

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
January 8, 2019 | 6:00 pm
Washington Ave. Branch | 161 Washington Ave.

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

Call to Order

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

Presentation: Staff Report on APL Technology

Minutes

Check Register

Committee and Liaison Reports

- Finance Committee (Jan. 7)

Director's Report

Unfinished Business

- Results from Quarterly Evaluation of Board Meeting

New Business

- Winter Patron Survey Results

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

Executive Session (if necessary)

Adjournment

Next Meetings:

- January 7, 2019 (Mon) | Finance Committee Meeting | Washington Ave. Branch | 6:00 pm
- January 8, 2019 (Tues) | Full Board Meeting | Washington Ave. Branch | 6:00 pm
- January 10, 2019 (Thurs) | Executive Committee Meeting | Washington Ave. Branch | 6:00 pm
- January 22, 2019 (Tues) | Nominating Committee Meeting | Washington Ave. Branch | 6:00 pm
- February 11, 2019 (Mon) | Finance Committee Meeting | Washington Ave. Branch | 6:00 pm
- February 12, 2019 (Tues) | Full Board Meeting | Pine Hills Branch | 6:00 pm
- February 15, 2019 (Fri) | Policy & Governance Committee Meeting | Washington Ave. Branch | 6:00 pm
- February 25, 2019 (Mon) | Personnel Committee Meeting | Washington Ave. Branch | 6:00 pm
- February 26, 2019 (Tues) | Full Board Meeting: Special Budget Session | Howe Branch | 6:00 pm

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library December 11, 2018 Washington Avenue Branch

TRUSTEES IN ATTENDANCE: Karen Strong (President), Andrew Bechard (Vice President), Alison Calacone (Vice President for Finance), Elissa Kane, Matthew Finn, Sarah Shearer, Jenna Pitera

ABSENT: Mike Nepl, Brenda Robinson (Secretary)

ALSO IN ATTENDANCE: Scott Jarzombek (Executive Director), Melanie Metzger (Assistant Director), Stephanie Simon (Public Information Officer), Mary Coon (Head of Central Branches), Rebecca Del Gaizo (Administrative Assistant), Adam Stump (Budget Manager), Charles Slatterick (Treasurer), Robert Schofield (Counsel)

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

PUBLIC COMMENT: There were no comments from the public.

PRESENTATION: BENCHMARKING EARLY LITERACY LIBRARY SERVICES GRANT (BELLS) BY UHLS: Mary Fellows (Manager, Youth and Family Services) of the Upper Hudson Library System presented “21 Minutes for 21st Century Libraries.” She shared the importance of this early literacy grant program, of which APL is a participant, with the trustees.

PRESENTATION: ALBANY PROMISE ON SUMMER READING PROGRAM (SRP) OUTCOMES: Juliette Price, Interim Director of Albany Promise, showed a presentation on the outcomes of the library’s 2018 Summer Reading Program. The goal was to have 1,200 summer readers in 2018 and there were 1,470 registrants. While participation in SRP did help some students reduce the “summer slide,” it had no impact for other youngsters. The trustees engaged in a discussion about this finding. Jarzombek said the library’s leadership and SPR team will continue to discuss the program and how it can best meet the needs of the city’s varied student populations. APL will also continue to work with Albany Promise to gather statistics in 2019.

MINUTES: The draft minutes from the November 13 regular board meeting were reviewed. Calacone made a motion, seconded by Bechard, 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 January 1 through October 31) was presented and will be filed.

The updated check register (November 15 through December 12) was reviewed by the trustees. Pitera made a motion, seconded by Calacone, to accept the check register and approve it for payment. The motion was approved unanimously.

COMMITTEE REPORTS:

FINANCE COMMITTEE: Calacone provided a brief recap of the Nov. 19 Finance Committee meeting, which included discussions of budget modifications, staffing model, and IT budget lines.

PERSONNEL COMMITTEE: Pitera provided a brief recap of the Nov. 28 Personnel Committee meeting, which included discussions about potential changes in Civil Service and Management/Confidential employee raises.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and reviewed at the meeting by Jarzombek. He fielded questions about "wireless in the parks" and commented on the rollout of going fine free. He also answered questions regarding the organizational chart.

UNFINISHED BUSINESS: There were no unfinished business items.

NEW BUSINESS:

2019 EXTENSION OF AGREEMENT FOR UPPER HUDSON LIBRARY SYSTEM ACCESS NETWORK (UHLAN) SERVICES: Finn reviewed the UHLAN services extension with the trustees. Upper Hudson is working on changing the structure of UHLAN services, but in the meantime, they are requesting a one-year extension of the current contract. Kane made a motion, seconded by Bechard, to approve the UHLAN one-year contract extension. The extension agreement was approved unanimously.

Rescind 2019 Budget Tax Cap Override: The board discussed the merits and necessity of rescinding the 2019 budget tax cap override, which was approved in March as a precaution since the NYS Comptroller's Office had not published final tax cap figures at that time. Albany voters approved the library's 2019 budget in May, and that budget falls under the NYS tax cap. Schofield provided background and context to the discussion, and stated there is no legal requirement to rescind the override. The trustees decided it was unnecessary to rescind the override.

