Albany Public Library

www.albanypubliclibrary.org

ALBANY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
September 8, 2015
Pine Hills Branch at 6:00pm

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

Call to Order – 6:00 pm

Adoption of Agenda

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

Minutes

Treasurer's Report and Check Register

Committee Reports

UHLS Report

Director's Report – 6:10 to 6:15 pm

Review Policies and Procedures Grid – 6:15 to 6:20 pm

Unfinished Business

New Business
- 2016 Board of Trustees Meeting Schedule – Discussion/Action – _____
- 2016 APL Schedule of Service – Discussion/Action -- _____
- NYS Construction Grant Application – Discussion/Action -- _____

Old Business
- Trustee Education Plan

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

Executive Session (if necessary)

Adjournment – _____

Next Meeting – Oct. 13 at Arbor Hill/West Hill Branch

DRAFT MINUTES

Meeting of the Board of Trustees of the Albany Public Library
August 11, 2015
Bach Branch

TRUSTEES IN ATTENDANCE: Mary-Ellen Piché (president), Daniel Curtis (vice president), Donna Dixon, Timothy Smith, Alison Calacone, Elissa Kane

LATE ARRIVAL: Michael Neppl at 6:03 pm, Andrew Bechard (vice president for finance) at 6:20 pm

ABSENT: Arlene Way (secretary)

ALSO IN ATTENDANCE: Scott Jarzombek (executive director), Melanie Metzger (assistant director), Stephanie Simon (public information officer), Mary Coon (head of branches for Bach, Pine Hills), Charles Slatterick (board treasurer), Robert Schofield (counsel)

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

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

PUBLIC COMMENT: There were no members of the public in attendance.

MINUTES: The board considered the amended minutes from the July 14, 2015 regular meeting. Dixon made a motion, seconded by Curtis, to approve the amended minutes. The motion was approved unanimously.

TREASURER'S REPORT AND CHECK REGISTER: The treasurer's report (covering finances from Jan. 1 through June 30, 2015) will be filed. The updated check register (covering July 16 through Aug. 12, 2015) was reviewed by the trustees. Curtis made a motion, seconded by Calacone, to accept the updated check register and approve it for payment. The motion was approved unanimously.

UHLS REPORT: Calacone noted that there was no UHLS meeting this month.

EXECUTIVE DIRECTOR'S REPORT: The report was provided in the pre-meeting packet and Jarzombek fielded questions about the new public use copiers/scanners, new hours publicity plan, community engagement opportunities, and the Albany Made Creative Lab opening.

REVIEW OF POLICIES AND PROCEDURES GRID: The document was included in the pre-meeting packet and Metzger briefly reviewed the contents with the trustees.

UNFINISHED BUSINESS:

PEG Board Appointment: Jarzombek recommended Christopher Sagaas, head of branches for the library's Washington Ave. and Arbor Hill/West Hill locations, to replace Bechard as the APL representative on the PEG Access Oversight Board. Bechard made a motion, seconded by Curtis, to appoint Sagaas as the PEG Board representative from APL. The motion was approved unanimously.

Clinton Street Property Update: Prior to the discussion of the property at 34-36 Clinton Street, Piché recused herself and left the room while Curtis led this portion of the meeting. Jarzombek noted that he has been meeting with South End organizations about the plans to demolish the uninhabitable structure on the property and turn it into a pocket park for use by the community. Trustees discussed the layout of the park, including planned fencing and entrances which will be designed with the safety of park users in mind. The library is still in the planning stages for the project, but expects it to begin in early fall. At the conclusion of this discussion, Piché re-entered the room and resumed control of the meeting.

Strategic Plan Update: Metzger provided a brief overview of the report provided to the trustees prior to the meeting. Piché indicated that the board should see quarterly updates on the strategic plan.

Board of Trustees Committee Meeting Times: Calacone made a motion, seconded by Curtis, to move the start times of board committee meetings to 6:00 pm. The motion was approved unanimously.

NEW BUSINESS:

CDTA Agreements for Bus Pass Sales and Universal Access for APL Staff: Jarzombek presented two proposals from CDTA that call for (1) APL to sell and replenish CDTA bus passes at its locations and (2) CDTA to provide "universal access" (free bus rides) to all APL staff during the pilot phase of the program. Kane made a motion, seconded by Bechard, to authorize the executive director to finalize and execute these two agreements with CDTA pending consultation with library counsel. The motion was approved unanimously.

MyCARD Report: Metzger gave the trustees a brief update on the youth MyCARD. Librarians encourage children and teens to get this card, which allows for three checkouts at a time with no late fees. APL will be including information about this card, which can be obtained without a parent/guardian signature, in welcome packets for City School District of Albany kindergarten, second, sixth, and ninth graders.

Executive Director Time and Attendance Reporting: Jarzombek submitted a request to the Executive Committee asking for more flexibility in his daily 9 am to 5 pm work schedule to account for his frequent participation in evening and weekend community outreach activities. It was noted that Jarzombek's time and attendance are monitored via a weekly schedule and bi-weekly time sheets, and his goals and deliverables are evaluated regularly by the board. After a discussion, Curtis made a motion, seconded by

Neppl, to approve the proposal and require the executive director and counsel to devise a document detailing the plan that will be shared with the full board. The motion was approved unanimously.

Union Contract: In response to a question from Curtis, Schofield noted that contract negotiations have not yet begun, but the administration has discussed the process.

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

ADJOURNMENT: Smith made a motion, seconded by Bechard, to adjourn the meeting. The motion was approved unanimously, and the meeting adjourned at 7:35 pm.

NEXT MEETING: Tuesday, Sept. 8 – Pine Hills Branch at 6:00 pm

ALBANY PUBLIC LIBRARY
TREASURER'S REPORT
FOR THE SEVEN MONTHS ENDED
JULY 31, 2015

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
Support and Revenue				
Tax Levy-Library Operations	6,434,764	536,230	3,753,610	58.33%
Tax Levy- Branch Improvement Plan	1,853,313		-	0.00%
Future Operations Income	-			
NYS Grants	197,000		-	0.00%
NYS Construction Grant	26,250	2,250	7,250	27.62%
Federal Grants	38,000		-	0.00%
Fines and Fees	170,000	11,797	84,516	49.72%
Book Sales	0	895	2,691	
Interest Income	5,000	14,423	39,505	790.10%
Foundation Contributions	10,000		-	0.00%
DASNY Project Reimbursement	0		-	
Copier Printers	45,000	-	1,720	3.82%
Miscellaneous Income	0	612	24,001	
Fund Balance Used	759,732		-	0.00%
Total Support and Revenue	9,539,059	566,207	3,913,293	41.02%
Expenditures				
Payroll and Related costs	4,959,346	490,189	2,843,933	57.34%
Occupancy Costs	1,111,400	52,040	533,233	47.98%
Materials and Services	715,000	46,455	376,617	52.67%
Administration and Miscellaneous	535,000	23,038	255,756	47.80%
Automation	365,000	28,734	170,364	46.68%
Contingerncy	-	-	-	
Total Expenditures	7,685,746	640,456	4,179,903	54.39%
Debt Service	1,853,313	-	-	0.00%
Net Income (Loss)	-	(74,249)	(266,610)	0.00%

ALBANY PUBLIC LIBRARY
DETAIL OF EXPENDITURES
FOR THE SEVEN MONTHS ENDED
JULY 31, 2015

	ANNUAL BUDGET	CURRENT MONTH	YEAR TO DATE	% BUDGET EXPENDED
PAYROLL AND RELATED COSTS				
Salaries	3,409,678	382,570	1,932,013	56.66%
NYS Retirement System	545,548	4,207	266,707	48.89%
Payroll Taxes	261,063	28,235	142,153	54.45%
Hospital Insurance	721,557	71,137	488,975	67.77%
Payroll processing Costs	20,000	1,520	11,565	57.83%
Unemployment Insurance	1,500	2,520	2,520	168.00%
TOTAL	4,959,346	490,189	2,843,933	57.34%
OCCUPANCY COSTS				
Occupancy Costs	20,000	1,600	11,200	56.00%
Heat & Electric	245,000	9,705	107,927	44.05%
Telephone	13,000	976	6,695	51.50%
Maintenance/repairs/supplies	460,000	28,797	250,474	54.45%
Security	88,400	5,176	40,312	45.60%
NYS Construction Grant	35,000	-	8,140	23.26%
Furniture/Building Improvements	250,000	5,786	108,485	43.39%
TOTAL	1,111,400	52,040	533,233	47.98%
MATERIALS and SERVICES				
Books,etc.	590,000	44,374	311,436	52.79%
Serials/Magazines	60,000	-	40,946	68.24%
On-line Services	65,000	2,081	24,235	37.28%
TOTAL	715,000	46,455	376,617	52.67%
ADMINISTRATIVE and MISC.				
Office & Library Supplies	70,000	3,975	35,807	51.15%
Postage	20,000	137	4,849	24.25%
Publicity, Printing	47,000	483	18,875	40.16%
Training and Travel	30,000	155	7,355	24.52%
Community Activities	8,000	146	3,642	45.53%
Professional Services	200,000	4,799	124,037	62.02%
Misc Grant Expense	0	-	-	
Programming Activities	70,000	8,234	25,201	36.00%
Insurance	90,000	5,109	35,990	39.99%
TOTAL	535,000	23,038	255,756	47.80%
AUTOMATION				
Automation Services	240,000	21,430	126,203	52.58%
Automation Software	15,000	6,856	7,026	46.84%
Automation Hardware	110,000	448	37,135	33.76%
TOTAL	365,000	28,734	170,364	46.68%
CONTINGENCY	0	-	-	0.00%
DEBT SERVICE PAYMENT	1,853,313	-	-	0.00%
TOTAL EXPENDITURES	9,539,059	640,456	4,179,903	43.82%

BOARD OF TRUSTEES
POLICIES AND GOVERNANCE COMMITTEE

DATE: August 17, 2015, convened 6:00 PM, adjourned 6:40 PM. Washington Avenue branch, small auditorium.
PRESENT: Donna Dixon, chairperson; Arlene Way, trustee; Tim Smith, trustee; Scott Jarzombek, executive director; Melanie Metzger, assistant director.
Public: No members of the public were present.

