

enhancing individual and community life

Annual Report
2013

2013 Financial Statement

Operating Income

Local Public Funds

City of Glens Falls	826,828
Town of Queensbury	1,723,806
Town of Moreau	674,191
Warren County	12,000

Subtotal \$3,236,825

New York State Aid

Local Library Aid	13,450
Central Library Aid	90,412

Subtotal \$103,862

Library Generated Income	
Foundations, Trusts, Bequests	87,900
Investment Account (GFNB)	48,000
Crandall Trust	80,000
Newburger Trust	22,000
Waentig Trust	129,000
Friends Contributions	30,000
Fines	123,000
Donations	41,500
Copy Machines	8,000
Interest Income from bank accounts	2,800
Sale Other	2,000
Miscellaneous & Overdue Retrieval	600
Special Events	58,000
Insurance Reimbursement	2,000

Subtotal \$634,800

Grant Income	
NYS Council on the Arts and Corporate	49,820

Subtotal \$49,820

Appropriated Surplus

General	39,395
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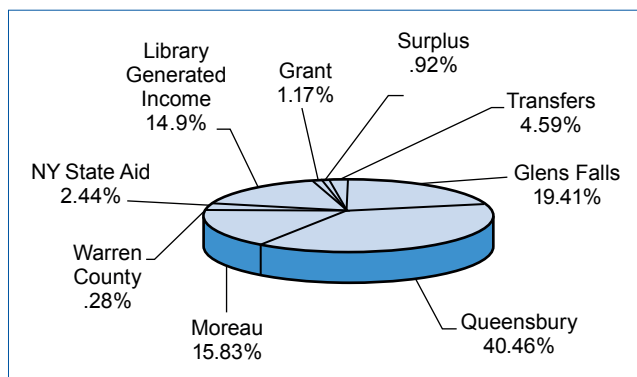
Subtotal \$39,395

Transfers

From Capital Account	119,525
From Investments Account	65,000
From Unemployment	11,000

Subtotal \$195,525

TOTAL \$4,260,227



Operating Expenses

Salaries

Certified Librarians	626,372
Other Staff	1,059,992

Subtotal \$1,686,364

Benefits

Social Security/Medicare	128,785
Health Insurance	229,100
Worker's Comp/Disability/Unemp/EAP	18,480
NYS Employee's Retirement	277,000

Subtotal \$653,365

Library Materials

Books/eBooks/Audio Visual	325,538
Periodicals	16,750
Processing Fees	5,890
Bookbinding	1,015

Subtotal \$349,193

Operation of Building

Building Equipment Maintenance & Repair	40,600
Gas, Electric, Water, Sewer	105,793
Telephone	3,680
General Maintenance/supplies/service	148,747
Insurance	14,180

Subtotal \$313,000

Grant Expenses

NYS Council for the Arts and Corporate	49,820
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Subtotal \$49,820

Miscellaneous Expenses

Supplies, printing, postage, shipping	33,913
Computer software and supplies	15,514
Outside Computer Services	4,255
Travel	3,780
Audit and Accounting	12,250
Professional Fees/Honorariums	24,620
Professional Fees/Security Service	46,303
Professional Fees/Trustee Education	0
Special Events	15,325
Refund Municipal Taxes	35
Other Miscellaneous Expenses	12,494

Subtotal \$168,489

Other Expenses

Automation and Telecommunications Costs	98,500
Program Costs	21,500
Friends of CPL Projects	30,000

Subtotal \$150,000

Debt Service

2013 Debt Service Payment	\$821,338
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Subtotal \$4,191,569

SURPLUS \$68,658

TOTAL \$4,260,227

FIGURES ARE UNAUDITED

Director's Message



Dear Reader,

I begin my annual message by acknowledging the core aims of our beautiful Library:

The Mission of Crandall Public Library is to provide resources, services and programs necessary to meet the informational, educational, cultural, and entertainment needs of the public to enhance individual and community life. Crandall Public Library intends to provide the community with free access to the world of ideas, information in varied formats and the creative experience in an open and nonjudgmental environment.