2018 Budget Modifications: Jarzombek and Stump reviewed the end-of-year budget modifications. The Finance Committee made a motion, seconded by Finn, to approve the budget modifications. The budget modifications were approved unanimously.

Quarterly Evaluation of Board Meeting: The Board of Trustees completed evaluations for the fourth quarter of board meetings. The results will be shared at the next full board meeting.

PUBLIC COMMENT: Jeffrey Cannell, Albany resident and former APL director, made a positive comment regarding the maintenance of the different branches of Albany Public Library.

ADJOURNMENT: Pitera made a motion, seconded by Shearer, to adjourn the meeting. The motion was approved unanimously and the meeting adjourned at 7:51 pm.

ALBANY PUBLIC LIBRARY I
Check Register
For the Period From Dec 13, 2018 to Jan 9, 2019

Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
9313	12/13/18	CSEA	1,925.30	Union Fees
9314	12/13/18	CSEA Employee Benefit Fund	20.17	Insurance-Hospitalization
9315	12/13/18	MetLife-TSA Contribution	1,906.00	403b
9316	12/13/18	NYS Deferred Comp Plan	2,030.16	NYS Def. Comp. Plan
9317	12/13/18	Pearl Carroll & Associates LLC	12.01	Short Term Disability
9318	12/13/18	The Travelers	1,295.00	403b
9319	12/18/18	Albany Water Board	1,196.16	Building Repair/Maint.
9320	12/18/18	First Light Fiber	6,242.08	IT Services/Telephone Expense
9321	1/9/19	Baker & Taylor	7,289.95	Books-Adult
9321V	1/9/19	Baker & Taylor	-7,289.95	VOID
9322	1/9/19	Ingram Library Services	171.51	Books-Adult
9323	1/9/19	Midwest Tape	771.24	Audio/Visual
9324	1/9/19	Midwest Tape	3,119.25	Audio/Visual
9325	1/9/19	Midwest Tape	1,193.16	Audio/Visual
9326	1/9/19	Midwest Tape	2,807.50	Audio/Visual
9327	12/19/18	National Grid	13,254.75	Heat, Light and Power
9328	12/27/18	CSEA	1,925.30	Union Fees
9329	12/27/18	CSEA Employee Benefit Fund	20.17	Insurance-Hospitalization
9330	12/27/18	MetLife-TSA Contribution	1,060.00	403b
9331	12/27/18	NYS Deferred Comp Plan	1,688.59	NYS Def. Comp. Plan
9332	12/27/18	Pearl Carroll & Associates LLC	12.01	Short Term Disability
9333	12/27/18	The Travelers	1,295.00	403b
9334	1/9/19	Accuprint	212.63	Publicity and Printing
9335	1/9/19	Audio Visual Sales & Service Inc.	1,438.70	IT Services/Hardware/Postage
9336	1/9/19	Baker & Taylor	2,955.88	Books-Adult
9337	1/9/19	Bridgeall Libraries Limited	17,000.00	Contracted Services
9338	1/9/19	Demco, Inc.	485.64	Processing Supplies
9339	1/9/19	ELM USA	159.95	Processing Supplies
9340	1/9/19	Findaway World, LLC	1,905.99	Books-Audio
9341	1/9/19	Gaylord Bros., Inc.	332.01	Books-Adult
9342	1/9/19	Greenbush Tape & Label Inc.	314.66	Publicity and Printing
9343	1/9/19	Image Integrator, LLC	750.00	IT Services
9344	1/9/19	Janway Company USA, Inc.	955.52	Office Supplies
9345	1/9/19	Margaret Maurer	48.03	Employee Sunshine Club
9346	1/9/19	Marshall & Sterling Upstate, Inc.	3,364.22	Insurance-Liability
9347	1/9/19	Midwest Tape	1,841.66	Audio/Visual
9348	1/9/19	MVP Health Care, Inc.	63,017.44	Insurance-Hospitalization
9349	1/9/19	Robert Omer	65.70	Insurance-Medicare Reimb.
9350	1/9/19	Shirley Sinsabaugh	131.40	Insurance-Medicare Reimb.
9351	1/9/19	Staples Advantage	325.98	Office Supplies
9352	1/9/19	Energage, LLC	2,417.00	Contracted Services
9353	1/9/19	Baker & Taylor	2,284.73	Books-Adult
9354	1/9/19	Adirondack Health & Wellness	180.00	Exchange Account/Insurance-Wellness
9355	1/9/19	American Red Cross	1,032.00	Travel/Staff Development
9356	1/9/19	Baker & Taylor	1,856.02	Books-Adult
9357	1/9/19	CDPHP	7,431.04	Insurance-Hospitalization
9358	1/9/19	Charles Slatterick	870.00	Contracted Services
9359	1/9/19	Corporate Payment Systems	1,253.88	Staff Development/Comm. Rel./Sunshine/Supplies
9360	1/9/19	De Lage Landen Financial Services, Inc	956.12	Contracted Services
9361	1/9/19	Eastern Managed Print Network	64.44	Contracted Services
9362	1/9/19	EBSCO	42,456.90	Central Library Database
9363	1/9/19	Family & Children's Service	525.00	Travel/Staff Development
9364	1/9/19	Findaway World, LLC	104.93	Books-Audio
9365	1/9/19	First Book	3,822.98	Growing Readers
9366	1/9/19	Ingram Library Services	167.69	Books-Adult
9367	1/9/19	Lakeshore Learning Materials	121.48	Programming Delaware
9368	1/9/19	MailFinance	119.95	Postage
9369	1/9/19	MicroMarketing LLC	1,142.59	Books-Audio
9370	1/9/19	Midwest Tape	1,006.07	Audio/Visual
9371	1/9/19	National Business Technologies	443.64	Contracted Services
9372	1/9/19	News Bank, Inc.	10,246.00	Periodicals
9373	1/9/19	OverDrive, Inc.	2,549.83	Central Library Book Aid/Electronic Databases
9374	1/9/19	Overit Multimedia, Inc.	750.00	IT Services

