

251 GLEN STREET
GLENS FALLS, NY 12801
792-6508

**Board of Trustees
Crandall Public Library
AGENDA
Annual Meeting
May 4, 2016**

- 1. Call to order** M. Toomey
- 2. Staff Recognition** M. Toomey
- | <u>Name</u> | <u>Years</u> |
|-----------------|--------------|
| Susan Burkley | 5 |
| Jerri Kellerman | 5 |
| Toni Truesdale | 5 |
| Erica Burke | 10 |
| Jimmy Zwart | 10 |
| Marci Devoe | 15 |
| Joe Urbonowicz | 15 |
| Stacy Camp | 20 |
| Rachel Clothier | 20 |
| Todd DeGarmo | 25 |
| Pam Frazier | 35 |
- 3. Public Comment**
- 4. Correspondence and Press** (see board pass around file for actual correspondence)
- 5. Approval of Board of Trustees Minutes: March 23, 2016** M. Toomey
- 6. Treasurers Report, March 2016** R Leonelli
A. Budget Amendments
- 7. Approval of Claims Auditor Report for April 1, 12 & 29 bills.** R. Leonelli
- 8. Committee Reports**
Personnel
- 9. Friends of Crandall Public Library** K. Kathe
- 10. SALS** D. Nemer

11. Director's Report & Action Items:

K. Naftaly

A. Action items:

- 1) Permission to send Kathy Naftaly, Karen Tinney and Henry Ottenhoff to the SALS Annual meeting on Monday, May 16. Cost: \$75 total
- 2) Acceptance of update to Chromebook Lending Policy to remove accrual of late fees but keep the replacement fee for a lost, stolen, or damaged Chromebook at \$250.00.
- 3) Permission to coordinate with the Glens Falls Bid and their tree committee to discuss potential replacement of fallen trees City Park.

12. Department Reports

- A. Herman, Adult Services
- L. Shanks, Development Director
- P. Frazier, Children's Department
- T. DeGarmo, Folklife
- G. Forshey, Innovation and Patron Experience

13. Old Business

14. New Business

15. Executive Session (if necessary)

16. Adjournment

**The Next Board Meeting is
May 25, 2016
4:30 PM,
Holden Meeting Room**

251 GLEN STREET
GLENS FALLS, NY 12801
792-6508

**Board of Trustees
Meeting Minutes
March 23, 2016**

Attendance:

Trustees: Mr. Toomey, Ms. LaPann, Ms. Troelstra, Mr. Gannon, Ms. Vanderminden, Dr. McDermott, Mr. Rottenstreich, Ms. Johnson, Mr. Leonelli

Absent: Excused: Ms. Nemer, Ms. Caimano, Mr. Barnard, Mr. Harman, Mr. Lebowitz

Staff: Ms. Naftaly, Ms. Webb, Ms. Shanks, Ms. Herman, Mr. DeGarmo, Ms. Frazier, Ms. Bell, Ms. Winters

Guests: Kathleen Kathe, Friends, Reed Antis, Town of Moreau, Jill Thaisz and Amy Pedrick for West & Company, CPA's PC.

Called to Order: President Toomey called the meeting to order at 4:51p.m after a delay due to a fire alarm.

Public Comment – Reed Antis asked President Toomey if they had made a decision on a new Board member to fill the vacant position from the Town of Moreau. Mr. Toomey stated that no decision has been made.

Correspondence and Press (see Board Pass Around file for actual correspondence and press)

Review of the 2015 Audit by West and Company, CPA PC

Amy Pedrick and Jill Thaisz from West and Company CPA's PC presented the Board with 2015 Audit. They handed out copies and presented an overview of the completed audit.

The auditors stated verbally, reading from their financial report, "In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the governmental activities, each major fund, and the aggregate remaining fund information of the Crandall Public Library as of December 31, 2015, and the respective changes in financial position, for the year then ended in accordance with accounting principles generally accepted in the United States of America."

Board of Trustees Meeting Minutes

Motion to approve the Board of Trustees Minutes of February 24 & March 2, 2016 that was sent via email was made by Mr. Rottenstreich, seconded by Mr. Leonelli. Motion carried.

Treasurer’s Report – February 2016

A. Budget Amendments

Mr. Leonelli went over the report. Expenses are at 12.8% and revenues are at 59.4%. **Motion** to approve the February 2016 Treasurers Report and Budget Amendment was made by Ms. LaPann, seconded by Ms. Vanderminden. Motion carried.

