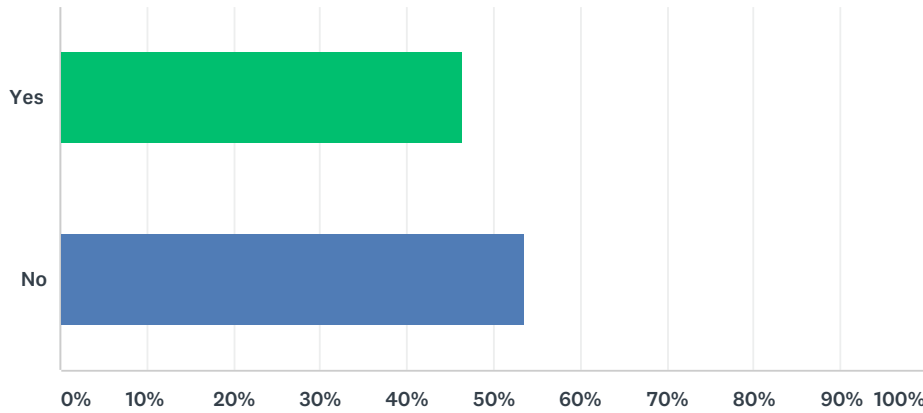
Answered: 77 Skipped: 406



	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	6.49% 5	2.60% 2	61.04% 47	12.99% 10	16.88% 13	77	3.31

Q4 Have you ever used one of our public computers (desktop computers available for in-library use)?

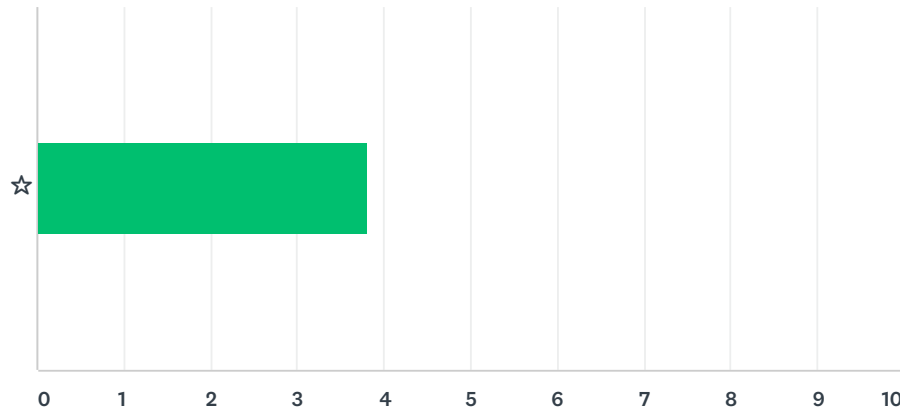
Answered: 458 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	46.51%	213
No	53.49%	245
TOTAL		458

Q5 How satisfied are you with the speed of our public computers? Please skip this question if you have never used this resource.

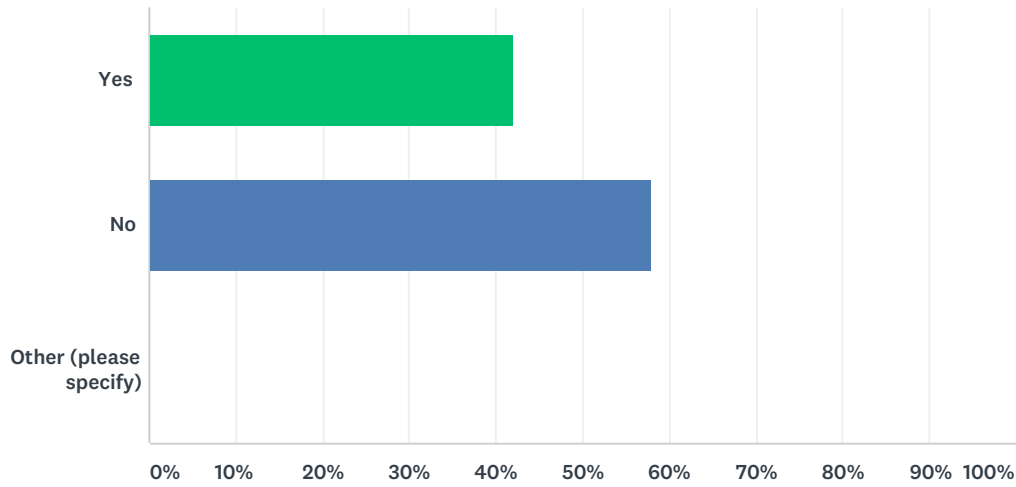
Answered: 242 Skipped: 241



	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	7.02% 17	8.26% 20	20.66% 50	25.62% 62	38.43% 93	242	3.80

Q6 Have you ever used our WiFi network (in-library wireless network)?