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Check Register
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Filter Criteria includes: Report order is by Date.

Check #	Date	Payee	Amount	Description
9375	1/9/19	Richard Waugh	431.97	Insurance-Medicare Reimb.
9376	1/9/19	Swank Motion Pictures, Inc.	2,453.00	Programming
9377	1/9/19	Tech Valley Game Space	240.00	Programming YS
9378	1/9/19	The Albany YMCA	1,600.00	Shared Services-North Albany
9379	1/9/19	T-Mobile	523.01	IT Services
9380	1/9/19	Verizon Wireless	1,487.58	IT Services/Hardware
9381	1/9/19	W.B.Mason Co., Inc.	718.73	Office Supplies
9382	1/9/19	Whiteman, Osterman & Hanna	4,510.59	Legal and Accounting Fees
9383	1/9/19	Ingram Library Services	94.41	Books-Adult
9384	1/9/19	Midwest Tape	1,660.86	Audio/Visual
9385	1/9/19	Midwest Tape	2,149.22	Audio/Visual
		Total	234,922.43	

Total 141,952.50

EXECUTIVE DIRECTOR'S REPORT JANUARY 2019

EXECUTIVE SUMMARY



Overview

In December, the Administrative team facilitated three presentations about going fine free for staff. There were two morning sessions and one evening meeting, each held in a different service area. All three were very well attended and included an extended question-and-answer period. While much of the material had already been covered in talking points and memos, we believe this format helped answer more nuanced questions and alleviate some concerns.

The Arbor Hill/West Hill Branch's ceramics class finished up, and you can see some of the students' masks on display at the branch. A special education class from Edmund O'Neal Middle School has begun visiting the library on a regular basis. The Washington Ave. Branch's first LEGO League Jr. team, dubbed The Bleecker Bots, had a great time competing at the University at Albany 2018 Expo. This program was underwritten by UAlbany's College of Emergency Preparedness, Homeland Security and Cybersecurity. The volunteer-led one-on-one computer help for adults have proven popular and will continue into the winter at the branch.

The Bach Branch's book discussion groups have gone high tech, with the fiction and nonfiction groups each having a FaceTime participant in December. Parrots also visited the branch, with children and their families learning all about these fantastic birds and practicing reading aloud to them. The Pine Hills Branch hosted its final Wednesday Science Café of 2018, and this popular series will be back on our calendar in the spring.

The Howe Branch offered a special Giving Tuesday Storytime, with the Albany Tulip Queen reading a story to nearly 50 kids from the neighborhood. Teen chefs at the Delaware Branch joined the staff in making (and eating) different varieties of grilled cheese.

Operations

Human Resources completed the year-end report of personnel changes for Civil Service. The library continued to do pop-ups at several senior living centers. IT and Facilities have been busy with the new third floor CMS office and administrative co-working space. The library received a significant amount of press coverage about going fine free and the partnership program with the City of Albany Department of Recreation to bring WiFi to select parks. The library also received some extremely positive feedback in its year-end survey. Overall, 2018 ended on some very positive notes.

Looking Forward

The Washington Ave. Branch will host a tween coding program Wednesday evenings starting Jan. 9 and running for eight weeks. You can celebrate National Hobby Month at the Arbor Hill/West Hill Branch by building and decorating a model glider on Jan. 14 and scrapbooking on Jan. 22. On Jan. 21, the Howe

Branch will host a Martin Luther King Jr. Day Storytime and Craft. Bach's Let's Talk About It program will have a special guest on Jan. 24 when local author Akum Nordor will be discussing her book about the Pine Hills neighborhood. The Delaware Branch will have a special Take Your Child to the Library Day program on Feb. 2, that will include balloon art and therapy dogs.

Executive Director's Calendar Highlights

- 12/5: County Access to Justice working group
- 12/6: Albany Promise Debrief on Summer Reading Results
- 12/7: New York State Assembly Committee Hearing on Libraries and Education Technology
- 12/13: "Business Review: Prevailing Wage" (CE)
- 12/14: Youth FX 10 Year Anniversary

SERVICES

Central Services Area

WASHINGTON AVE. BRANCH

Adult Services

- Our new volunteer-led one-on-one computer help sessions for adults have proven popular. Our volunteer has requested to continue offering sessions through the winter.
- We are now partnering with Noteworthy Resources of Albany to host the monthly Mental Health Happy Hour which focuses on mental health topics, coping strategies, and guest speakers.
- The Underground Railroad History Project of the Capital Region, Inc. requested a photo of Stephen Myers from an original 1900 biography we own of Dr. William Henry Johnson. The photo may be included in a New York State Capitol exhibit.
- Girls Inc. of the Greater Capital Region requested permission to enlarge and display in their renovated center at 80 Central Avenue a historic photo of their building. We own the photo, digitized it, and shared it on New York Heritage.