TOPIC	DISCUSSION	ACTION
1. **Hazardous Materials Policy**	The committee reviewed and discussed the Hazardous Materials Policy.	The committee requested a few non-substantive changes. We recommend putting the policy forth for an affirmative vote at the next Board of Trustees meeting on September 8 pending review by counsel.
2. **Service to Children Policy: Next steps**	The committee met to plan next steps for review and comment. We discussed the current policy and steps to take to engage a larger stakeholder audience on the availability of college student resources. We agreed that we do not wish to suggest revisions to the current policy until more research and outreach is done. We would like to convene some stakeholders to take the temperature of the community, and to see what kind of coordinated support might be developed which would allow previously	We recommend as the next step to reach out to the presidents of University at Albany, HVCC, SCCC, and College of St. Rose, and leaders of the Albany Promise. We hope this will lead to a facilitated session or sessions with representatives of the schools of education and social work there, i.e., academic deans, to discuss how to engage the colleges in a structured program that provides academic credit and set expectations for the students. Our goal is that if this concept is favorably received, to have something in place by Fall 2016.

| | unsupervised children more access to the library, without overburdening the library staff or placing anyone at risk.

We further agreed that as trustees, our charge is to develop the policy that allows that to happen, and it's up to the stakeholders and library programming staff to carry out operational issues, but at the same time, board members have an opportunity to help with visioning a program that could serve more young people. As elected reps, it's reasonable for us to bring in constituents and stakeholders. | We believe it is more appropriate to discover what we might be able to organize before we suggest any possibilities to the community or revisions to the policy.

Scott will ask Stephanie to draft a letter of query to the presidents of UAlbany and St. Rose, to start, to share with the committee via email. |
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Respectfully submitted,
Donna Dixon

PURPOSE:

The purpose of this program is to inform interested persons, including employees, that Albany Public Library is complying with the OSHA Hazard Communication Standard, 29 C.F.R. 1200, *et seq.*, by: compiling a hazardous chemicals list, using material safety data sheets (MSDSs), ensuring that containers are labeled, and providing its employees with training and information availability.

POLICY:

Hazard Communication Program

This program applies to all work operations in the Library and grounds where employees may be exposed to hazardous substances under normal working conditions or during an emergency situation.

The safety and health manager, who is the Facilities Manager, is the program coordinator who has overall responsibility for the program. The Facilities Manager will review and update the program, as necessary. Copies of the written program may be obtained from the Albany Public Library Public Service Desks, and/or each facility's store room in their respective Hazard Communications Binders, as well as the Facilities Manager's Office on the 3rd floor of 161 Washington Avenue, Albany, NY 12210.

All employees, or their designated representatives, can obtain further information on this written program, the hazard communication standard, applicable MSDSs, and chemical information lists from the Albany Public Library Public Service Desks, and/or each facility's store room in their respective Hazard Communications Binders, as well as the Facilities Manager's Office on the 3rd floor of 161 Washington Avenue, Albany, NY 12210. Under this program, employees will be informed of the contents of the Hazard Communication Standard, the hazardous properties of chemicals with which they work, safe handling procedures, and measures to take to protect themselves from these chemicals. Our employees will also be informed of the hazards associated with non-routine tasks.

If after reading this program, you find that improvements can be made, please contact the Facilities Manager. The Library encourages all suggestions because it is committed to the success of its written hazard communication program. The Library strives for clear understanding, safe behavior, and involvement in the program from every employee.

Hazard Evaluation Procedures

The Library's chemical inventory is a list of hazardous chemicals known to be present in its workplace. Anyone who comes into contact with the hazardous chemicals on the list needs to know what those chemicals are and how to protect themselves. That is why it is so important that hazardous chemicals are identified, whether they are found in a container or generated in work operations (for example, welding fumes, dusts, and exhaust fumes). The hazardous chemicals on the list can cover a variety of physical forms including liquids, solids, gases, vapors, fumes, and mists. Sometimes hazardous chemicals can be identified using purchase orders. Identification of others requires an actual inventory of the facility. After each chemical arrives, a safety sheet will be attached to each Hazardous Communications Binder by the

Facilities Manager or someone designated by him. All chemicals introduced into each facility will have to be approved by the Facilities Manager or someone designated by him/her.

The Facilities Manager or someone designated by him updates the inventory as necessary.

The Facilities Manager keeps the chemical inventory list, along with related work practices used in the Library, at each branch's public service desk and custodial store room(s), where it is accessible during work hours.

The Library does not manufacture any chemicals and, therefore, does not make any hazard determinations.

After the chemical inventory is compiled, it serves as a list of every chemical for which an MSDS must be maintained.

Material Safety Data Sheets (MSDSs)

The MSDSs the Library uses are fact sheets for chemicals which pose a physical or health hazard in the workplace. MSDSs provide Library employees with specific information on the chemicals they use.

The Facilities Manager is responsible for obtaining/maintaining the MSDSs at the Library. He/she will contact the chemical manufacturer or vendor if additional research is necessary. All new procurements for the Library must be cleared by the Facilities Manager.

The material safety data sheets are kept at each branch at the public service desk and custodial storage room(s). Employees can obtain access to them by referring to each Hazardous Communication Binder or by contacting the Facilities Manager.

If the MSDS is not received at time of first shipment, the Facilities Manager or someone designated by him/her, will contact the chemical vendor and request a sheet be provided.

The Library maintains MSDSs for chemicals that pose a threat or physical harm to guests and employees, whether liquid, gas, solids, etc., and will update these MSDSs when new and significant health information is found. In such cases, the Facilities Manager or someone designated by him, will remove any or all old data sheets from the Hazardous Communications Binders and replace them with new data sheets that pertain to the chemicals.

The MSDS format used for the MSDSs that the Library generates is based on the new current sheets provided by the Hazardous Communication Standard as outlined by PESH under HCS §1910.1200. (A sample of which is in the Hazardous Communications Binder)

Alternatives to MSDSs used in the workplace include: Labels and or printed online sheets from the chemical manufacturer themselves.

Labels and Other Forms of Warning

Labels must list, at a minimum, the chemical identity, appropriate hazard warnings, and the name and address of the manufacturer, importer or other responsible party. The chemical identity is found on the label, the MSDS, and the chemical inventory. Therefore, the chemical identity links these three sources of information. The chemical identity used by the supplier may be a common or trade name, or a chemical name. The hazard warning is a brief statement of the hazardous effects of the chemical (i.e., "flammable," or "causes lung damage"). Labels

frequently contain other information, such as precautionary measures (i.e., "do not use near open flame"), but this information is provided voluntarily by the Library and is not required by the rule. The Library's labels must be legible and prominently displayed, though their sizes and colors can vary.

The Facilities Manager or someone designated by him/her is responsible for ensuring that all hazardous chemicals in the Library are stored containers which are properly labeled and updated, as necessary. The Facilities Manager or someone designated by him/her also must ensure that newly purchased materials are checked for labels prior to use.

The Facilities Manager or someone designated by him/her is responsible for ensuring the proper labeling of any shipped containers.

The Facilities Manager or someone designated by him/her will refer to the corresponding MSDS to assist employees in verifying label information.

The labeling system used on stored and shipped containers will be consistent with the requirements under the Hazardous Communications Standard HCS §1910.1200.

No alternatives to labeling are used by the Library. All chemicals must be stored in labeled containers. However, if employees transfer chemicals from a labeled container to a portable container that is intended only for their IMMEDIATE use, no labels are required on the portable container.

The Library will review and update label information when necessary, and will ensure that labels that fall off or become unreadable are immediately replaced. The Facilities Manager or someone designated by him/her will be responsible for reviewing all items and labels to ensure they are up-to-date and accurate.

Training

Everyone who works with or is potentially "exposed" to hazardous chemicals will receive initial training and any necessary retraining on the Hazard Communication Standard and the safe use of those hazardous chemicals by the Facilities Manager or someone designated by him/her. "Exposure" means that "an employee is subjected to a hazardous chemical in the course of employment through any route of entry (inhalation, ingestion, skin contact or absorption, etc.) and includes potential (e.g., accidental or possible) exposure." Whenever a new hazard is introduced or an old hazard changes, additional training will be provided.

Information and training is a critical part of the hazard communication program. The Library trains our employees to read and understand the information on labels and MSDSs, determine how the information can be obtained and used in their own work areas, and understand the risks of exposure to the chemicals in their work areas, as well as the ways to protect themselves.

The Library's goal is to ensure employee comprehension and understanding, including being aware that they are exposed to hazardous chemicals, knowing how to read and use labels and MSDSs, and appropriately following the protective measures that have been established. Employees are required to ask the Facilities Manager or someone designated by him/her if they have any questions. As part of the assessment of the training program, the Facilities Manager or someone designated by him/her will regularly ask for input from employees regarding the training they have received, and their suggestions for improving it. In this way, the Library hopes to reduce any incidence of chemical source illnesses and injuries.

All employees receive training for hazard communication.

Training Content

Training will be provided through classroom instruction.

The training plan emphasizes these elements:

- Summary of the standard and this written program, including what hazardous chemicals are present, the labeling system used, and access to MSDS information and what it means.
- Chemical and physical properties of hazardous materials (e.g., flash point, reactivity) and methods that can be used to detect the presence or release of chemicals (including chemicals in unlabeled pipes).
- Physical hazards of chemicals (e.g., potential for fire, explosion, etc.).
- Health hazards, including signs and symptoms of exposure, associated with exposure to chemicals and any medical condition known to be aggravated by exposure to the chemical.
- Procedures to protect against hazards (e.g., engineering controls; work practices or methods to assure proper use and handling of chemicals; personal protective equipment required, and its proper use, and maintenance; and procedures for reporting chemical emergencies).

New employees will be trained through their immediate supervisor at the time of hire and at the time of their initial assignment in which they may be exposed to a new chemical. The Library also trains employees when a new hazard is introduced by a notification of updated information in the Hazardous Communications Binders and classroom instruction. Annual training is provided for all employees.

Multi-Employer Facility

When contractors or any other employers' workers (i.e., painters, electricians, or plumbers) will be working at this workplace, the Facilities Manager will:

- Provide the other employer(s) with MSDSs for any of our chemicals to which their employees may be exposed by giving access to the Hazardous Communications Information Binders as they request it , and
- Relay necessary label and/or emergency precautionary information to the other employer(s) in writing or through electronic communication as requested.
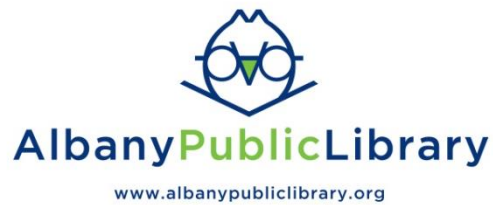
Each contractor bringing chemicals on-site must provide the Facilities Manager with the appropriate hazard information on these substances, including the MSDSs, the labels used, and the precautionary measures to be taken in working with these chemicals.