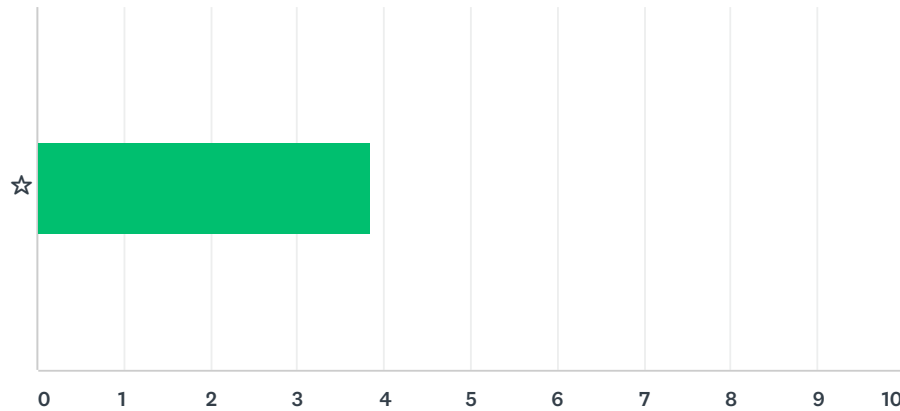
Answered: 469 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	42.00%	197
No	58.00%	272
Other (please specify)	0.00%	0
TOTAL		469

Q7 How satisfied are you with the speed of our WiFi network?Please skip this question if you have never used this resource.

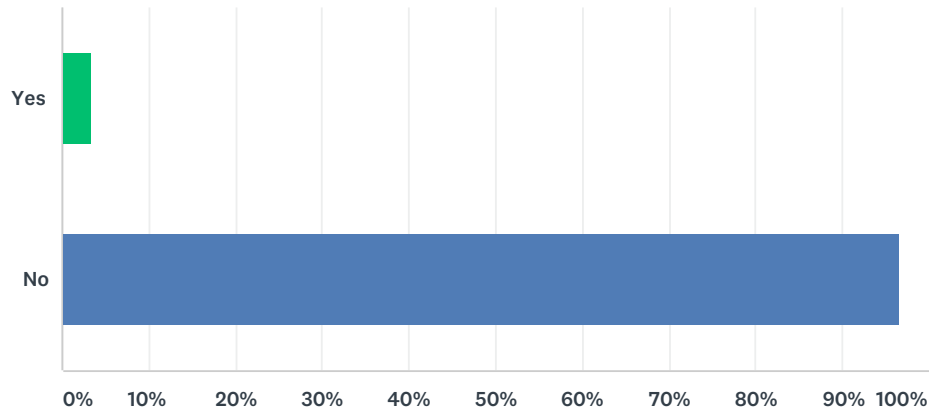
Answered: 219 Skipped: 264



	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	9.13% 20	8.68% 19	14.61% 32	23.74% 52	43.84% 96	219	3.84

Q8 Have you ever used our print-from-home service?