Youth Services

- Our FIRST LEGO League Jr team, "The Bleecker Bots," had a great time competing at the University at Albany 2018 Expo. The team received the Bright Ideas Award and all team members expressed interest in participating in next year's challenge.
- The Minecraft Mayhem program continues to be popular. We are at or over capacity every week.
- We are continuing our efforts in coding and STEM. In January we will be starting a Tween Coders program to teach JavaScript and game design. We'll also be holding our second round of LEGO WeDo Workshop to teach coding concepts to kids ages 6 to 10.

ARBOR HILL/WEST HILL BRANCH

Adult Services:

- Our ceramics class finished up in early December and student masks will be on display in the indoor garden area until the end of January.
- We are also working closely with HR and the Diversity Taskforce to hold a "So You Want to Be a Library Clerk" workshop on Jan. 8 for patrons who are interested in taking the Civil Service clerk exam.
- Tai Chi has gained a regular following of local patrons.

Youth Services:

- We had a special education class from Edmund O’Neal Middle School come to the library to learn about how to get a library card and the services we offer. It will be a regular monthly visit going forward.
- We have been holding a regular after-school program for teens, which will ramp up in 2019 to include regular programming from 518SNUG and structured programming by our teen librarian.
- We held a chocolate tempering program and had 20 parents and kids show up to make delicious chocolate treats.
- We visited Arbor Hill Elementary School’s Play, Learn, & Soar program on Dec. 18.

West Services Area

BACH BRANCH

Adult Services

- Our monthly book discussions continue to thrive. We have even moved toward remote participation; the fiction and nonfiction groups each had a FaceTime participant in December.
- Jigsaw puzzle jolliness can be witnessed each day in front of the circulation desk, and our patrons have assembled three different puzzles at Bach since the end of November.
- A Bach volunteer and our full-time librarian successfully completed training to direct Healthy Bones for Life, an education and exercise program for seniors. The twice weekly program will begin at Bach on Jan. 8, to be continued indefinitely.
- Eleven senior readers borrowed books through the Library Links program.

Youth Services

- The big excitement this month was the Reading is for the Birds program we hosted with the Northeast Avian Rescue (NEAR). Seven parrots were brought to the library, and children and their families learned all about these amazing birds and even had the opportunity practice reading aloud with the parrots.
- Windows at Bach have been adorned with snowflakes painted by our young patrons. These snowflakes have also successfully helped our feeder birds avoid our windows.
- The 5th grade classes from New Scotland Elementary School visited the library and learned about Citizen Science and the website Project Feederwatch. In support of this ongoing interest in birds at Bach, our Branch Manager hopes to start participating in Feederwatch in January.

PINE HILLS BRANCH

Adult Services

- Our Tai Chi sessions, offered via a grant from the Albany County Department of Aging, have concluded. We are exploring continuing the program in some capacity in 2019.
- Our annual holiday music program featuring classical harpist Darhon was enjoyed by an audience of all ages.
- Several Pine Hills staffers have concluded their Passport Acceptance Agent training. This location will pilot test the program.
- We have three volunteers and six senior patrons receiving home delivery via the Library Links program.
- Our final Adult Craft Night for 2018 was an Intuitive Drawing Class. We increased the original capacity of the class from 12 to 20 to accommodate everyone who wished to participate.

Youth Services

- The youth librarian conducted storytime at the Ontario St. Head Start.
- The Youth Services team also helped the Police Athletic League Center spread the word about their holiday party. They dropped off certificates for kids the to get a free gift, and some kids

reported that they were successful getting gifts with the PAL certificates they received at the library.

- The children and teen areas continue to thrive after school with between 40 and 60 kids using our collections and computers each day.
- Our weekly Kids Club, Afternoon Society, LEGO Club, Toddler and Baby Bounce storytime programs continue to be very popular with steady attendance in December.

East Services Area

DELAWARE BRANCH

Adult Services

- The With Pen in Hand writing workshops continue with 15 patrons signed up to participate in this series run by South End author Paul Lamar.
- 13 adults learned how to make a seasonal painting in the latest Paint 'n' Sip class.
- Participants in the No. 331 Delaware Avenue Mystery Book Club agreed that the discussion of P.D. James' *The Mistletoe Murder and Other Stories* was a perfect way to end the year.

Youth Services

- Teens joined staff in making (and eating) different varieties of grilled cheese.
- Teens learned how to make their own literary wreaths using book pages and lots of hot glue. Some of these crafts now decorate our teen section.
- Teens and tweens learned how to create their own 8-bit video game in the ongoing Teen Tech series.
- Children and parents colored snow-themed tote bags and backpacks with fabric markers in Afterschool Fun Spot.