Throughout 2013 we honored these principles through the hard work of our dedicated staff, Board of Trustees, Friends of Crandall Public Library, volunteers, and our community of patrons and supporters.

These principles remain intact even as we develop the future vision for Crandall Public Library. North Country residents have entrusted us to provide the finest available services. The delivery of public library programs remains a rapidly evolving objective. Recent technologies such as electronic books and streaming audio and video has already been adopted for delivery to our patrons but with additional digital opportunities emerging, we are preparing the Library to provide them economically, efficiently and conveniently.

While some may question the relevance of libraries in today's world inside this report you'll find evidence that Crandall Public Library remains a vibrant community resource, one that truly reflects our multifaceted community.

I truly appreciate the love this community has for our Library. You deserve our best efforts. Thank you.

Kathleen U. Naftaly
Director

President's Message

Dear Reader,

A recent Jeopardy champion, when asked "how he got so smart," responded that he "liked to read". Whether through eBooks, playaways, books on tape or the old fashioned hard cover, Crandall Library is the resource that provides these services. On behalf of all the trustees, thank you for your continued support.

Michael Toomey
President of the Board of Trustees of Crandall Public Library



Children's Services

Brand New Innovations

Children learned about sustainability by participating in a **Community Garden Project** at the Library. The children had the ideas for what to grow, and the families were committed to bringing the kids to the garden site regularly to water and harvest. The excitement and confidence they had after this eight week experience was evident as they took home envelopes of seeds from their plants and savored the taste of the fresh salsa they made at the wrap-up party. One of the moms related that her child had never eaten fresh vegetables raw before. It was a totally free program with the City of Glens Falls offering the garden space and WalMart donating the plants and seeds.

Weekly Spanish language exploration classes were introduced in the fall. Children learned some basic words and phrases and about other cultures.

Planning was completed for the **1000 Books b4 Kindergarten** initiative scheduled for launch in January 2014. This new program will put the emphasis on early literacy.



Library Community Garden



1000 Books b4 Kindergarten program a hit.

Expanded Weekend Programs to Accommodate Family Schedules

To accommodate our busy families, more weekend programs were held than in past years. Programs for young children and parents were offered every Saturday morning, and Spanish language exploration programs were held Saturday afternoons. Families gathered on Sunday afternoons for the popular **Moosicle** music programs.



Exploring Spanish

Reading All Year Long

Children of all ages were encouraged to join the various reading programs offered throughout the entire year. Prize incentives funded by local businesses were awarded to participants to encourage reading.

Summer Enrollment Sets New Record

The summer reading program had record-breaking enrollment once again: 1,293 children ages four years to grade six joined this program. These children read a total of 23,758 books over the summer! Total enrollment climbed to 1,588 when the younger children, birth through age three years old, who participated in the **Summer Read-to-Me** program are added.



Lego Creations

Pre-literacy Programs Grew in Popularity

Programs for babies and toddlers were in very high-demand all year. Programs for these ages and their parents were offered regularly and generally filled to capacity. These programs were designed to help the child to develop early pre-literacy skills and be ready to enter preschool and school. These programs successfully combined fun and learning giving young children a strong foundation of pre-reading skills.

Family Focus Center: Always a Busy Destination

This comfortable room with toys for young children and books for parents is a popular destination for families. It is a busy hub of activity as little ones engage in play and parents visit with each other and interact with their children in an informal setting. The Center is often filled to capacity before and after children's programs, and is always a welcoming space.

Expanding Minds All Year Long

Throughout the year children were offered a large variety of programs focusing on many different areas of interest from music and dance to science and engineering. Children of all ages enjoyed creating art projects. Over 30 children embarked on the annual field trip to SPAC for the ballet. Lego programs drew crowds. Many enjoyed children's operas, kitchen science programs, storytellers, magic shows, puppet shows, movies, writing workshops, family history workshops, foreign language exploration, plays, and reading to therapy dogs.