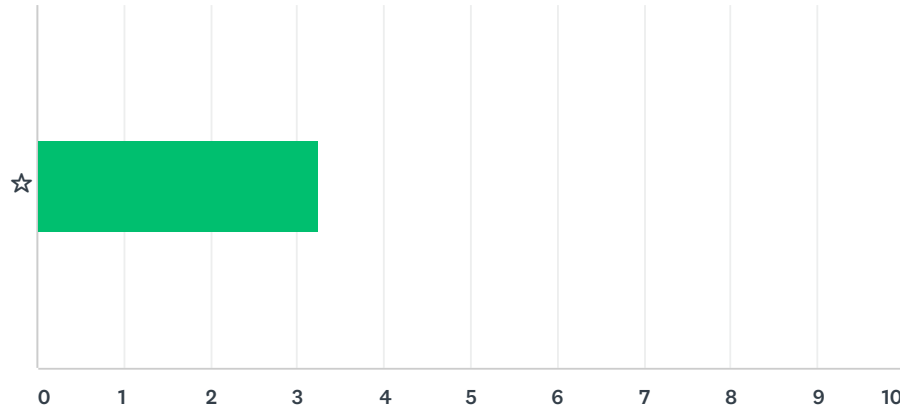
Answered: 457 Skipped: 26



ANSWER CHOICES		RESPONSES	
Yes		3.28%	15
No		96.72%	442
TOTAL			457

Q9 How satisfied are you our print-from-home service?Please skip this question if you have never borrowed one.

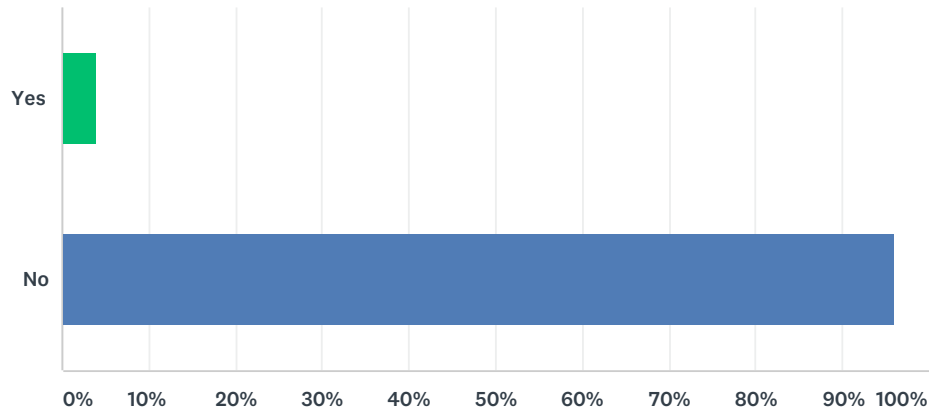
Answered: 59 Skipped: 424



	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	8.47% 5	0.00% 0	67.80% 40	6.78% 4	16.95% 10	59	3.24

Q10 Have you ever borrowed one of our WiFi hotspots for use at home?

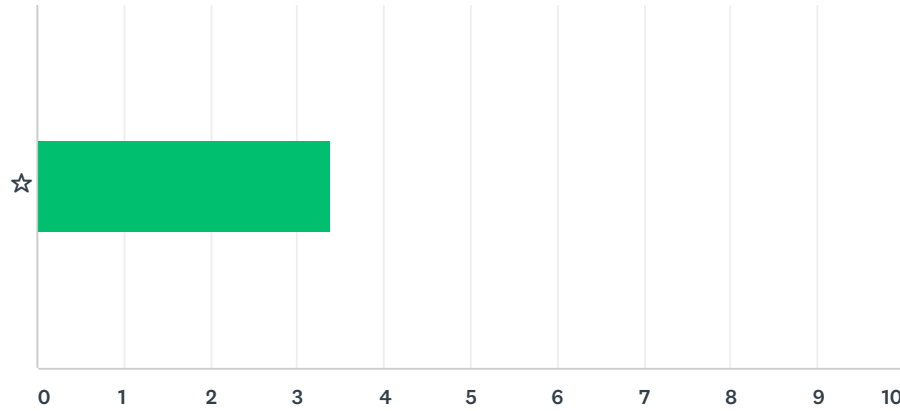
Answered: 460 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	3.91%	18
No	96.09%	442
TOTAL		460

Q11 How satisfied are you with the speed of our WiFi hotspots?Please skip this question if you have never borrowed one.

Answered: 65 Skipped: 418



	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	3.08% 2	7.69% 5	58.46% 38	9.23% 6	21.54% 14	65	3.38

Q12 Please enter a valid email address to join our email list & be entered into a drawing to win a \$20 gift card from Stewart's! You may unsubscribe at any time.

Answered: 340 Skipped: 143