RESPONSIBILITY:

The Facilities Manager is responsible for compliance with this policy. All employees, or their designated representatives, can obtain further information on this written program, the hazard communication standard, applicable MSDSs, and chemical information lists from the Facilities Manager at 161 Washington Avenue, Albany, NY 12210.

APPROVED ON: September 2015

BOARD OF TRUSTEES CONTINUING EDUCATION PLAN: 2015/2016

TOPIC	OFFERING	METHOD	DATE
CORE Trustee Training	UHLS	Classroom	Semiannually
Performance Management and Dashboards	Orange Boy: Implementing Outcome Measurement	Webinar	7/17/15
Advocacy	Rebekkah Smith Aldrich *Start With Why:* Simon Sinek	Annual Retreat Book	March 2015 Distributed at Retreat
Emerging Technology	Orange Boy: Dashboard		March 17 2015
Budget Development/Oversight		Next retreat	
Other	*Organizational Capacity and the Public Library*	Article	July 2015
Various	LTA Annual Trustee Institute	Keynote, Workshops	May 6-7/2016 Plattsburgh

UPPER HUDSON LIBRARY SYSTEM
Together. For Better Libraries.

2015 Construction Grant Letter of Intent / Project Summary

This form will be used by the UHLS staff and the UHLS Services Committee as a summary description of your project and as a preliminary screening tool for the full Construction Grant Application process.

Please email completed form to Tim Burke, tim.burke@uhlslib.ny.us by July 31, 2015.

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1. **Primary Contact –** This person will be used for all grant communication during the application process.
   Name: Scott C. Jarzombek_
   Email: jarzombeks@albanypubliclibrary.org
   Library: Albany Public Library: Washington Ave. Branch

2. **Project Estimated Cost/Anticipated Grant Request/Descriptive Summary of Project**

   a. Estimated Total Project Cost – 40,500

   b. Anticipated Grant Request – 54,000

   c. Description/Summary of Project (Please describe project below. Do not exceed 250 words)

First floor rear women's restroom on the first floor will be turned into a non-gendered single use family restroom. The restroom will be redone to include water saving faucets and toilet. New energy efficient lighting will be installed and the doorway will increase to allow for ADA compliance, thus allowing all to freely use that restroom. Opening these bathrooms will allow us to use the small and large auditorium for afterhours meetings and programs. We also hope that non-gendered bathrooms will be more welcoming to our growing transgendered community.

3. Project's Connection to NYS Public Library Construction Grant Priorities – Please check the priority or priorities that this project will address and add a brief (1-2 sentence) description of how it will address that priority.

      _____ _Increased effectiveness of library service due to increased and/or improved building space and capacity.

      X More efficient utilization of the building such areas as energy conservation and increased staff efficiency.

      X Improved access to and use of building services by all library users, including those with physical disabilities.

      X Provision of library services to geographically isolated or economically disadvantaged communities.

EXECUTIVE DIRECTOR'S REPORT
ALBANY PUBLIC LIBRARY
SEPTEMBER 2015

EXECUTIVE SUMMARY

August saw the close of the Summer Reading Program. This summer our organization had multiple successful partnerships with outside organizations including the New York State Museum and the Albany Fire Department. It was also a busy time for outreach. The library could be found at multiple events throughout the city, including the District Attorney's WORDS summer event and the City's Allypmics.

Albany Made is officially open with open lab nights on Monday and Thursdays. A local artist, Samson Contampasious, produced Albany Made's first in house art piece which can be seen hanging between the two auditorium spaces.

The library launched a user survey through Orange Boy to better understand usage, including insight into book circulation trends for both print and electronic formats.

Staff was kept busy with many administrative tasks this August as well. They spent a considerable amount of time dedicated to the hours change in September making sure the community was informed and all internal and external notations of our hours were updated. Administration met with the Buildings and Grounds committee to decide on a project for the next DLD grant and the Union and the organization's negotiation team met to discuss a calendar to start the process of renegotiating the contract.

Our Automation department had its share of excitement this month. There was a significant network outage with our internet provider on August 21st, causing all of our locations to loss internet and phone access. The library was able to return to normal operations by late afternoon. The City's Broad Band committee met twice in August, and is now reviewing proposals for a study to be done. The library will continue to have a representative on that ad hoc committee.

Six locations have received new copiers. Once the kinks are worked out they will all have public scanning capabilities. A committee has been created to explore and implement a device loaning program. We should see some of these services go public in the next few months. We have installed new security cameras at Washington Ave., including a camera in the parking lot entrance that is continuously monitored by staff at the circulation desk.

The Foundation is in the final stages of planning the Gala, please mark November 14th on your calendar. The Foundation is also hosting a donor appreciation event to celebrate Paul Grondahl's papers becoming part of the Albany History Rooms collection. This event is on September 29th at 6pm and all members of the board are invited. The Friends are sponsoring a Blood Drive on the 30th of September. We are very excited to have their book talks, which are taped by the Friends and aired on channel Albany, added to our DVD collection.

Department Reports

Central Service Area
<u>Washington Avenue Branch</u>
Adult Services
- Alex Hoag, an intern from UAlbany started on August 26th. She will be working with Sarah Clark to offer digital literacy classes at the Washington Avenue Branch. The space devoted to e-learning will be called the Albany Made Digital Skills Lab.
- Barbara Speck, also an intern from UAlbany started on August 27th. She will be working with Jim Davies in the Local History Room to scan, describe, and upload 80 historic photos of Albany businesses to the New York Heritage Digital Collection.

Youth Services
- Monday-night SRP programs averaged 29 participants each – some of the best-attended SRP offerings! On 8/3, 15 kids brought their stuffed animals for "check-ups" (and surgery) with Dr. Tyler Hotaling of Parkside Veterinary Hospital (Albany).
- Bi-monthly Daycare Storytimes (2nd & 4th Mondays of each month) have proven very successful, averaging 51 attendees for the first 2 months.

<u>Arbor Hill West Hill Branch</u>
Adult Services
- August featured a visit from Assembly Member John T. McDonald III, who endorsed AR's SRP and spoke to children and parents who were present at the 8/20 program.
- Computer Q&A helped two patrons this month who were absolute beginners. Each learned basic mouse skills and left feeling confident about continuing to learn more.

Youth Services
- Our own Community Engagement Officer, Will Pierce, did an SRP program titled, "Community Hero Training." Officer Pierce has been fostering very positive relationships with the community through his presence in the library and neighborhood.
- Speaking of fostering relationships, AR's story time has built a solid bond with our neighboring day care, "Kreative Kidz Zone." The children visit once a week to take part in the session.

West Service Area
<u>John Bach Branch</u>
Adult Services
- Facilities staff investigating odor near adult computers; A/C repaired (though remains warm, humid in community room)
- Automation investigating lack of long distance phone access
- Book groups and art class well attended
- Library Links outreach program to seniors in development

Youth Services
- SRP participants showed strongest interest in programs that were: hands on, STEAM related for the tweens, and focus on early literacy
- Developing a book discussion group for 9 to 12 year old children as requested by home schooling parents in the neighborhood

Pine Hills Branch
Adult Services
- Worked with Cornell Cooperative Extension master gardeners to display information on the Pine Hills butterfly garden and give away free butterfly garden seeds supplied by Burpee.
- Proctoring more tests for online courses, especially for real estate exams.

Youth Services
- Doubled participation of children in this year's SRP.
- Summer intern was instrumental in SRP programming success.
- Preparing for fall programs including: It's Elementary Kids Club, LEGO Club and Teen Time.
- Youth librarian is scheduling back-to-school visits with various public schools and day care facilities.

East Service Area
Delaware Ave Branch
Adult Services
- Adult art classes (beading, still life) got great responses from participants.
- Dewey changeover here concluded the first week of August. The city Summer Youth Employment Program (SYEP) students were instrumental in getting the Juvenile Non-Fiction titles back on the shelves. The SYEP students concluded their employment experience on Aug. 7, but helped to get quite a bit accomplished during their 5 short weeks at the branch.

Youth Services
- The branch's SRP programs this month were all well attended. One highlight was NYS Museum Educator Ryan Fitzpatrick's talk on "Epics, Sagas and Heroes." It was a full house of all ages (a summer camp of tweens and teens stopped by).
- A lot of neighborhood families turned out to meet some of their local heroes during our firefighter program. All the families appreciated the fact that the firefighter's allowed the children the privilege of sitting in the front seat of the truck and it was great to learn about this important community resource.
- SRP wrap-up party with the Zucchini Brothers was a lot of fun. Next year, the branch hopes to have the party on the front patio to catch more foot traffic.

John A. Howe Branch
Adult Services
- Design boards for the garden on Clinton Street are up on display above the magazine shelf.

- The writing group – With Pen in Hand - continued to meet this month. They are planning on bringing in a guest author in October to attract more writers to the group.

Youth Services
- Pre-school story times set up for the school year with Lincoln Square, Olivia Rorie Center and Free School
- Successful summer reading program culminated in a Heroes Pizza party on Aug. 21. The South End fire department came through and was able to send a truck over for the kids to marvel over. At the end of the program, over 50 kids and their families were in attendance.
- The Play and Grow toys have been out for free play this month and the families taking a break from the heat have enjoyed having their younger kids have constructive playtime.

North Albany Branch
Youth Services
- Summer Reading Program was incredibly popular here with a great group of teens, kids, and even toddlers coming into the branch on a daily basis to complete their weekly sheets for prizes, and complete the crafts of the day.
- Staff have seen increase in the amount of families bringing their children into the branch for the daily craft clubs.
- Worked with the YMCA day camp this summer with campers coming in for library visits, browse the books, create crafts.

OPERATIONS
AUTOMATION
- New photocopiers installed at six sites. Includes card reader systems, eliminating coin boxes. Provides public scanning and color copying capabilities. Still working out the kinks.
- Created and distributed staff support documentation for new public copiers
- Updated Point of Sale system settings for new copy/scan services charges
- Changed public IP addressing to a larger range of available addresses, providing more flexibility and expansion space for networking purposes.
- Continued back end preparations and planning for hours of operations changes at all sites starting September 1st. Involved changing configurations for public access computers, wireless access and phone system menus and schedules.
- Completed SAM system upgrades at Bach, Howe and Arbor Hill sites. All sites now on upgraded version.
- Continued testing potential public in-house use loaner laptop option
- Replaced core switches at North Albany and Arbor Hill West Hill Branches
- Purchased network management software system and started configuring for optimum use
- Installation of Nortel/Avaya phone system management software on branch servers for easier management and oversight

COMMUNITY ENGAGEMENT
- Continue to provide story time to ACAP and Head Start programs.
- Partnered with the Albany county district attorney's office for summer programs.
- Tabled at several summer community events including a Sheridan Hollow block party, a South End community event and a back-to-school event at City Hall.
- Partnered with summer school literacy teachers by providing summer reading materials and books for use in the summer classrooms.
- Stories and Art in the Parks programs ended Aug. 3 and had attendance ranging from 20 to 50, with the larger parks attracting larger numbers. Plan to continue this collaboration with city Department of Recreation in 2016.
- Will be featured in the City of Albany Allympics Kid Zone on Aug. 28.
- New volunteer coordinator, from the VISTA program, started work. Her term ends in July 2016.