Hannah enjoys being a reading therapy dog.

School/Library Partnerships Strong

We continued to collaborate with schools, preschools, and daycare centers in the community to foster literacy and encourage the use of the Library. Many preschool and school classes, and daycare center groups visited us for tours, orientations, and programs. Numerous programs were also presented off-site at these schools, and program information and materials were widely distributed to encourage the use of the Library and enrollment in programs.

2013 Statistics:

Program attendance	30,048
Reference questions.....	36,412
Computer use	8,308
Children's book circulation.....	173,502
Other children's materials circulation	67,270
Children's library membership (number of children's library cards).....	11,805



Monster Art artists!

Teen Services

For the Teen Center, 2013 was a year of amazing growth and diverse achievement. There were over fourteen thousand uses of the Teen Center, with programs and reference questions accounting for almost fifty percent of total use. The first annual *Teen Center Prom* was a resounding success, with dancing and a banquet. *The Japanese Culture Club* welcomed several guests who had recently been to Japan and made plans for their own language classes. *The Reduced Teen Group* had a busy year of art walks, public service, and also produced three fully staged shows: *Alice ROCKS*, *Murder at the Miss Management Pageant* and our first ever *Holiday Show*, each of which benefitted a local not-for-profit.

Teens volunteered at the Library *Hooray for Hollywood Gala* for the second time with live roleplaying, portraying characters from *The Hobbit* and *The Hunger Games*, and welcoming guests to the *Gala*. The Teen Center also remained a safe place for teens of a quieter nature, with diversions such as Yu Gi Oh! and learning to knit, crochet or draw.



Teens volunteering at the "Hooray for Hollywood" Gala



Teen Center Prom Night

Annual Donors

We are exceedingly grateful for a community that values its Library and supports the programs and services that make us exceptional together. Because public dollars fund only 75% of Crandall Public Library's annual budget, we rely on donations to ensure that the Library continues to meet the needs of area residents. Tens of thousands benefit from this incredible generosity. Our sincere thanks to the following individuals, businesses, and granting organizations for their 2013 contributions, as well as to those who purchased *Love Your Library Raffle* tickets or attended the *Hooray for Hollywood Gala*:

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American Library Association
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John Austin accepts the Henry Crandall Award from past board president, Sandy Searlman.



Everyone's a winner at the Gala! Guests enjoyed an evening of glamour and entertainment.



In-Kind Donations

- | | | |
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The Folklife Center

The Folklife Center staff is proud to have increased grant support by \$10,000 over 2012 figures. Grants and income, including monies from the New York State Council on the Arts-Folk Arts Program, the Friends of Crandall Public Library, the Alfred A. Solomon Charitable Trust, the Leo Cox Beach Philanthropic Foundation, and the Capital District Library Council, totaled \$56,580 in 2013.

To explore genealogy, local history and other personal interests, 3,177 patrons used over 6,200 items housed in the Folklife collections. Many new collections were added by staff, interns and volunteers. Noted materials include the American Association of University Women-Adirondack Branch archives, the Wings Falls Quilters Guild archives, additions to Saga City Japan Collection, Hadassah of Glens Falls records given by Sunny Aronson Buchman, genealogical periodicals donated by the John Austin family, Delaware & Hudson Railroad annual reports, monthly bulletins donated by Dick Wilson, and lastly, Tang Teaching Museum at Skidmore College catalogues. Many other collections were also added in 2013.



Selected pieces added to the Folk Art Collection included unique objects such as Paul Cardone, cigar box guitar and amp; Janet Flinchbaugh, floor cloth; Carol Lukovich, pine needle baskets; Mark Swanberry, bluestone lantern; Linda VanAlstyne, felted wool; Walter Fleming, tinwork; and Eric Marczak, wooden flute.