Claims Auditor Report

Acceptance of the February 26 & March 14, 2016 Claims Auditor Reports for bills & payroll. A **Motion** to Accept the Claims Auditor’s reports was made by Ms. LaPann, seconded by Ms. Johnson. Motion carried.

Committee Reports

Finance

R. Leonelli

A. 2016 Audit Review

Personnel

T. Vanderminden

A. Acceptance of resignation from Michelle Lettus for page hours in the Children’s Department effective April 1, 2016. Michelle will continue as a Library Assistant in the Teen Center.

A **Motion** was made by Ms. Vanderminden seconded by Mr. Rottenstreich to accept the resignation of Michelle Lettus as a page. Motion carried.

Friends of Crandall Public Library

Ms. Kathe

Ms. Kathe reported that they made \$13,000 on the last book sale. They have raised \$508,431 since 2003.

SALS

Ms. Nemer

No report

Director’s Report

Ms. Naftaly stated that the fire alarm that went off at the start of the meeting was for a low water flow in a valve. The building was cleared in less than two minutes. The fireplace inserts have been replaced in all three fireplaces. Thank you to the Friends for funding them. There was an issue in front of the building on Friday with the arrest of a suspect in a robbery. We were not open yet. Glens Falls Schools went into lockdown. Ms. Naftaly has spoken to the police and asked to be called if there is ever another incident like that near the library. They now have her cell phone number.

Action items:

1. Permission for Todd DeGarmo to attend the New York Folklore Society conference, “Crisis of Place: Preserving Folk & Vernacular Architecture in New York”, Saturday, April 2, 2016 at The Cooper Union, Rose Auditorium. Estimated costs include travel on Friday and Sunday via Megabus (Albany-NYC) current estimated roundtrip @ \$39.50; meal allowance @ \$50/day x 3 days; no charge for conference; no charge for hotel.

2. Permission to send up to 4 people to the Adirondack Nonprofit Business Council morning symposium at the Queensbury Hotel, Thursday, May 19 at 7:30 am. Cost: approx. \$30/person.
3. Bond refunding resolution:
 - a. RESOLVED That the Director if the Library, or other appropriate officers thereof be, and they hereby are, authorized and directed to execute and deliver the Financial Advisory Services Agreement with Fiscal Advisors & Marketing, Inc. relating to the issuance of Refunding Bonds to refund outstanding bonded debt of the Library, presented at this meeting and annexed to these minutes, and it was further,
 - b. RESOLVED that the firm of Raymond James, having presented a proposal dated February 11, 2016 to serve as underwriter on such Refunding Bonds, be, and it hereby is, selected as such underwriter.
4. Permission to enter into agreement with Jeanine Rodgers Caruso, CIPMA, MBA of Fiscal Advisors & Marketing, Inc. to serve as our fiscal advisor in any bond refunding efforts whereas the fee schedule is not to exceed \$30,000 where the Library will receive an invoice upon the closing of the securities issuance.
5. Permission for 2 staff members to attend the RSVP Volunteer Recognition Breakfast on April 12, 2016 at the Great Escape Lodge. Cost: \$30.00.

There was much discussion regarding item numbers 3 & 4. Some Board members felt they would like to look at the refunding more closely prior to making a commitment. We need to have a Resolution in order to go forward with researching it. There was also the question as to whether the library can refund with bond to bank instead of bond to bond as we are taxpayer funded. There were many question brought up and Ms. Naftaly will try to have answers for the next board meeting. President Toomey opined that we move forward with items 3 & 4. Ms. Caruso will bill us at an hourly rate if the refunding does not go through. A *Motion* was made by Mr. Leonelli, seconded by Dr. McDermoot to accept items #1-5. Motion carried.

Ms. Shanks indicated that she and Ms. Naftaly had met with the Executive Committee to nominate a recipient for the 2016 Henry Crandall Award. Judge David Krogman will be the recipient. He has accepted with nomination. The date of the Gala is to be determined.

Department Reports

A. Herman, Adult Services

Ms. Herman said that the Post Star interviewed the Reference Staff regarding the *Color Café*. They printed a very nice article about it. There was a huge turnout for the *Peggy Lynn Concert* on March 1st.

L. Shanks, Development Director

Ms. Shanks indicated that the Events Committee will be meeting next week to talk about the Raffle and Gala.