HOWE BRANCH

Adult Services

- Sew! What? continues steadily, and we have purchased some new storage bins and materials to support this program.
- The With Pen in Hand writing group is planning a spring reading and to publish a collection of group work that the library will lend out.
- The Youth FX Screenwriting for Adults workshop series was very popular and will be offered again.
- This month we offered two special human rights themed Social Justice Film Series documentaries. One film, about the fight for disability rights, was shown in partnership with local organization ADAPT Capital Region.

Youth Services

- We offered a special Giving Tuesday Storytime with the Albany Tulip Queen reading a story to nearly 50 kids from the neighborhood.
- In partnership with Giffen Elementary School, we offered two special Grinch programs at the school and at Howe, with Grinch snacks, crafts, and giveaways
- We concluded our first multi-week Djembe Drum and Dance workshop, which was very popular and will be offered again in the spring.
- Build A Neighborhood has concluded, with several finished buildings made by kids and teens.

NORTH ALBANY BRANCH

Adult Services

- The North Albany Branch welcomed a new librarian at the end of November who spent most of December getting acquainted with branch procedures and meeting patrons.

- Two adult craft programs were held for the holidays, Beading and Holiday Votive Candles, which were both near capacity attendance.

Youth Services

- Regular branch programs such as Board Games, STEMPunk and Crafternoons continued, though attendance was light due to end-of-the-year school activities.
- We hosted students from North Albany Academy and Albany International Center.

HUMAN RESOURCES

- Completed year-end report of personnel changes for Civil Service.
- Completed spreadsheet for 2019 salary and union dues for Paylocity changes.
- Continued work on digital onboarding.
- Began GASB 45 and audit prep with Budget Manager.

	Number	YTD Change
Full Time	69	
Part Time/Temp	64	
Hired	1	
Promoted	0	
Resignation	1	
Termination	2	
Vacancy	3	
Staff Size	133	
Training		

COMMUNITY ENGAGEMENT

	Number	YTD Change
Outreach		
Volunteers	45/361	+36%

- Pop-up library outreach events at senior living centers continued.
- Charitable staff engagement plan was decided for first three quarters of 2019.
- Plans for 2019 Silent Disco were finalized. This youth event is in partnership with the YMCA at North Albany.
- Plans for English conversation groups were finalized and programs will begin in 2019.

FACILITIES

	Number	YTD Change
Work Orders	83	

- This month involved many repairs to our BIP buildings from nine years of usage, including lighting replacement, carpet cleaning, doors and cosmetic repairs.
- 3rd floor offices at Washington Ave. continue. Wiring is complete and sheetrock is being installed.
- Snow and ice removal has occurred during the month from storms.
- Solar project for Howe and roof repair for Howe under NYS Construction Grant has begun to be planned and spec'd out.

COLLECTION MANAGEMENT SERVICES

- CMS is busy finishing up 2018 and processing all of the end-of-the-year titles. We have also been working with UHLS to prepare data for connection with CollectionHQ in order to better understand our collection and delve deeper into how it circulates.
- We are also starting work on standardizing the collection labeling and attributes across the system in preparation for full centralized ordering in 2019.

INFORMATION TECHNOLOGY

- Resolved 29 help desk tickets.
- New servers for branches purchased and received; deployment planned for January 2019.
- IT-related tasks (network wiring) for new administrative co-working space and CMS office on third floor of Washington Ave.
- Plans for 2019 networking projects in brainstorming phase (WiFi in the parks, Spectrum WiFi in branches).

PUBLIC RELATIONS

	Number	YTD Change
Unique Pageviews	37,915	+23%
Facebook Likes	3,875	+18%
Twitter Followers	3,099	+7%
Instagram Followers	3,249	+7%
Online Contacts	37	+3%
Press Releases	6	+500%

- Content: Ongoing production and release of marketing materials and information pieces for rollout of new fine free policy. Released winter patron survey. January/February program guide completed and distributed. Materials for January programs and activities. Weekly eNotes newsletter topics including: going fine free, free WiFi in three parks, Albany Archives local history Christmas program, winter patron survey, and APL in the news.
- Notable Social Media: Fine free announcement on Dec. 3 was the top post on all three platforms. “We are SUPER excited to announce that books, DVDs, CDs & audiobooks will no longer accrue late fees starting January 1, 2019!” Facebook: 8,851 reach, 896 reactions/comments/shares. Twitter: 7,240 impressions, 209 engagements. Instagram: 109 likes, 7 comments).
- Media Coverage:
 - Fine Free: Albany Public Library going ‘fine free’ in 2019 (NewsChannel 13). Albany library ditching fines, waiving past fines on overdue books, DVDs (CBS6). Albany Public Library going fine free (News10). The Albany Public Library is eliminating late fines for

books and other items (All Over Albany). Albany libraries doing away with fines (Times Union). Albany Public Library to Eliminate Late Fines (WAMC Northeast Public Radio). Editorials: Long story short -- Reading wins out over fines at Albany library (Times Union).