COLLECTION MANAGEMENT
- Dewey project at the Delaware Branch has been completed; expect to start at Howe in September.
- Sierra Decision Center module looks quite promising for collection management reports. APL will explore it further, once UHLS adjusts some of the defaults.
- For the past several months, many of the Friends noon book reviews and special programs have been recorded onto DVDs.

FACILITIES
- Removed trees at Howe to begin to get ready for adding the parking spaces
- Preparing application for this year's NYS Construction grant.
- The rear entrance at Washington is nearly complete with its new changes
- New security cameras have been installed on the first and second floors of Washington Ave.
- Preparing the Delaware branch garden area for the arrival of the new bricks to be laid near the tree sculpture.

FINANCE
- Worked with ADP and Library HR to convert payroll to ADP Workforce Now , which is ACA (Affordable Care Act) compliant. Also worked to upload When to Work schedules into ADP to compare scheduled time to actual hours worked.
- Met with CDTA and APL Executive Director to move forward with selling CDTA passes at the library.
- Working with IT to update Point of Sale System to accommodate CDTA sales as well as potential Foundation sales.
- Gathering input from APL Supervisors and Executive Director for input into the Five Year Plan.

HUMAN RESOURCES
Personnel Changes
- Two library clerks resigned, hired one temporary library clerk and 1 PT Lib I resigned to be hired as Temp Lib I
- Opened Washington Avenue employee gym to staff
- Completed staff census for JFA
- Set meeting with JFA to begin health insurance options for 2015
- Moved from ADP version 2 to version 8 (large migration)
- Customer Service Specification moved from City of Albany Civil Service to State Civil Service
- Submitted Public Information Specialist Specification to the City of Albany Civil Service
- Completed Supervisor's training in ADP to version 8
- Began negotiations with union

PUBLIC RELATIONS
- **Media Relations**: Media coverage for new branch hours and participation in city back-to-school program.
- **Publications**: Crafted informational materials for new branch schedules and back-to-school outreach. Distributed September/October program guide and started November/December issue. Sent out two issues of eNotes email newsletter (every-other-week schedule).
- **Social Media**: Pattern of slow, but steady, growth continues with Facebook and Twitter both with 2 percent and Instagram with 4 percent.
- **Website**: Continue to update site as part of department's communications duties. Pages with most traffic in August, in order: Home page, Washington Ave. Branch page, Locations main page, Pine Hills Branch page, and Bach Branch page.

INCIDENT REPORTS/ COMMENT CARDS/ WEBSITE CONTACTS/VOLUNTEERS
Incident Reports: 18 total incidents
Comment Cards: 15 Comments: 2 positive, 10 neutral, 3 negative
Website Contacts: 46 newsletter signups, 43 library card applications, 2 interlibrary loan requests, 61 contact form entries.
Volunteers: 5 total volunteers for 27 hours at Washington, Bach, Howe branches

DIRECTOR'S CALENDAR
8/11: City Broadband Committee
8/14: WORDS Campaign End of Summer Event (Albany County DA)
8/17: BOT P&G Committee
8/20: Grassroots Givers/Albany Library Foundation small libraries meeting
8/20: BOT B&G Committee
8/25: Friends Book Talk
8/25: Back to School Night at City Hall

8/27: Foundation Board
8/27: Albany Broadband Feasibility Committee (City of Albany)
8/28: Satellite office hours Arbor Hill/West Hill Branch
8/29: Allympics (Department of Recreation)

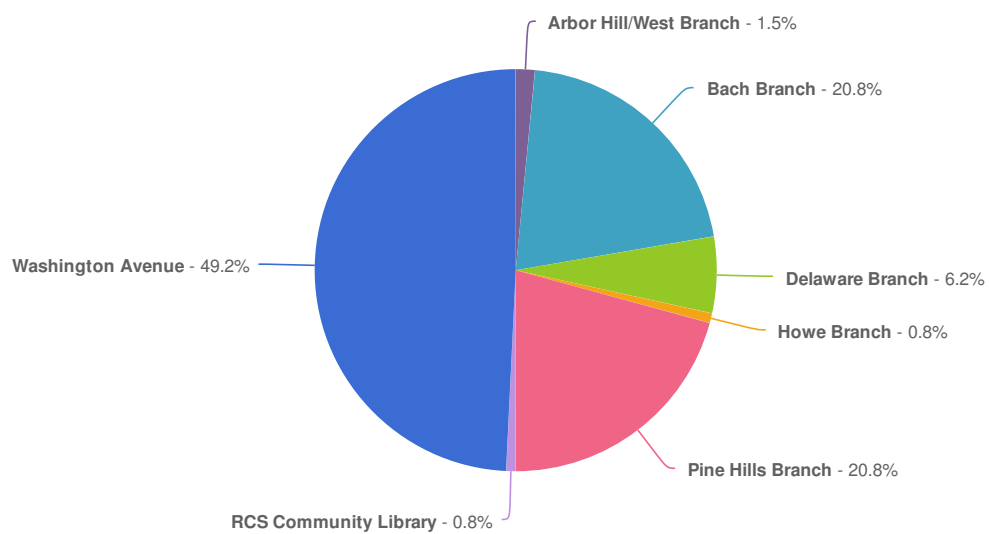# APL Circulation Survey July 2015 No Open Text Responses

Last Activity Location

Altamont Free Library	0.8%		1
Arbor Hill/West Branch	0.8%		1
Arvilla E. Diver Memorial Library	0.0%		0
Bach Branch	23.1%		30
Bethlehem Public Library	7.7%		10
Castleton Public Library	0.0%		0
Cohoes Public Library	0.0%		0
Delaware Branch	8.5%		11
East Greenbush Community Library	0.0%		0
Grafton Community Library	0.0%		0
Guilderland Public Library	2.3%		3
Howe Branch	1.5%		2
Menands Public Library	0.0%		0
Nassau Free Library	0.0%		0
North Albany Branch	3.1%		4
North Greenbush Public Library	0.0%		0
		Total	130

Pine Hills Branch	21.5%		28
Poestenkill Library	0.0%		0
RCS Community Library	0.0%		0
Rensselaer Public Library	0.0%		0
Troy Public Library- Lansingburgh Branch	0.0%		0
Troy Public Library- Main Branch	0.8%		1
Washington Avenue	23.1%		30
Watervliet Public Library	0.0%		0
Westerlo Public Library	0.0%		0
William K. Sanford Town Library	6.9%		9
	Total		130

Home Location

Arbor Hill/West Branch - 1.5%
Bach Branch - 20.8%
Washington Avenue - 49.2%
Delaware Branch - 6.2%
Howe Branch - 0.8%
Pine Hills Branch - 20.8%
RCS Community Library - 0.8%

Arbor Hill/West Branch	1.5%		2
Bach Branch	20.8%		27
Delaware Branch	6.2%		8
Howe Branch	0.8%		1
North Albany Branch	0.0%		0
Pine Hills Branch	20.8%		27
	Total		130

RCS Community Library	0.8%		1
Washington Avenue	49.2%		64
		Total	130

...visited an Albany Public Library location?

Never - 4.1%
Daily or nearly every day - 1.6%
About once a week - 16.3%
Three or four times a year - 32.5%
About once a month - 45.5%
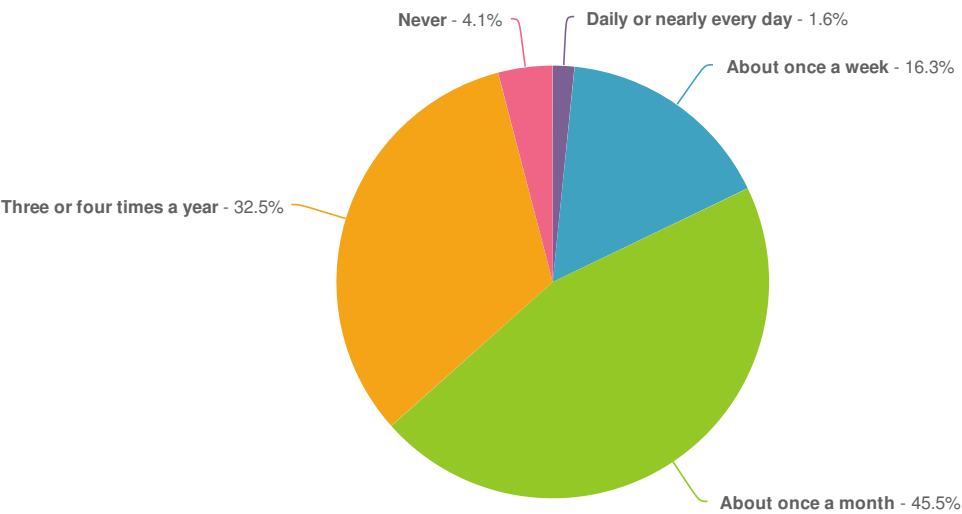
Daily or nearly every day	1.6%		2
About once a week	16.3%		20
About once a month	45.5%		56
Three or four times a year	32.5%		40
Never	4.1%		5
		Total	123