P. Frazier, Children's Department

Ms. Frazier indicated that the week of April 25th is school vacation week. A *Wildlife Program with Andrew Simmons* will be held. There will be events going on every day that week. We will also be starting *Wondertime Walkers* for up to 18 month olds. There will be learning stations, books, movement, music. Librarian Julia Farrar did a presentation at the Youth Services Section (YSS) of NYLA on the benefits of offering children's reading programs year-round. *Peter and the Wolf in the Adirondacks* was performed by the Library's Teen Group.

T. DeGarmo, Folklife

Mr. DeGarmo stated he had 100 ninth graders from Queensbury come in before the Library opened one morning. The *Live Folklife Concerts* for spring has kicked off. Kevin Rogan and Todd are doing three camera shots during the concerts. They are posted on the Folklifes Youtube site. Check them out.

Old Business - None

New Business – None

Adjournment:

Motion to adjourn was made by Mr. Rottenstreich and seconded by Mr. Gannon. Meeting adjourned at 5:46 p.m. Motion carried.

Respectfully Submitted,

Christina Vanderminden
Secretary of the Board of Trustees of Crandall Public Library

Recorded by Linda Webb
Administrative/Human Resource Assistant

**The next Board Meeting
Annual Meeting
Wednesday, April 27, 2016
4:30 pm
Holden Meeting Room**

251 GLEN STREET
GLENS FALLS, NY 12801
792-6508

Finance Committee Meeting
Minutes
April 18, 2016

Present: Kathy Naftaly, Linda Webb, Stephanie Winters, Wayne Judge, Brian McDermott, Rick Leonelli, Mike Toomey, Mary LaPann, Mark Lebowitz, Jeanne Caruso, Connie Cahill.

Via telephone: Barbara Caimano, Mike Harman.

Ms. Naftaly asked the committee to make a decision on how they want to proceed with this issue. The options on the table are, Bond to Bond, Bond to Bank or do nothing.

Bond to Bank: We would have to check with the municipalities as they have different regulations. We also must check the term limits with the banks. It is usually for a term of 10 years or less with 10 years being the maximum. We would have to make sure it is for a fixed rate. We could be at risk when the term was up for a much higher interest rate.

Bond to Bond: Our bond is callable in October of 2017. We can process the refunding of the bond now to lock in to the low interest rate and it would close in June. There will be no savings to us until the call date in October 2017. The new call date for the bond will be in 8 years at which time it will need to be renewed. In 8 years interest rates could be much higher.

Ms. Cahill will check to see if whether or not we have to present this to the municipalities. Ms. Naftaly has reached out to them to let them know we will be refunding the bond.

After some discussion it was decided that the Committee would move forward with the Bond to Bond refunding. They do not want to assume the risk of going Bond to Bank.

A *Motion* was made by Mr. Leonelli , seconded by Ms. LaPann to recommend to the full board that we move forward with the refunding of the current Bond with a new Bond. Motion carried.

Respectfully submitted,

Linda Webb
Administrative Assistant

Memorandum

To: Kathy Naftaly

CC:

From: Steven Ray

Date: March 31, 2016

Re: March 2016 Monthly IT Department Report

This is a summary of things performed during the month of March 2016 by the Crandall Public Library IT department.

1. Arrival of 10 Chromebooks for public use
2. New controlling software LibShield for Chromebooks that works with SIP2 ability to replace Cassie
3. New service contract with National on Avaya phone system saving 2900.
4. Installation of two children computers from Touba Family Foundation Grant
5. Continuing service & updating of staff & public computers and various equipment

Adult Services Department

Monthly Report

March 2016

Submitted by Andrea Herman

March 2016

March 2015

Reference Questions:

4853

5664 (14% decrease)

Programs:

- **Remarkable Women of the Adirondacks: A Program of Songs and Stories** presented by Peggy Lynn on March 1; kick-off event for Women's History Month; organized by Karen Tinney
- **Wednesday Evening Book Discussion** met on March 2; participants read any book fiction or non-fiction on the state of Florida; organized by Jennifer Boyer
- **In the Public Interest Film Series:** presentation of the film, **The Wisdom to Survive** on March 2 in collaboration with TriCounty NY Transition Initiative and Crandall Public Library with live music and audience response to film
- **Color Café;** a new trend for an old pastime: coloring for adults with materials and beverages provided met on March 3rd 11:30-1:00 and March 9th 6:30-8:00 organized by Henriette Ottenhoff and Karen Tinney
- **Fly Tying with Paul Sinicki** presented on March 3; materials provided by Mr. Sinicki and the Orvis Company; organized by Karen Tinney
- **Memory Sharing Group** met on March 7; moderated by Henriette Ottenhoff
- **Women's History Trivia** on March 8; organized by Karen Tinney, and Guinevere Forshey
- **Crandall Cares: Group Knitting and Crocheting;** a social needlework networking program to create items for the community as well as working on personal projects met on March 10; organized by Karen Tinney
- **Happy Traum: Coming of Age in the Greenwich Village Folk Revival and the Woodstock Scene (1954-1971)** multimedia presentation on March 12; organized by Andrea Herman
- **Life and Art of Jan Balet** presented by Marie Balet on March 14; organized by Henriette Ottenhoff
- **Suffrage to Unions: A First Wave Sing-A-Long;** a celebration of Women's History month through song with historian and singer, Tisha Dolton on March 15
- **Crandall Crafters** met on Saturday, March 19 from 9:30-11:00 to make a keepsake accordion book; organized by Henriette Ottenhoff
- **Self Defense for Women with Sensei Murphy of the Glens Falls Karate Academy;** as part of the Women's History month programming on March 19; organized by Karen Tinney
- **Films to Celebrate Women's History:**
Las Marthas on March 22
Suffragette March 29; organized by Jennifer Boyer
- **Nutritionist, Deborah Dittner; author of *Body Balance Empowering Performance*** presented a program on nutrition and how to choose food wisely on March 23; organized by Andrea Herman

Personnel:

- Team Meetings: March 1, March 15 Andrea Herman and Guinevere Forshey
- Staff Meeting: March 2
- Guinevere Forshey, Kevin Rogan, Patricia Dolton participated in the Technology Committee meeting on March 1
- Jennifer Boyer and Kevin Rogan participated in the Programming Committee meeting on March 16

Children's Department Report

March 2016

Programs

Children's staff coordinated **100** programs with a total attendance of **1,812** people. Regular weekly programs included *Baby Lap Times*, *Wondertime*, *Toddler Story Times*, *Preschool Story Times*, *Preschool Art Times*, *Toddler Playgroups*, *Art Blast*, and reading to therapy dogs. *Wondertime* is a new program for toddlers who are walking up to 18 months old and their care givers featuring learning stations, movement activities, books and music. 11 school classes came to the Library for stories and tours. An outreach program was done at the AIS (Academic Intervention) night held at the Barton Intermediate School in Queensbury for the parents and students. The resources available at Crandall Public Library were emphasized and students were encouraged to participate in our Spring Reading Program and to use other library resources as well. We staffed an informational table at the *Cybersafety* event held at the Ballard Road Elementary School for students and parents in the South Glens Falls School District. *Operation Superpower*, the children's Opera to Go performed by Saratoga Opera attracted an enthusiastic crowd. Programs especially for ages 10 to 13 included *Tweens Crochet* and *Pokémon Games*.

Volunteers

Children's Department volunteers helped with putting DVDs into security cases and to search for materials to loan to other libraries or for our patrons. These volunteers contributed 110.25 hours working in the Children's Department during the month.

Statistics

Circulation

| | |
|----------------------------|-------------|
| J audio books | 294 |
| J board books | 483 |
| Easy readers | 2490 |
| J fiction | 1730 |
| J graphic novels | 393 |
| J nonfiction | 2489 |
| J paperbacks | 1116 |
| Picture books | 4756 |
| J videos | 3086 |
| J music | 190 |
| J magazines | 117 |
| J Holiday Books | 304 |
| Tumblebooks (eBooks) | 186 |
| Computer use was | 525 |
| Reference questions | 2149 |

Submitted by Pam Frazier Head of Children's Services

The Folklife Center • March 2016 Report

Gallery • Archives • Cultural Programs

Crandall Public Library, Glens Falls, NY 12801

submitted by Todd DeGarmo, FC Director & Erica W. Burke, Archivist

Archives & Special Collections

1. Reading Room Use 368 patrons • 469 items used • 125 hours
Monday-Friday 10 am-noon & 1-4 pm, Tuesday evening 5-8 pm
2. Collection Management
 - a. Volunteers/interns (15) - digital database entries; inventories, indexing of manuscript collections; digitizing music; processing serials; preservation rehousing, copying; filing • 108.25 hours.
3. New Collections
 - a. 27 books added to the FC research collections (designated *Holden* in the catalog)..
 - b. World War I scrapbook Hudson Falls & Fort Edward veterans & Berkshire (MA) Genealogist Publications, donated by Dorothy Joiner & Donna Leonard of Fort Edward, NY.
 - c. Folk Art woodcarving of Quebecois bread oven & baker.
 - d. James P. King's Vietnam letters home to his family donated by Maury Thompson.
 - e. Wiawaka Center for Women archives donated by the Board of Directors.