- o Free WiFi in parks: Albany city, library to offer free wi-fi in select parks (Times Union). City aiming to provide free wi-fi by spring (News10).
- o Other topics: Albany Archives at APL: Local history of Christmas cards and Santa (All Over Albany). Farther off, down the block: APL online collection of local historic photos (All Over Albany).

PATRON CULTURE

	Number	YTD Change
Incidents	17	-16%
Positive Comments	1	-71%
Neutral Comments	8	+16%
Negative Comments	0	+60%

BOARD OF TRUSTEES MEETING EVALUATION RESULTS- October - December 2018

Were your expectations met for the following:	Met	Not Met	Details
1. The board packet contained useful information in a form that helped trustees understand the issues.	6		
2. All trustees came to the meeting fully prepared.	6		worried about trustee who miss repeated meetings
3. The agenda focused on important issues.	6		
4. Trustees had ample opportunity to ask questions and express their opinions.	6		useful clarifications and discussions
5. The board meeting was efficient and effective.	6		

6. What worked well at this meeting?

We no longer adopt the agenda, this helps move the meeting. The presentations were really useful & informative; Actual meeting went smoothly; great presentations--useful info; Very good presentations by UHLS and Albany Promise; Moving presentations early; interesting presentations, well-prepared presenters.

7. What did you like least about the meeting?

I'd prefer to limit presentations to one per meeting, although both on 12/11/18 were useful; Failure to fully discuss the findings of the Albany Promise slide and brainstorm next steps and the potential impact on the summer reading program; Concerned that future ideas are discussed as they are happening without actual plans or full board discussion, e.g., changing fiscal year; some committee notes missing;

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

Maybe we need to ask trustees who would like to be paperless again. I would like to be paperless and there was a packet at my seat; Maybe limit presentations to one per month; Nothing at this time; Allow for more time to discuss possible transforming (e.g., Albany Promise presentation); none at this time; We're missing a few board members, which is disheartening.

Thank you for the cookies!

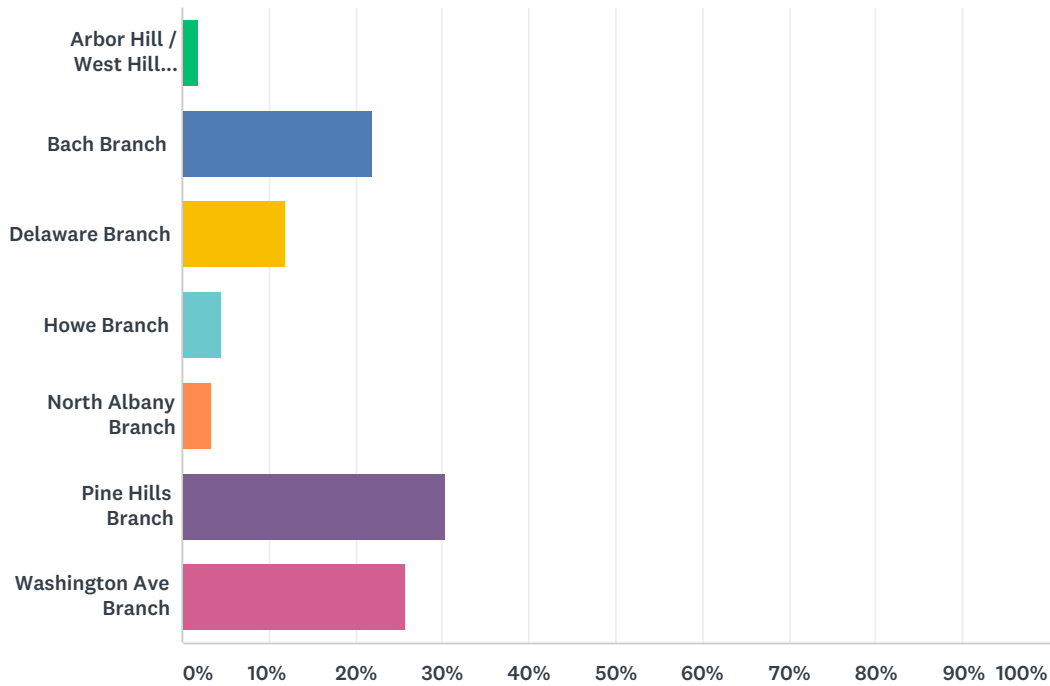
PATRON SURVEY

ALBANY PUBLIC LIBRARY | December 2018

Q1 Which Albany Public Library branch did you visit most recently?

Please note: any branch not listed here is NOT part of Albany Public Library.