Please select all of the reasons why you do not visit the Library in-person more often:
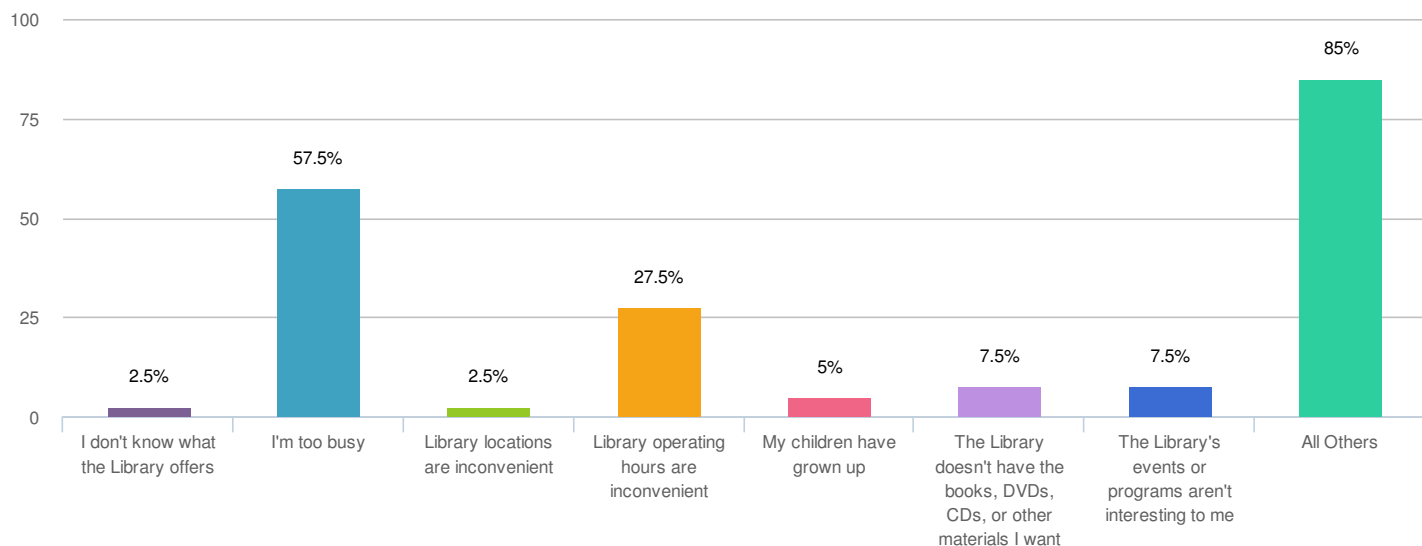
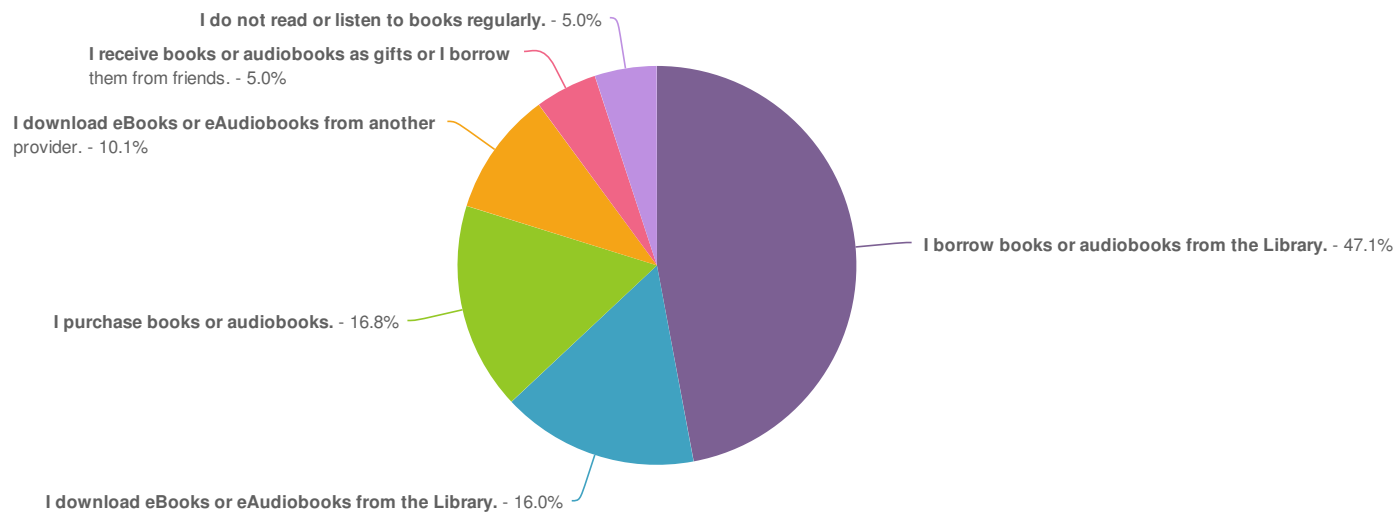|			
I don't know what the Library offers	2.5%		1
I'm too busy	57.5%		23
Library locations are inconvenient	2.5%		1
Library operating hours are inconvenient	27.5%		11
My children have grown up	5.0%		2
The Library doesn't have the books, DVDs, CDs, or other materials I want	7.5%		3
The Library's events or programs aren't interesting to me	7.5%		3
My card is blocked due to fines	0.0%		0
I prefer to purchase the things I could find at the Library	5.0%		2
I download eBooks, music, and other media instead of checking out physical materials	45.0%		18
I'm not satisfied with the look or feel of the Library's building/location	5.0%		2
I have to wait too long to get the materials I want	7.5%		3
Borrowing periods are too short	17.5%		7
I don't like to pay fines for overdue materials	5.0%		2
Just not interested	0.0%		0
	Total		40

Other Reasons for No Library Use

Moved Away	0.0%		0
Mistake	0.0%		0
Online-only	0.0%		0
	Total		0

...used Albany Public Library's website, online catalog, or other library services online?

Never - 13.8%

Daily or nearly every day - 4.1%

About once a week - 17.1%

About once a month - 34.1%

Three or four times a year - 30.9%
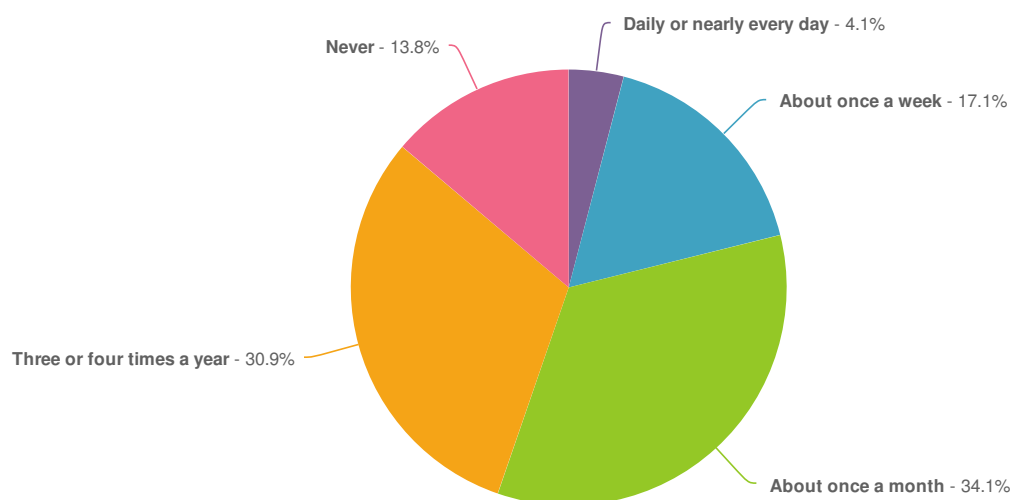
Daily or nearly every day	4.1%		5
About once a week	17.1%		21
About once a month	34.2%		42
Three or four times a year	30.9%		38
Never	13.8%		17
	Total		123

Please select all of the reasons that you do not use the Library's online resources more often:
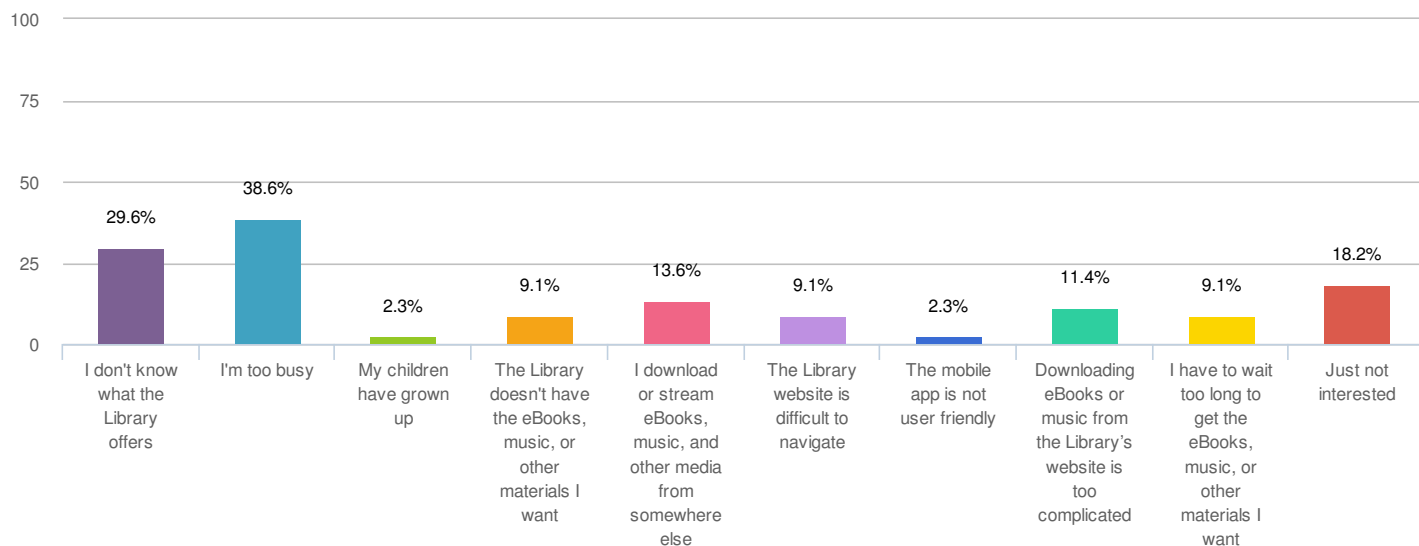
I don't know what the Library offers	29.6%	13
I'm too busy	38.6%	17
My children have grown up	2.3%	1
The Library doesn't have the eBooks, music, or other materials I want	9.1%	4
My card is blocked due to fines	0.0%	0
I download or stream eBooks, music, and other media from somewhere else	13.6%	6
The Library website is difficult to navigate	9.1%	4
The mobile app is not user friendly	2.3%	1
Downloading eBooks or music from the Library's website is too complicated	11.4%	5
I have to wait too long to get the eBooks, music, or other materials I want	9.1%	4
Just not interested	18.2%	8
	Total	44