Programs & Projects

1. The Dream of America: Separation & Sacrifice in the Lives of North Country Latino Immigrants: an original Folklife Gallery exhibition on display February to August 31, 2016. Guest curated by Lisa Catalfamo, this exhibition of photographs and folk arts takes us from the milking parlors of surrounding counties to the cinder-block homes of Coyula, Guadalajara, Mexico, and back again. This straightforward perspective asks that we consider without bias or stereotype, the work being done, and the lives and sacrifices of the workers. Hard work and separation are underlying themes of these immigrants' lives.
2. A series of programs were also scheduled this month:
 - a. Hidden in Our Midst, an illustrated talk by Mary Jo Dudley, on Saturday, March 12, 21 attendees.
 - b. Queensbury 9th graders toured the exhibition on March 17, 8 to 10 am, 106 attendees.
 - c. Las Marthas, film shown by in our Film Series, Tuesday, March 22, 2:30 & 6:30 pm
3. Live! Folklife Concerts: a continuing free, 9-part concert series Thursdays at 7 pm (doors open 6:30), video-recorded for our special collections with a song or 2 added to our YouTube page (Folklife Center at Crandall Public Library), and funded by the Friends of Crandall Public Library and the New York State Council on the Arts - Folk Arts Program:
 - a. March 10 - Mike & Ruthy Band - 165 attendees.
 - b. March 17 - Cold Chocolate - 150 attendees.
 - c. March 24 - Tim O'Shea, Regina Delaney & Friends -150 attendees.
4. Charles Evans Hughes: planning meetings for Fall activities, March 3 & 21.
5. Family History One to One: Third Wednesday of the month drop-in for personalized help with volunteer genealogist Lisa Dougherty, March 16, 10 to noon, 11 attendees.
6. Tour of Folklife Center: Indian Lake students & teachers on March 30, 19 attendees.
7. YouTube (Folklife Center at Crandall Public Library): videos of live concerts, storytelling, documentary shorts <https://www.youtube.com/channel/UCNkS60fbulYotTh3robMk7A>.
8. New York Heritage Digital Collections: The Folklife Center's collections are featured at www.nyheritage.org.
9. Path Through History: The Folklife Center at Crandall Public Library is featured in this statewide tourism promotion through its website, calendar and roadside signage www.paththroughhistory.ny.gov.
10. Voices: Journal of New York Folklore: DeGarmo edits this publication, www.nyfolklore.org/pubs/voices.html.

Director's Report

March 2015 (for 4/27/16 meeting/postponed to May 4, 2016)

April 27 is National Prime Rib Day (sorry Vegetarians/Vegans)

Convened significant meetings:

- Wednesday, April 13 met with Herman and DeGarmo about staff assignments. REDISTRIBUTING PERSONNEL RESOURCES TO FOLLOW STRATEGIC PLAN
- Monday, April 18, arranged Finance Committee meeting to address questions about refinancing the construction bond. FISCAL RESPONSIBILITY
- Wednesday, April 27, led ANBC meeting in preparation for several upcoming events including the April 28, B2B nonprofit focused mixer and the May 19, 4th Annual ANBC Synergistic Symposium. NONPROFIT LEADERSHIP AND BRIDGE WITH FOR-PROFITS
- Team meetings are held bi-weekly. All-staff meeting monthly. TRAINING, COMMUNICATION AND PLANNING

Significant Actions:

- Tuesday, March 29, led J. Veitch's ACC engineering class on a talk/tour of our RFID equipment/resources. EDUCATIONAL VISIBILITY AND PRODUCT PR
- Friday, April 1, met with Sara Dallas (SALS), Ike Pulver (SSPL) and Alex Gutelius (CPH) to discuss regional literacy and SALS' plan of service. LIBRARY LEADERSHIP
- Tuesday, April 5 through Saturday, April 8 attended PLA National Conference in Denver, Colorado with Camp, Forshey, Toth, and Boyer. CONTINUING EDUCATION AND NEW VISIONS
- Wednesday, April 20, was part of a focus group with DeGarmo for SALS plan of service process. CENTRAL LIBRARY SERVICES INFLUENCE

Community Involvement:

- Thursday, March 24, attended ARCC Walter Juckett award dinner honoring Senator Betty Little. LIBRARY REPRESENTATION
- Wednesday, March 30, was invited to and went to Ed Moore's unveiling of the "new" Queensbury Hotel. COMMUNITY INVOLVEMENT
- Tuesday, April 12 went to RSVP's thank you breakfast for volunteers with Ziegler. COMMUNITY INVOLVEMENT
- Tuesday, April 26, attended BID meeting as board member. COMMUNITY INVOLVEMENT
- Friday, April 29 through Sunday, May 1, assist with regional Soroptimist conference in Saratoga. VOLUNTEERSHIP
- Regular attendance at Kiwanis and Soroptimist meetings. COMMUNITY OUTREACH/INVOLVEMENT

March 2016 ADULT/CIRCULATION SERVICES REPORT

Internet Usage (number of times computers were used): -35.77%

2016 March= 4,253 2015 March= 6,622

| CIRCULATION | Current Month | Previous Month | | |
|---|---------------|----------------|----------------|----------------|
| | | 2016 YTD | 2016 YTD | 2015 YTD |
| Total days open*: *Closed March 27 Easter | 30 | 57 | 87 | 86 |
| Total hours open: | 308 | 550 | 858 | 837 |
| Total door count: | 34,461 | 65,628 | 100,089 | 100,854 |
| Total SALS item circulation: | 51,299 | 100,654 | 151,953 | 156,983 |
| eContent | 3,805 | 8,096 | 11,901 | 11,499 |
| Book Box Circulation: | 0 | 0 | 0 | 100 |
| In House Circulation | 1,026 | 2,171 | 3,197 | 3,920 |
| Total Circulation: | 56,130 | 110,921 | 167,051 | 172,502 |
| TOTAL CIRC TO PATRONS AS OF March 31, 2016 | | 167,051 | | |
| <i>TOTAL CIRC TO PATRONS AS OF March 31, 2015</i> | | <i>172,502</i> | | |
| % increase/decrease in total circ from March 15 to March 16= | | -3.16% | | |
| *% of checkouts (internal/external) handled by staff (rounded): | | 11.37% | | |
| % of checkouts self-check (rounded): | | 88.63% | | |
| YTD self-check rate: | | 89.36% | | |

Circulation per hour open: 182.24 Circulation per minute open: 3.04

Door count % 2015/2016 YTD: -0.76%

Door count % March 15 v. March 16: -8.71%

REGISTRATIONS:

2016 New Borrowers 2015 New Borrowers

| | | |
|---|------------|------------|
| Juvenile (Pre-school to 6 gr.) | 29 | 63 |
| Regular (Adult) | 108 | 139 |
| Temporary | 1 | 0 |
| Outreach | 4 | 2 |
| Board/Employee | 0 | 0 |
| Subtotal | 142 | 204 |
| Other ***CPH, SAR, Delinquent, Retired etc. | 0 | 0 |
| Total | 142 | 204 |

% (decrease) in New Borrowers March 2015 to March 2016: -30.39%

| REG. BY MUNICIPALITY AS OF March 31, 2016 | 2016 New Borrowers | 2015 New Borrowers | 2016 All Borrowers | % subtotal |
|---|--------------------|--------------------|--------------------|-------------|
| Glens Falls | 28 | 42 | 12,456 | 35.48% |
| Queensbury | 41 | 59 | 15,504 | 44.17% |
| Moreau | 6 | 16 | 7,143 | 20.35% |
| subtotal | 75 | 117 | 35,103 | 100% |
| Other borrowers | 67 | 87 | 16,275 | |
| TOTAL BORROWERS | 142 | 204 | 51,378 | |

| eContent March 2016 | last month YTD | YTD 2016 | YTD 2015 | eContent as % of total March circ | eContent as % of total 2016 circ |
|---------------------|----------------|--------------|---------------|-----------------------------------|----------------------------------|
| TumbleBooks | 186 | 503 | 689 | | |
| Audio book files | 904 | 1,943 | 2,847 | | |
| eBooks | 1,621 | 3,435 | 5,056 | 6.78% | 7.12% |
| Zinio Magazines | 170 | 585 | 755 | | |
| Hoopla | 163 | 70 | 233 | | n/a |
| Freegal Movies | 15 | 32 | 47 | | n/a |
| Freegal | 746 | 1,528 | 2,274 | | |
| Total: | 3,805 | 8,096 | 11,901 | | |