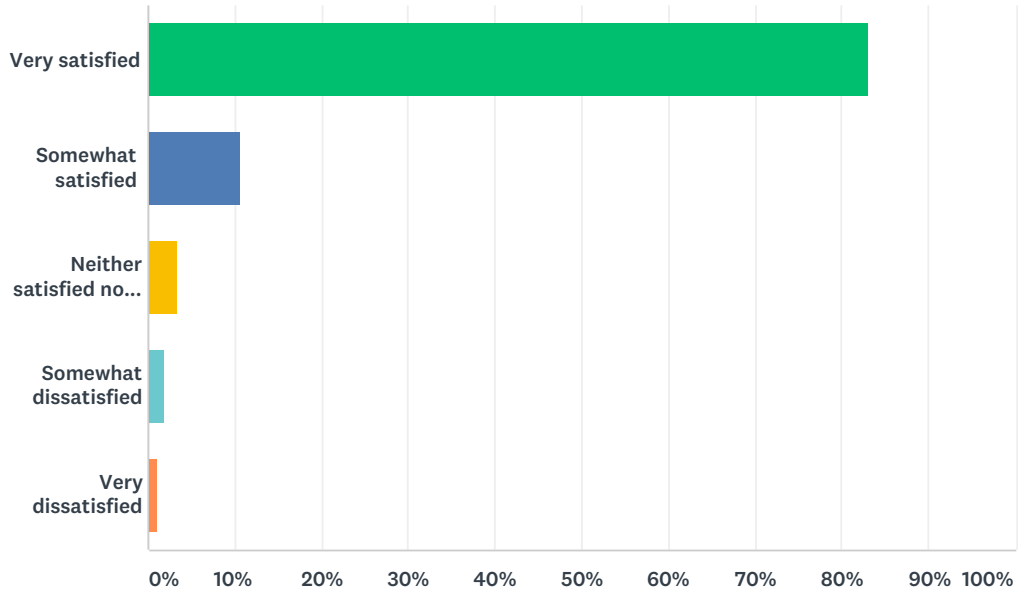
Answered: 612 Skipped: 4



ANSWER CHOICES	RESPONSES	
Arbor Hill / West Hill Branch	1.96%	12
Bach Branch	22.06%	135
Delaware Branch	11.93%	73
Howe Branch	4.58%	28
North Albany Branch	3.27%	20
Pine Hills Branch	30.39%	186
Washington Ave Branch	25.82%	158
TOTAL		612

Q2 How satisfied were you with your most recent visit?

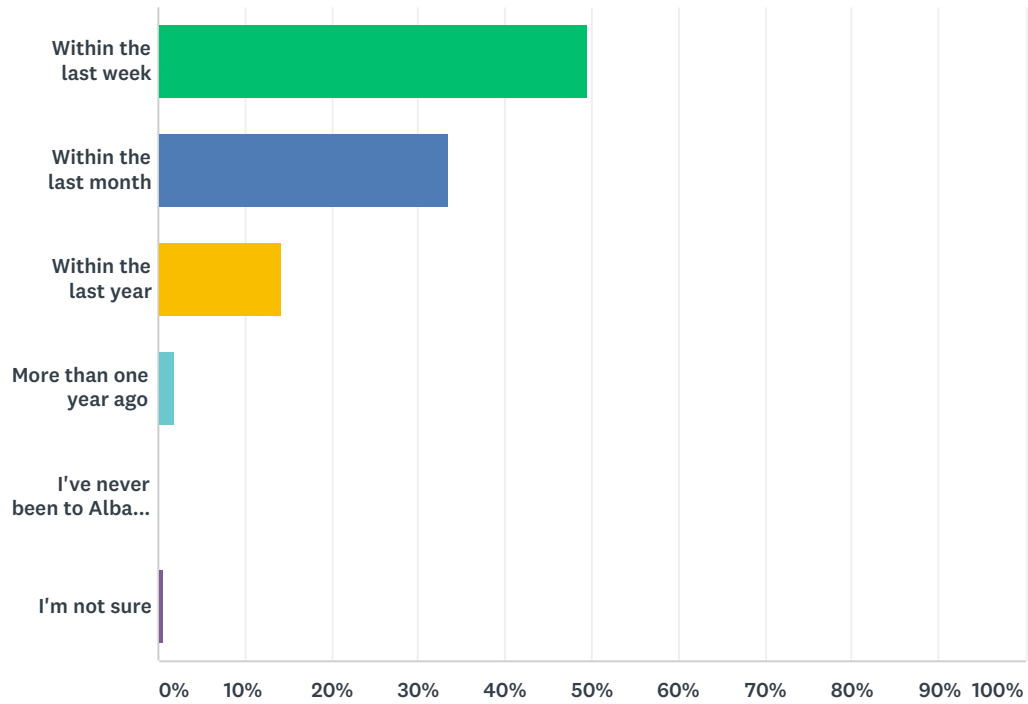
Answered: 613 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	83.03%	509
Somewhat satisfied	10.77%	66
Neither satisfied nor dissatisfied	3.26%	20
Somewhat dissatisfied	1.79%	11
Very dissatisfied	1.14%	7
TOTAL		613

Q3 When was the last time you visited any Albany Public Library branch?