Other Reasons for No Library Use

Moved Away	0.0%		0
Mistake	0.0%		0
Online-only	0.0%		0
	Total		0

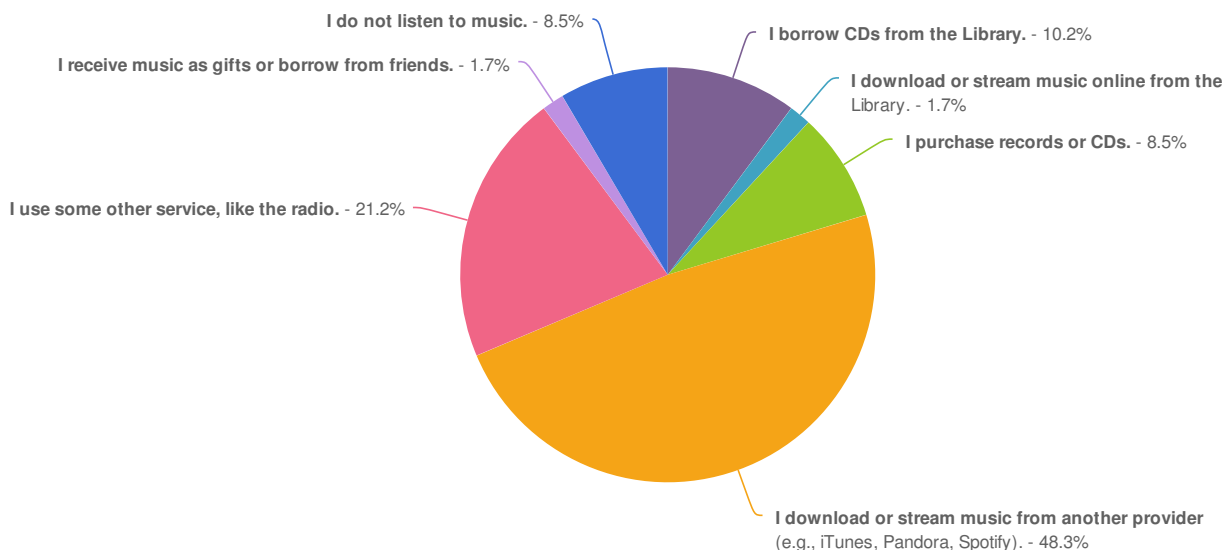## Which one thing would most enhance your library experience?
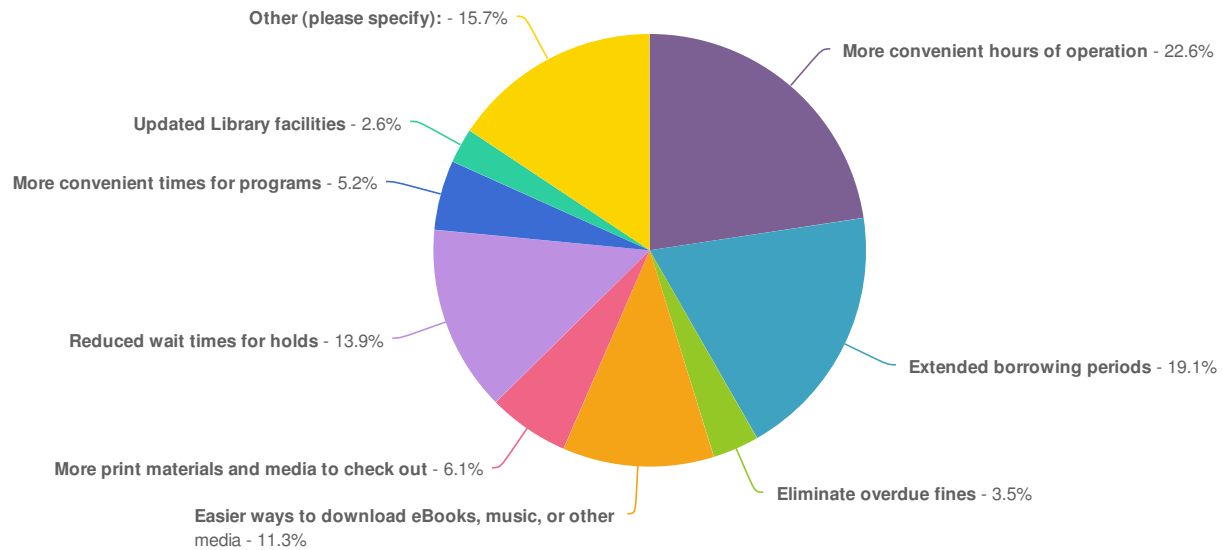
More convenient hours of operation	22.6%		26
Extended borrowing periods	19.1%		22
Eliminate overdue fines	3.5%		4
Easier ways to download eBooks, music, or other media	11.3%		13
More print materials and media to check out	6.1%		7
Reduced wait times for holds	13.9%		16
More convenient times for programs	5.2%		6
Updated Library facilities	2.6%		3
Other (please specify):	15.7%		18
		Total	115

How do you most often access books for yourself? Please select only one answer.
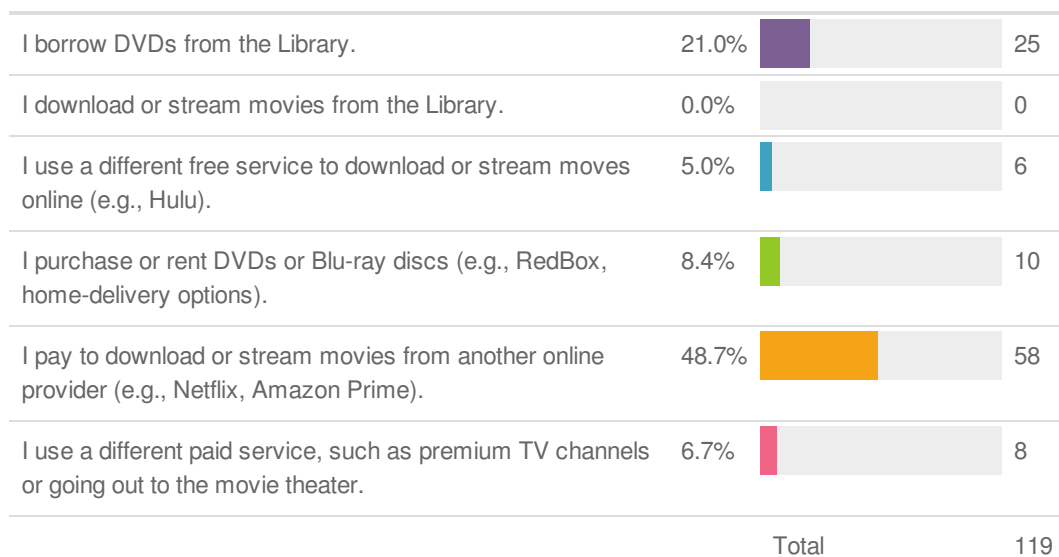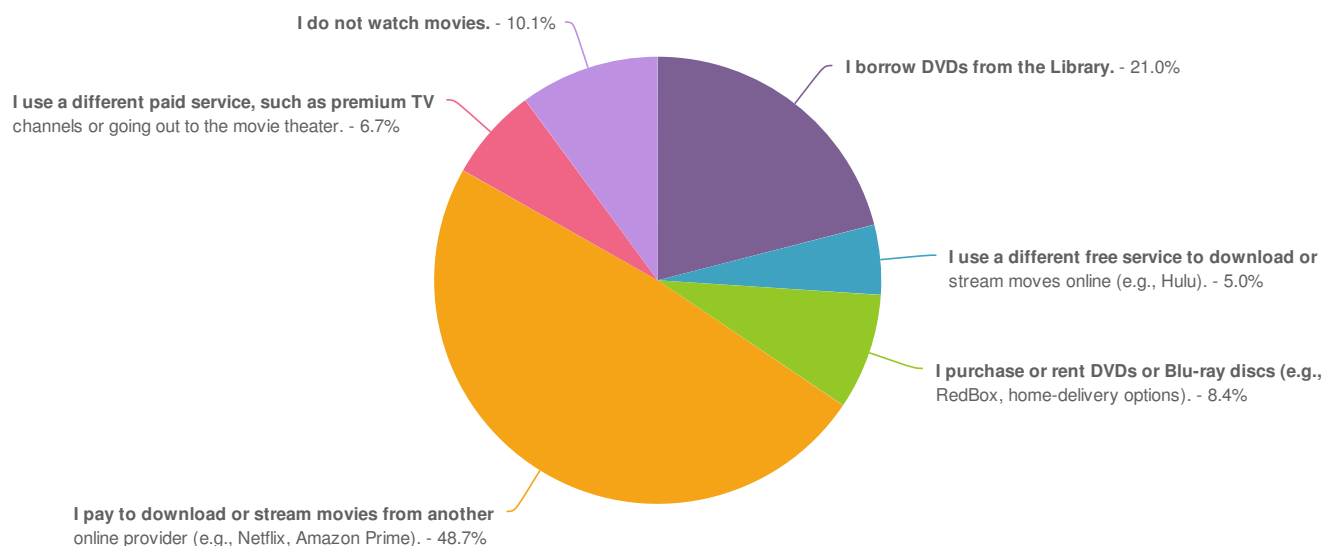
I do not read or listen to books regularly. - 5.0%

I receive books or audiobooks as gifts or I borrow them from friends. - 5.0%

I download eBooks or eAudiobooks from another provider. - 10.1%

I purchase books or audiobooks. - 16.8%

I download eBooks or eAudiobooks from the Library. - 16.0%

I borrow books or audiobooks from the Library. - 47.1%

I borrow books or audiobooks from the Library.	47.1%		56
I download eBooks or eAudiobooks from the Library.	16.0%		19
I purchase books or audiobooks.	16.8%		20
I download eBooks or eAudiobooks from another provider.	10.1%		12
I receive books or audiobooks as gifts or I borrow them from friends.	5.0%		6
I do not read or listen to books regularly.	5.0%		6
		Total	119

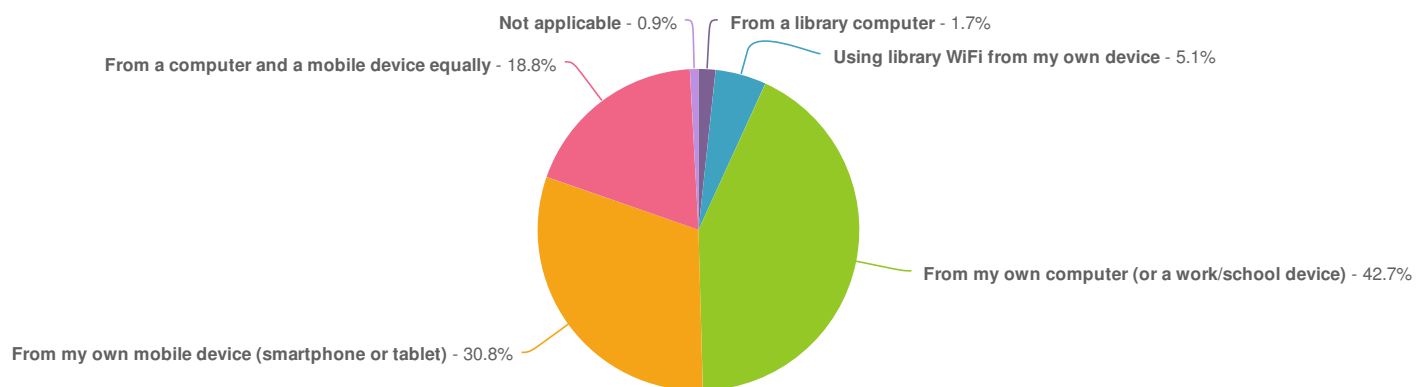How do you most often access music? Please select only one answer.