Both Todd DeGarmo and Erica Burke gave workshops, talks, and presentations including but not limited to *Family History Workshops*; *Documentary Filmmaking*. Todd is also the acquisitions editor for *Voices: Journal of New York Folklore*, a membership magazine published twice a year by the New York Folklore Society. We would be remiss not to thank the interns whose behind the scenes work fostered the collection's accessibility and growth and to our volunteers who provided 638.25 hours of service.

Exhibits

Inspiring Hands, Heart & Mind: The Arts & Crafts of the Adirondack Folk School - a new, original exhibition curated by Todd DeGarmo showcasing the work of AFS artists/instructors and encouraging our patrons to take a class or two at this innovative center in neighboring Lake Luzerne. Folklife Gallery: March 7 - June 30, 2013.



Heaven Runs Down to the Lake: 100 Years of YMCA Camp Chingachgook - a new, original exhibition that grew out a partnership with the Alumni Association of Camp Chingachgook to arrange and preserve the Camp's historic records. Folklife Gallery: July 19 - December 31, 2013.



Live!Folklife Concert Series:
Summerland Music Festival
performing artists.

Concert Series

Music hosted by the Folklife Center enriched our community from January to November. *Live! Folklife Concert Series* included performances by Sometyms Why, Roy Hurd with Frank Orsini, Christopher Shaw, Aoife Clancy, Rusty Doves, Mayfly, PossumHaw, Quickstep, Al & Kathy Bain, Tom Akstens & Neil Rossi, Bob Warren Trio, Shady Rill, Blue Sky Boys, and, Andrew & Noah Band.

A special partnership with the *Summertime Music Society* continued for a second year of great summer concerts including "Old World/New World" with Garry Ianco, violin; Charlie Powers, cello; Christopher Bush, clarinet; Carol Minor, piano; "Summerland Serenade" with Jen Herman, viola; Sahoko Sato, mezzo-soprano; Christopher Bush, clarinet; and Carol Minor, piano; and Charlie Chaplin's "The Kid" with Cary Brown, live piano accompaniment to Charlie Chaplin's classic silent film; and a special prelude performance by Christopher Bush, clarinet; and Carol Miner, piano.

Adult Services

New Grant Programs

Last year, Crandall Public Library received a grant through the American Library Association and the National Endowment for the Humanities called the *Muslim Journeys Bookshelf*. This grant provided us with a collection of 25 books, four movies, and other programming resources to help the public become more familiar with the people, places, history, faith, and culture of the Muslim diaspora. This grant, along with the complementary Let's Talk about It! Grant, enabled the Library to provide a book discussion series utilizing some of the materials provided. This series, led by local scholar Dr. Jacqueline Touba, proved so popular that we have added a second series in the spring of 2014.

Expanded Programming



International, bestselling author, Tess Gerritsen.

Looking towards the future, the Reference Department worked to expand its range of programming. The most notable result was a visit by international, bestselling suspense author *Tess Gerritsen*, whose Jane Rizzoli mysteries inspired the wildly successful TV show, *Rizzoli & Isles*. She entertained us with her stories and graciously answered questions and signed books for the crowd. *Sarah Bernhard on Broadway* – a one woman musical performed by Carol Dunitz and funded by the Friends of Crandall Public Library – was a resounding success. We continued to offer the public a variety of guest speakers and to recognize our local veterans, which our patrons enjoy.

In April, we hosted a *Battle of the Books* tournament during National Library Week to find the community's favorite book (*The Bible* came out on top). This program was enthusiastically received and we intend to continue it at some time in the future. Our first ever *Adult Summer Reading Program, Groundbreaking Reads*, was a resounding success. There were 157 participants who enjoyed reading and completing "challenges" to earn tickets for our prize raffles. As always, we are grateful to our "Friends" for their support with our grand prizes and to our community sponsors for the prizes they contributed. In the fall, *Literary (Lit) Knits* explored three literary periods with book discussions and knitting projects inspired by each era.