Monthly Report – March 2016

Adult Services Department Crandall Public Library

Circulation, Automation, and Technical Services (Compiled by K. Naftaly)

Interlibrary Loan 2016/15 Month-to-Date Comparison:

| MONTH: March | 2016 | 2015 |
|---|-------------|-------------|
| Requests from other libraries / DVDs | 2,510 / 111 | 2458 / 122 |
| Total items sent / DVDs | 2,431 / 109 | 2367 / 119 |
| Fill rate / DVD fill Rate | 97% / 98% | 96% / 98% |
| Items received from other libraries | 3,084 | 3,201 |
| Items loaned to other libraries | 3,307 | 3,381 |
| Holds from send list / DVDs | 950 / 12 | 799 / 11 |
| Holds filled from send list / DVDs | 910 / 11 | 773 / 9 |
| Holds (placed) | 5,353 | 5,715 |
| Holds (satisfied) | 5,030 | 5,036 |
| Holds (cancelled) | 195 | 297 |

Technical Services (adult and children’s combined):

| ADDITIONS | GLE 3/2016 | GLE 3/2015 |
|----------------------|-------------------|-------------------|
| Books | 510 | 626 |
| New & Popular Bks | 340 | 310 |
| AV | 46 | 108 |
| New & Popular AV | 175 | 205 |
| Software | 0 | 0 |
| Picture/Photo/Realia | 0 | 0 |
| Magazines | 253 | 216 |
| Music | 15 | 38 |
| Other (map, etc.) | 1 | 0 |
| eAudio or eBook | 0 | 0 |
| Total | 1,340 | 1,503 |

Outreach Services: March 2016

| | Month | Previous Mo. YTD | 2016 YTD | | | | | | | |
|-----------------|-------------------|-------------------------|----------------------|-------------------------|-------------------------|-----------------|------------|------------|----------------------------|---------------------|
| Mileage (miles) | 185 | 286 | 471 | | | | | | | |
| | Large Type | Audiobooks | Adult Fiction | Adult Nonfiction | Children’s Books | Music CD | ILL | DVD | | GRAND TOTAL: |
| TOTALS: | 368 | 73 | 137 | 40 | 120 | 13 | 2 | 6 | | 759 |
| | | | | | | | | | Previous Month YTD: | 923 |
| | | | | | | | | | 2016 YTD | 1,682 |

Volunteer Hours: March 2016

| | TOTAL | Previous Month YTD | YTD 2016 Total |
|----------------|--------------|---------------------------|-----------------------|
| TOTALS: | 286 | 486.25 | 772.25 |

Crandall Public Library Database Usage March 2016

Submitted by Kathy Naftaly/Figures provided by the Southern Adirondack Library System, ProQuest, and IMC (Web)

Gale Databases:

| REPORTS | Total Sessions | Total Connect Time (minutes) | Total Full Text | Total "retrievals" | Total Searches |
|-----------------------------|----------------|---------------------------------|-----------------|--------------------|----------------|
| nysl_ca_gle (remote access) | 22 | 369 | 50 | 107 | 71 |

ProQuest Databases:

| ProQuest Databases: | Searches | Sessions | March 2016 | 2016 Mobile March | February YTD | 2015 YTD |
|--|----------|----------|------------------------|----------------------|--------------|----------|
| Heritage Quest Online | 431 | 17 | 18,078 | 3,792 | 45,337 | 67,207 |
| Ancestry Library Edition | 4,892 | 4,021 | 1,866 | 17 | 1,883 | |
| <p>*Website Hit: Every time a file is requested from your web server by a web browser like Firefox or Internet Explorer, it is recorded as a website hit. The file requested can be anything from an image to a banner advertisement to the page of a text or a part of JavaScript</p> <p>Website Visit: On the flip side of website hit, is the term 'visit'. This is basically the number of times your website has actually been clicked by users and browsed by them, irrespective of the number of files that have been downloaded during that browsing session. So, when you visit a page, it counts to only one visit in the web logs of the site owner. This is the reason why the number of hits amount to be more than visits. FROM: http://www.seogenies.com/seo-articles/Website-Hit-vs-Website-Visit.html</p> | | | | | | |
| | | | Total Visits: | 2,265 | 2,284 | |
| | | | Total Unique URLs: | 19 | | |
| | | | Average Hits per Hour: | 464 | 54,834 | |
| | | | Average Hits Per Day: | | | |

