

Director's Report: March 2021

The blue text is new since I first sent you my report. The blue also contains your (Board) questions (about my first report) and my answers.

1. Staff operations

- Staff continues to work in teams and limited service continues - checkouts, printing, faxing, and computer use, browsing - including Curbside at both libraries.
- **Positive:** As you know, a Catskill staff member tested positive for COVID. We closed for 2.5 days, had the building cleaned, then reopened. The employee and those in contact with the employee are symptom-free and have completed their mandatory quarantine time.

* A question was asked recently: Why did the library close the *entire* building and why for three days when other organizations just close the area where the employee worked?

Our policy indeed states that we will close off only the areas of the building where the employee worked. *However, as per my conversation with the New York State Department of Health, we were advised to close the entire building to the public for 24 hours and have it cleaned.* I felt and am sure you agree that the NYS Department of Health order overrides Library policy. Additionally, if the public knew that we were told to close and didn't, the publicity could have hurt. In addition, I made the decision to have it professionally cleaned which took an additional 24 hours.

- **hoopla:** We've had an uptick in phone calls/emails regarding hoopla. Patrons who have not visited in a while are returning to update their library accounts in order to sign-up. Since we went live (February 26) to March 15th, we have 37 total new users.

* In answer to your hoopla questions:

a) Ensure that MHLS gets a link to hoopla on our website

Yes, MHLS will add a hoopla-link to our website tomorrow morning.

b) Please summarize the anticipated costs and usage for hoopla.

We are new to hoopla, but other member libraries aren't. Joan & I estimated our future hoopla costs based on information from our hoopla-rep, Jessica, and from speaking with other library directors at libraries with similar service areas (12,000 population) for example Fishkill & Patterson.

Our total hoopla budget is \$12,000/year or \$1,000/month. Jessica thinks that this is a very healthy budget with room for growth. We will obviously need some time behind us to gauge how popular the resource is. Right now, we allow patrons five total checkouts per month no matter the format and the price per item ranges between .99 and \$4.99.



A potential ray of sunshine: E/Audio book hoopla-content may override the need for purchasing the same content in Overdrive! At the moment, this is just a dream as there is no evidence, but stay tuned.

2. Director Activities

- Completed Annual Report to the State
I will e-distribute (let me know if you'd like a hard copy) after MHLS reviews and approves then we can Board-approve at our April 14th meeting.

- Joan completed our Comptroller's Report
- Joan & I have been uploading all requested information to our Auditor UHY, LLP
- I contacted Judy at the Superintendent's office. Here is our Budget Vote information:
 - Tuesday, April 20: Deadline for submitting library budget information to the School
 - Wednesday, May 5: Budget hearing to the community, High School Library at 6pm
 - Tuesday, May 18: Budget vote at the School (to be confirmed)

This schedule corresponds to our Pre-COVID schedule.

- **PILOT**: I contacted the new School Business Official, Lissa Jilek (who replaced Joseph Jimick) about the status of the PILOT (Payment in Lieu of Taxes).
- **Library (newspaper) page**

* In answer to your questions:

The delay in our newspaper publicity is my fault entirely. I assumed, gave too little guidance, and assumed some more about the publicity-plan with staff and the newspaper/s. I shall confirm with our newspaper contact tomorrow and report to the Board (hopefully on Wednesday) with timeline, submissions-deadline, and when to expect such items in the news. Thank you for the reminder/kick.

The only assistance I ask from the Board is have a think yourselves about potential press releases and blurbs that **you** would like to contribute.

- **Website**

I jumped too fast. Now that our website designer, Weblinx, has our draft pages set, the next phase, coding, will take six weeks. Forgive the misinformation and dashed hopes that I had provided.

* In answer to your questions:

a) Has Weblinx caused delays?

Not at all. The delay is all mine. I have met with staff, they have given feedback. I feel I am getting back to them on a timely manner, but I am certain I can do better. I have scheduled a virtual meeting with the Weblinx crew to get an updated timeline and will have that to you hopefully within a week.

b) Other reasons for the slower-than-anticipated design of the website?

There are no other reasons

c) To date, what online features do staff and admin anticipate including in the website?

- e-library
- hoopla, overdrive, NY Heritage
- Tumblebooks
- Digital Daily Mail
- Calendar of Events that allows for patron self-registration
- Carousel banner of current events / New items / Programs & events

d) Current and projected staffing for creating and maintaining website and providing initial and continuing content.

We anticipate bringing **all** staff who are comfortable (I'd say 50%) on-board for creating and maintaining the website. 100% of staff will (can) give suggestions and feedback for initial and continuing content. Weblinx will do intense (although they say it is quite intuitive) staff training when the time comes.

- **Turning Outward Program**

TOP summary: The Mid-Hudson Library System – supported program for member libraries working to gather authentic input from their neighbors to build long-range plans that will resonate with library stakeholders and the people in the community.

We have gathered our team and are brainstorming organizations and individuals to meet/speak with. We are also creating a calendar and deadlines for each.

* Here is our Schedule for MHLS-hosted meetings:

Meeting Dates and Access

We'll use the info below each month to access our meeting. The link won't change, so you can save it in your calendar. –Casey Conlin, MHLS

10 am to 11:30 am Meeting

<https://www.gotomeet.me/CaseyConlin/2021-am-turning-outward-cohort>

- You can also dial in using your phone – United States: +1 (872) 240-3311 | Access Code: 994-367-621
- New to GoToMeeting? Get the app now and be ready when your first meeting starts: <https://global.gotomeeting.com/install/994367621>

Dates

- March 18 - Program Overview, Turning Outward Introduction, & Action Planning
- April 22 - Public Knowledge & Community Conversations
- May 20 - Action Plans in Action & Conversation Skills
- June 10 - Experiences in Conversations & Organizing What You're Hearing
- July 8 - What Did You Hear & Analyzing Capacity
- September 23 - Understanding the Components of a Strategic Plan
- October 21 - What is Your Plan?
- November 18 - Finishing Up

General Info

As we go through the program, I'll (Casey) be updating the webpage at the link below so you can have access to the information and resources you need, but you can always reach out to me if you can't find something you need. Directors should make it a priority to attend all calls, but we will record each call in case of an unavoidable scheduling issue.

Turning Outward page link: <https://midhudson.org/turning-outward/>

3) Board Action Items

- Approval of 2022 Library Budget
- Approval of Financial Policies
- Approve Ms. Fox's appointment to the Library Board

Palenville's hoopla flyer:



How do I get started with hoopla?

- 1 Download** the hoopla app on your mobile device or access hoopla on your desktop at:
<https://www.hoopladigital.com/>

- 2 Sign up** using your email address and create a password for your new hoopla account.

- 3 Choose your library.** You can allow hoopla to use your current location to quickly find your local library or you can type it in manually.

- 4 Enter library credentials.** You will need both your barcode found on the back of your library card and your PIN.

- 5 Browse and borrow** your choice of ebooks, audiobooks, music, movies and more. Enjoy up to 5 checkouts per month!


Borrow at anytime. Download for offline use. Hoopla can be accessed on phone, tablet and even on your TV with Apple TV, Roku, etc.
Have more questions? Call us at the Palenville Library: 518-678-3357