Award winning author, Anne Easter Smith.

The Reference Department continues to sponsor two book discussions each month, along with the monthly meeting of *The Memory Sharing Group*. *Crandall Public Library's Film and Video Spring and Fall Festivals* and the *African-American Film Forum* presented 31 feature, documentary and short films in 2013; and introduced matinee performances that were very well received. Numerous other Reference and co-sponsored programs added to a very successful year of programming.

Technology workshops

Technology workshops supplemented computer classes, with patrons receiving individualized instruction on Kindles, Nooks, iPads and tablets. To meet the demand for electronic media, SALS libraries jointly purchased electronic eBooks and audiobooks that can be downloaded by patrons from our website. Currently there are 4,348 eBooks and 2,238 downloadable audiobooks in the collection.

Health Services Community Partners

Throughout the year we have partnered with organizations such as the American Red Cross, CR Wood Cancer Center, the Inpatient Rehabilitation Center at Glens Falls Hospital, and the Adirondack Health Institute to provide health education resources to the community.

New Reference Policy

Since patrons ask questions of staff at all service points, not just at the Reference Desk, Crandall has transitioned to an inclusive reference model where circulation staff are now equipped and empowered to answer reference questions wherever these questions may be asked to better serve patrons.



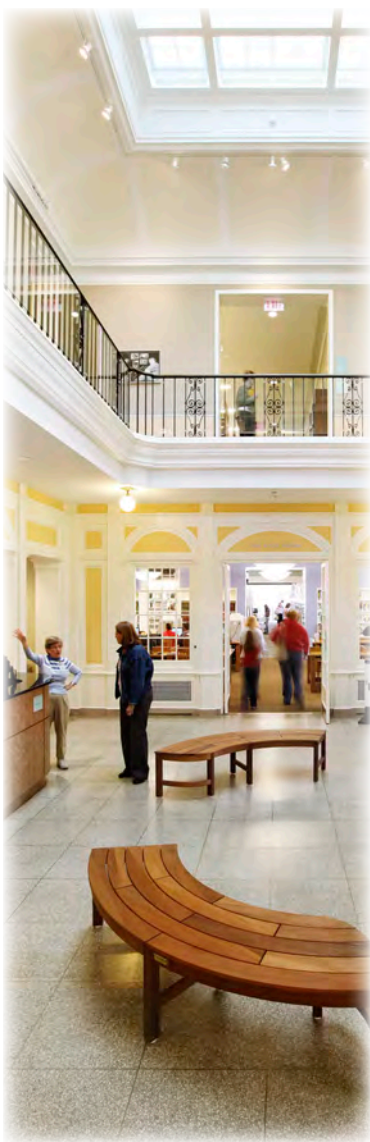
Patrons enjoy gathering for the Lit Knits reading group which meets bi-monthly.

Outreach

The Library's *Outreach Program* offers library materials and services to help meet the information and entertainment needs of homebound individuals. The Outreach Coordinator selects and delivers materials, places requests, offers reader's advisory and research services, and maintains comprehensive reader histories. In addition, Outreach Services strives to promote and facilitate programs offered by a number of relevant agencies. These include the National Library Service for the Blind and Physically Handicapped (BARD), the New York State Library for the Blind and Visually Impaired, the New York State Office for the Aging, Aging in Place Glens Falls, The Glens Falls Home Inc., the Glens Falls Lions Club, the Greater Glens Falls Senior Citizens Center, and Hospice.