Web Statistics:

| March 2016 | Searches | Sessions |
|------------------------|----------|----------|
| Novelist Plus Database | 768 | 629 |

| PrinterON Wireless Printing: March 2016 | Jobs |
|--|---------|
| 93 pages printed by 17 users | 36 jobs |

Wireless Firewall Hits:

| March 2016 | February YTD | 2016 YTD: | 2015 YTD: |
|------------|--------------|-----------|-----------|
| 190,315 | 197,342 | 387,657 | 238,945 |

Percentage Change from 2015 YTD: 62.24 % increase

251 GLEN STREET
GLENS FALLS, NY 12801
518-792-6508

CRANDALL PUBLIC LIBRARY CHROMEBOOK POLICY/BORROWER AGREEMENT

Crandall Public Library is participating in a pilot project to offer Chromebooks for checkout. Chromebooks are a new type of computer: lightweight and fast, with security built-in to protect against viruses or malware, and one click away from a world of apps and the web. It's a faster, simpler, more secure computer. Just sign in with your Google account, or as a guest, and the web is there at your fingertips. **Once you log out, none of your personal data can be accessed by other users.**

Chromebooks run web apps which allow you to create and share documents, edit photos, listen to music, and much more. Unlike software on a traditional computer, web apps install in seconds, load instantly, and update automatically. You'll find thousands of web apps in the Chrome Web Store <https://chrome.google.com/webstore>. Visit the Chromebook website (www.google.com/chromebook/) for more information on how to get the most out of a Chromebook.

Patrons may check out a Chromebook at the Reference Desk on a first come first served basis by leaving their library card and photo ID. A valid **Crandall Library card**, current and in good standing, **as well as a photo ID** such as a Drivers' License, is required each time a Chromebook is checked out.

Borrowers **must be 18** years or older. Due to the high cost of these items, a patron may check out a Chromebook only on his or her own library card and must keep it with him or her at all times.

The **loan period for a Chromebook is two (2) hours**; checkout is limited to one time per day per borrower. Time extensions are not available on the Chromebooks. No reserve requests may be made.

When accessing sites which **emit sound, a patron must wear headphones or ear buds**. These may be purchased at the Customer Service Desk.

Chromebooks must only be used inside the Library and must be returned after 2 hours or sooner. Also, they must be returned at least one hour before the Library closes.

Users agree to report immediately any hardware or software problems to the library staff. Please keep the Chromebook with you at all times. Users are responsible for any loss or damage. The replacement **fee for a lost, stolen, or damaged Chromebook is \$250.00.**

Users agree to not display or download any graphic material that would be offensive to the general population of the library pursuant to our current Internet Use Policy and the Library Rules.

Users must **log out and hold the power button** for ten seconds at their session's completion.

Acknowledgement of Chromebook Policy/Borrower Agreement

I, _____, (Please print your name) have read and understand the Chromebook policy and agree that I will be responsible to pay any late fees if I do not return the Chromebook by the time due, as well as all repair and replacement costs if the Chromebook is lost, stolen, or damaged during my checkout period, or if Library Staff identifies any such damaged during inspection upon my return of the Chromebook. I agree that I will be the exclusive user of the Chromebook during my checkout period and that I will not loan, sell, lease, transfer to anyone else, nor "hack" it in any manner. Furthermore, I agree to not display or download onto the Chromebook any graphic material that would be offensive to the general population of the library.

I understand that any failure on my part to comply with the stipulations of this agreement and the guidelines given may result in the suspension of my Chromebook access privileges.

Name _____ Library Card # _____
Please Print

Signature _____ Date _____

For Staff Use

Date: _____

Chromebook # _____ Power Supply: Yes No Returned

Time Borrowed: _____ Staff Initials: _____

Time Returned: _____ Staff Initials: _____

ID & Library Card Returned: _____
Patron Initials