I do not listen to music. - 8.5%

I receive music as gifts or borrow from friends. - 1.7%

I use some other service, like the radio. - 21.2%

I borrow CDs from the Library. - 10.2%

I download or stream music online from the Library. - 1.7%

I purchase records or CDs. - 8.5%

I download or stream music from another provider (e.g., iTunes, Pandora, Spotify). - 48.3%

I borrow CDs from the Library.	10.2%		12
I download or stream music online from the Library.	1.7%		2
I purchase records or CDs.	8.5%		10
I download or stream music from another provider (e.g., iTunes, Pandora, Spotify).	48.3%		57
I use some other service, like the radio.	21.2%		25
I receive music as gifts or borrow from friends.	1.7%		2
I do not listen to music.	8.5%		10
		Total	118

How do you most often access movies? Please select only one answer.

- **I do not watch movies.** - 10.1%
- **I use a different paid service, such as premium TV** channels or going out to the movie theater. - 6.7%
- **I pay to download or stream movies from another** online provider (e.g., Netflix, Amazon Prime). - 48.7%
- **I borrow DVDs from the Library.** - 21.0%
- **I use a different free service to download or** stream moves online (e.g., Hulu). - 5.0%
- **I purchase or rent DVDs or Blu-ray discs (e.g.,** RedBox, home-delivery options). - 8.4%

I borrow DVDs from the Library.	21.0%		25
I download or stream movies from the Library.	0.0%		0
I use a different free service to download or stream moves online (e.g., Hulu).	5.0%		6
I purchase or rent DVDs or Blu-ray discs (e.g., RedBox, home-delivery options).	8.4%		10
I pay to download or stream movies from another online provider (e.g., Netflix, Amazon Prime).	48.7%		58
I use a different paid service, such as premium TV channels or going out to the movie theater.	6.7%		8
		Total	119

I do not watch movies.	10.1%		12
		Total	119

How do you most often access the Internet during your free time? Please select only one answer.

Not applicable - 0.9% From a library computer - 1.7%
From a computer and a mobile device equally - 18.8%   Using library WiFi from my own device - 5.1%
From my own computer (or a work/school device) - 42.7%
From my own mobile device (smartphone or tablet) - 30.8%

From a library computer	1.7%		2
Using library WiFi from my own device	5.1%		6
From my own computer (or a work/school device)	42.7%		50
From my own mobile device (smartphone or tablet)	30.8%		36
From a computer and a mobile device equally	18.8%		22
Not applicable	0.9%		1
		Total	117

Do you have a high speed Internet connection at your home? For example, if you wanted to go online from home and stream a movie or TV show right now, would you be able to?
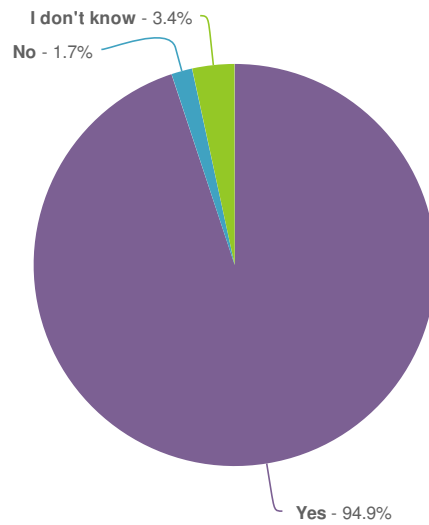
Yes	94.9%		112
No	1.7%		2
I don't know	3.4%		4
		Total	118

As information has become more digitized and easily accessible on mobile devices, my library use has...
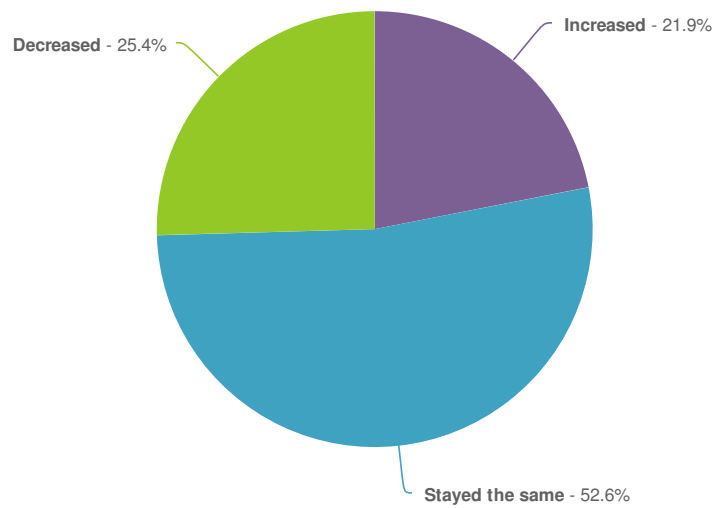
Increased	21.9%		25
Stayed the same	52.6%		60
Decreased	25.4%		29
		Total	114

Have you ever gone online to check your library account, renew materials, or pay library fines?

No - 16.1%

Yes - 83.9%

Yes	83.9%		99
No	16.1%		19
		Total	118
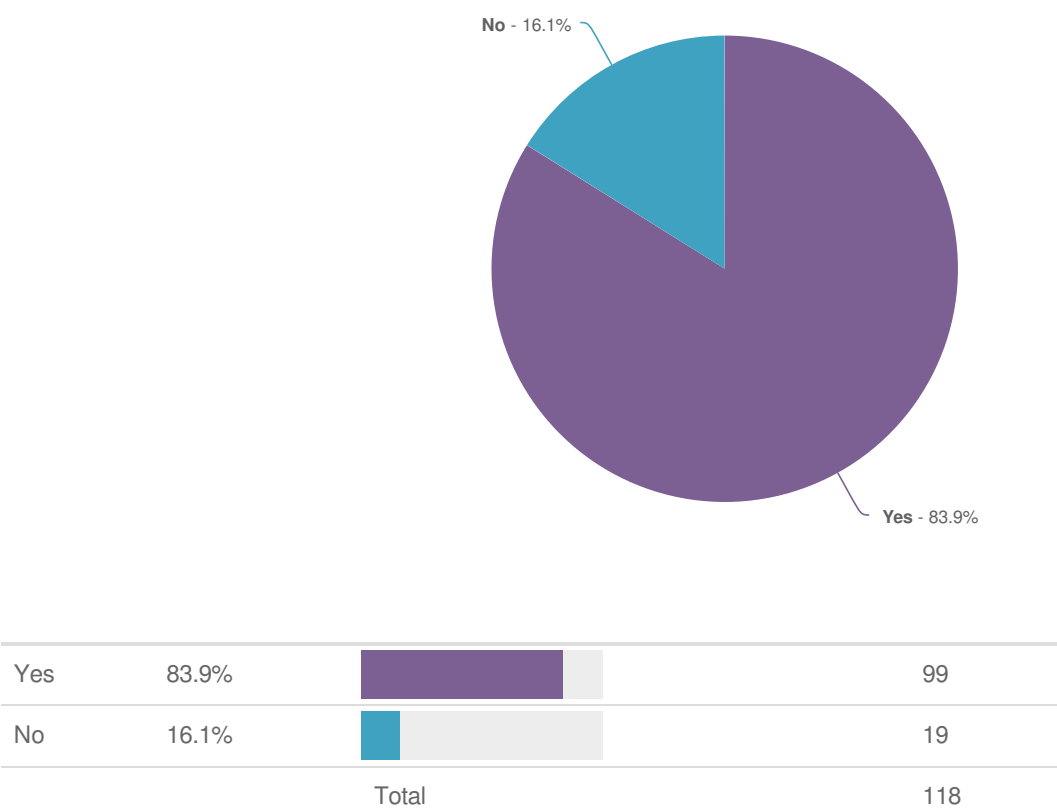
Which of the following mobile devices do you use regularly? Please select all that apply.

71.2% Smartphone
11% eReader
36.4% Tablet
63.6% Laptop Computer
4.2% I do not use any of these devices