As a rule, deliveries are made to individual homes on a monthly basis, with exceptions made for those who require more frequent delivery of materials. Monthly visits are made to group facilities. These include Adirondack Manor Adult Home, Cedars Senior Living Community, Emeritus at Landing of Queensbury, The Glen at Hiland Meadows, The Glen Terrace at Hiland Meadows, Henry Stichman Towers, Home of the Good Shepherd (Moreau), Midtown Apartments, Moreau Community Center, The Pines at Glens Falls Center for Nursing and Rehabilitation, Robert J. Cronin High Rise, Prospect Child and Family Center, Solomon Heights, The Stanton Nursing and Rehabilitation Centre, Westbrook Senior Residences, Westmount Health Facility, and The Willows.

2013 was a remarkable year for Outreach Services, with 14,884 items delivered. In addition, a generous grant by The Glens Falls Home Inc. allowed for growth of the Library's large print collection. Beyond traditional materials, service evolved in a number of novel directions. These included expanded participation in the *Library of Congress Digital Talking Books Program*, a successful eReader pilot project, and on-site tech tutoring. No matter the setting or service, Crandall Public Library's *Outreach Program* takes great pride and pleasure in making the library experience available to those who are unable to visit Crandall Public Library in person.



IT

The Crandall Public Library computer department staff continued to keep the library computers and networks up-to-date with today's fast pace trends of technology as to best serve our patrons during the year 2013 and for the near future with the purchase of eight Bibliotheca Liber eight self-check stations. Our free wireless network has received 408,347 hits, there were 28 new public computers added, upgrading the internet room. Also added was an increase to public & staff bandwidth to 35x5 Mbps. Repairs and maintenance of servers, computers, printers, copiers, scanners, and other devices used throughout the library are daily tasks. Our goal is to keep our networks virus free, spam free, secure and working at peak performance.

Technology training is also an important service available at the Library. Our Computer Assistant provided *One-on-One Computer Training* to over 100 people and answered over 12,000 computer questions in the Internet Room. 2013 saw the completion of a successful NYS Department of Labor Unemployed Worker Training grant. In total, a series of eight sessions teaching nine computer topics, ranging from basic computer use to Microsoft Office, were attended by 60 participants. As a result of these classes, 23 individuals found employment. We look forward to offering this successful program again in 2014.

Maintenance

It's the department's goal every year to try and keep most, if not all, of the Library building repairs in house. This past year we bought more tools and equipment to help us reach that goal. The cooling and heating of the building is a major expense and with some training and experience we have been able to keep the cost down from previous years. The custodial staff takes pride keeping the building clean during the day and making sure that the overnight cleaning service is doing a proper job. Keeping the sidewalks clear of ice and snow is also an area that we address quickly. As the building ages new situations will arise and we plan to keep the expense of repairs to a minimum by using our own abilities and resources.

In Memorium

Hilda R. Cameron, *Director of Crandall Public Library from 1966-1979*

In addition to her career as a librarian, Hilda also enjoyed volunteering at SPAC and the Arts Center on Broadway where she created pen and ink sketches, watercolors and Chinese brush paintings.



William "Bill" Lee Richards, *Folklife Center Patron and Donor*

Bill had a passion for local history especially the Old Military Road, and the Richards, Lee, Little and Culver families, and their contributions to the development of this region, and he spent countless hours doing research in the Folklife Center. He wrote [William Little Lee: The Justinian of Hawaii](#).

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Crandall by the Numbers



- Over ¾ of a million items were borrowed in 2013.
- Over 50,000 people have a Crandall Public Library card and of these 68% live in Glens Falls, Queensbury or Moreau.
- Nearly 420,000 people visited us in 2013.
- www.crandalllibrary.org was also popular, with 234,155 visits.
- The WiFi network was accessed over 450,000 times.
- Volunteers generously contributed 3,119 hours of work.
- Circulation of eContent (electronic books, electronic audiobooks, etc.) increased by 5.4% over 2012.
- Outreach Services connected over 14,884 items with the home-bound.
- Crandall Public Library shares with others, as we provided nearly 41,000 in materials to other borrowers and we received over 34,500 in return.