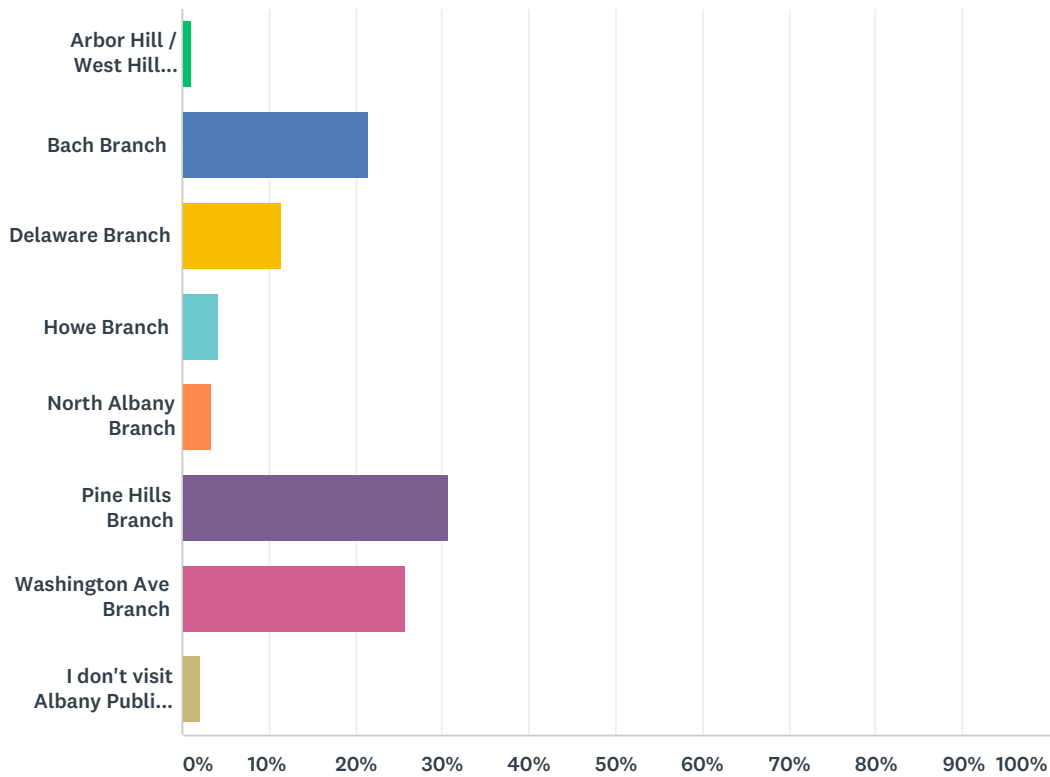
Answered: 614 Skipped: 2



ANSWER CHOICES	RESPONSES	
Within the last week	49.67%	305
Within the last month	33.39%	205
Within the last year	14.17%	87
More than one year ago	1.95%	12
I've never been to Albany Public Library	0.16%	1
I'm not sure	0.65%	4
TOTAL		614

Q4 Which Albany Public Library branch do you visit most often? Please note: any branch not listed here is NOT part of Albany Public Library.

Answered: 613 Skipped: 3



ANSWER CHOICES	RESPONSES	
Arbor Hill / West Hill Branch	0.98%	6
Bach Branch	21.53%	132
Delaware Branch	11.42%	70
Howe Branch	4.24%	26
North Albany Branch	3.26%	20
Pine Hills Branch	30.67%	188
Washington Ave Branch	25.77%	158
I don't visit Albany Public Library regularly	2.12%	13
TOTAL		613

Q5 Please use this space for any additional comments you may have.

Answered: 360 Skipped: 256

SELECT RESPONSES

PRAISE FOR APL

"APL is a fantastic library -- lots of activities, easy to use website, creative and friendly staff, good choices in new books, multiple branches serving all sections of the city. Thank you APL!!!!!"

"Staff always very responsive, Love to see expansion of services including WiFi hotspot and participation in neighborhood events, workshops etc"

"We are big fans of the APL. We especially love your evening story hours! As parents who both work full-time its so great that we can still take our child to story hour once a week. It's such a great experience for all of us."

"Staff the main asset here. So friendly and helpful. Not intimidating at all Makes a big difference, encourages people to use the library"

OPPORTUNITIES FOR IMPROVEMENT

"My #1 wish is still for more morning hours -- I know there have been some additions recently, which is great, but it's not nearly enough. I dream of a budget that would allow for a continued expansion of hours -- more 9 am openings at more branches."

"More hours in the evenings, when people aren't at work, would be great."

"The main library has all the hours. It is in a business district and not very safe in the evening. There is no reason for the main library to be open at night. The night staff could come in during the day and the local history room could be open while the library is open."

"Comment based on visit 7 mos. ago to Wash Ave branch. Nothing on main floor to let children and their parents know about the wonderful children's room."

"Please get some programming space for North Albany! I come for the crafting classes and it always seems a little weird to be doing them right in the middle of the library."

"A library mobile that visits schools, parks, and community events that has a thematic collection of books correlated to the specific setting or event. For example, books about space for a screening of E.T. at movies in the park event"

"One quibble is when a book that has been checked out for a long time (often for YEARS) continues to be classified as checked out/overdue--when at a certain point it is fairly clear that it will probably never be returned. I wish there were a certain point where the materials are simply reordered/replaced."

"The card catalog terminals aren't labeled and are very unergonomical. No chair and poor height. The mouse doesn't function properly. "

"Parking at Washington Ave is not clearly designated. There are painted 'reserved' spots that are not visible with snow on the ground. Other spots that do not have 'reserved' spots are apparently off limits but poorly indicated by a nearly invisible 'staff parking' sign"

"Lack of parking sends me to William Sanford which I visit at least once a week. Parking is not good at the branches and us tricky downtown"