Smartphone	71.2%		84
eReader	11.0%		13
Tablet	36.4%		43
		Total	118
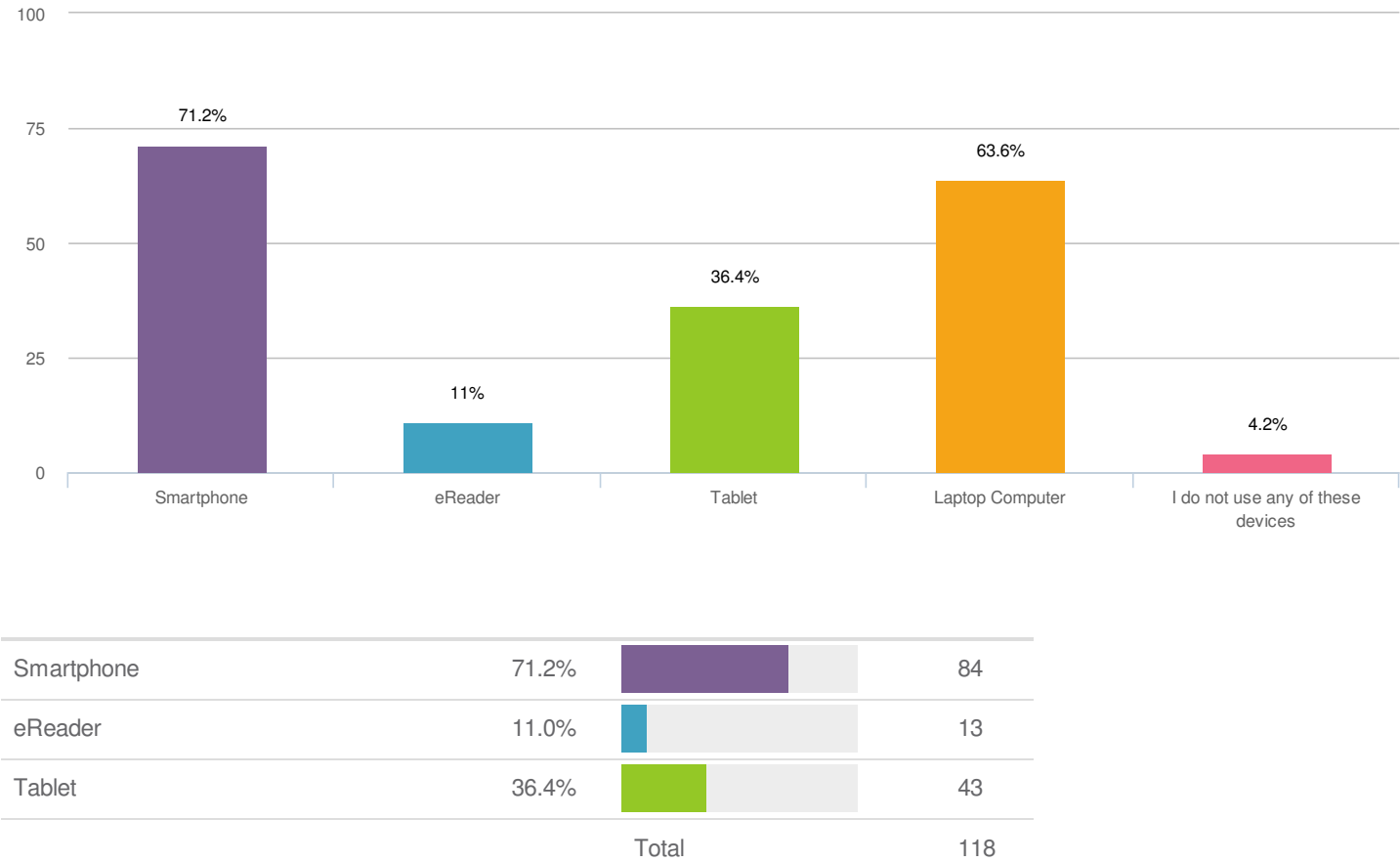
Laptop Computer	63.6%		75
I do not use any of these devices	4.2%		5
		Total	118

What are some of the reasons that you don't regularly use a smartphone or other mobile device? Please select all that apply.
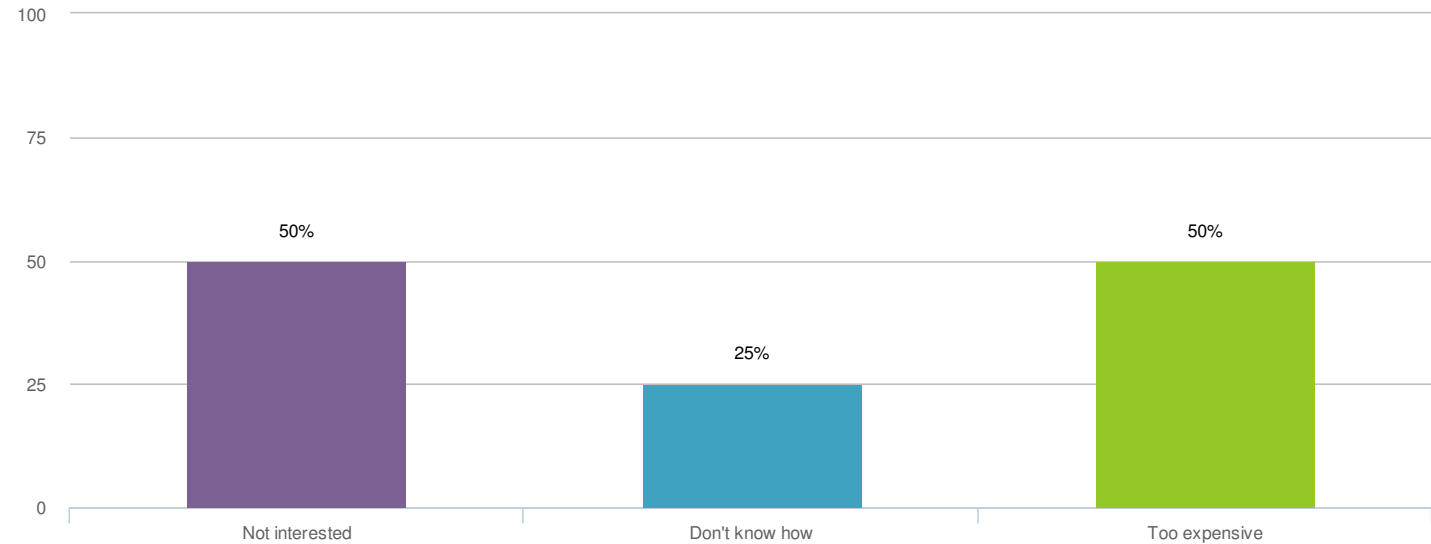
Not interested	50.0%		2
Don't know how	25.0%		1
Too expensive	50.0%		2
No cell or internet coverage in my area	0.0%		0
		Total	4

How likely are you to recommend the Library to others?
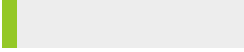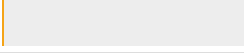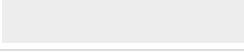
NPS Score 30.8			
	Promoters	60.7%	71
	Passives	9.4%	11
	Detractors	29.9%	35
		Total	117

Age

Last Activity Location

Altamont Free Library - 0.8%
Arbor Hill/West Branch - 0.8%
Bach Branch - 23.1%
Bethlehem Public Library - 7.7%
Delaware Branch - 8.5%
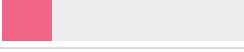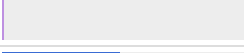**Guilderland Public Library** - 2.3%
Howe Branch - 1.5%
All Others - 55.4%

|			
Altamont Free Library	0.8%		1
Arbor Hill/West Branch	0.8%		1
Arvilla E. Diver Memorial Library	0.0%		0
Bach Branch	23.1%		30
Bethlehem Public Library	7.7%		10
Castleton Public Library	0.0%		0
Cohoes Public Library	0.0%		0
Delaware Branch	8.5%		11
East Greenbush Community Library	0.0%		0
Grafton Community Library	0.0%		0
Guilderland Public Library	2.3%		3
		Total	130

Howe Branch	1.5%		2
Menands Public Library	0.0%		0
Nassau Free Library	0.0%		0
North Albany Branch	3.1%		4
North Greenbush Public Library	0.0%		0
Pine Hills Branch	21.5%		28
Poestenkill Library	0.0%		0
RCS Community Library	0.0%		0
Rensselaer Public Library	0.0%		0
Troy Public Library- Lansingburgh Branch	0.0%		0
Troy Public Library- Main Branch	0.8%		1
Washington Avenue	23.1%		30
Watervliet Public Library	0.0%		0
Westerlo Public Library	0.0%		0
William K. Sanford Town Library	6.9%		9
		Total	130

Home Location

Arbor Hill/West Branch	1.5%		2
		Total	130

Bach Branch	20.8%		27
Delaware Branch	6.2%		8
Howe Branch	0.8%		1
North Albany Branch	0.0%		0
Pine Hills Branch	20.8%		27
RCS Community Library	0.8%		1
Washington Avenue	49.2%		64
		Total	130

Albany Public Library

www.albanypubliclibrary.org
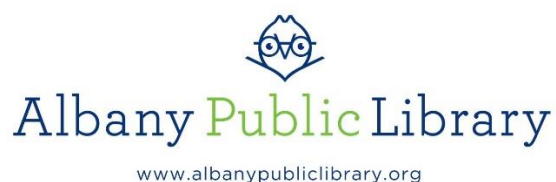
2016 Meeting Schedule - DRAFT

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

Date	Location
January 12	Washington Avenue Branch
February 9	Bach Branch
March 8	Pine Hills Branch
April 12	Arbor Hill/West Hill Branch
May 10	Delaware Branch
June 14	Howe Branch
July 12	Washington Avenue Branch
August 9	Bach Branch
September 13	Pine Hills Branch
October 11	Arbor Hill/West Hill Branch
November 15	Delaware Branch (changed to 3rd Tuesday due to Voting)
December 13	Howe Branch

2016 Schedule of Service for Albany Public Library
DRAFT

The Library will be OPEN for normal hours of service on the following holidays:

Monday, January 18	Martin Luther King Jr. Day
Monday, February 15	Presidents' Day
Monday, October 10	Columbus Day
Tuesday, November 8	Election Day
Friday, November 11	Veteran's Day

The Library will be CLOSED on the following holidays:

Friday, January 1	New Year's Day 2016
Sunday, March 27	Easter
Saturday/Sunday/Monday, May 28-30	Memorial Day
Monday, July 4	Independence Day
Saturday/Sunday/Monday, September 3-5	Labor Day
Thursday November 24	Thanksgiving Day
Saturday/Sunday/Monday, December 24-26	Christmas Day
Saturday, December 31	New Year's Day 2016

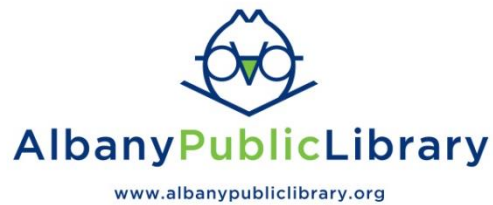**The Library will be CLOSED on the following day for Staff Development Day (all staff to report):**

Thursday, April 21

The Library will close at 3:00 pm on the following days:

Wednesday, November 23

All Branches EXCEPT for Washington Avenue and Delaware will be CLOSED on Saturday July 9th to facilitate the SummerFest event.

The Washington Avenue Library will be CLOSED on Saturday, March 12, 2016 & Sundays during July and August.

BOARD OF TRUSTEES CONTINUING EDUCATION PLAN: 2015/2016

TOPIC	OFFERING	METHOD	DATE
CORE Trustee Training	UHLS	Classroom	Semiannually
Performance Management and Dashboards	Orange Boy: Implementing Outcome Measurement	Webinar	7/17/15
Advocacy	Rebekkah Smith Aldrich *Start With Why:* Simon Sinek	Annual Retreat Book	March 2015 Distributed at Retreat
Emerging Technology	Orange Boy: Dashboard		March 17 2015
Budget Development/Oversight		Next retreat	
Other	*Organizational Capacity and the Public Library*	Article	July 2015
Various	LTA Annual Trustee Institute	Keynote, Workshops	May 6-7/2016 Plattsburgh