

2014 Annual Report

author visits



exhibits



reading programs

community events



concerts

film series

wifi

and more



Committed to you.



2014 Financial Statement

Operating Income

Local Public Funds

City of Glens Falls	846,570
Town of Queensbury	1,752,290
Town of Moreau	679,883
Warren County	16,800

Subtotal \$3,295,543

New York State Aid

Local Library Aid	15,064
Central Library Aid	95,855

Subtotal \$110,919

Library Generated Income

Foundations, Trusts, Bequests	140,553
Investment Account (GFNB)	46,447
Crandall Trust	82,500
Newburger Trust	23,816
Waentig Trust	123,840
Friends Contributions	44,039
Fines	99,201
Donations	57,440
Copy Machines	6,447
Interest Income from Bank Accounts	1,332
Sale Other	1,292
Miscellaneous & Overdue Retrieval	1,687
Special Events	56,944
Insurance Reimbursement	3,297

Subtotal \$668,835

Grant Income

NYS Council on the Arts and Corporate	143,630
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Subtotal \$143,630

Appropriated Surplus

General	4,122
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Subtotal \$4,122

Transfers

From Capital	29,727
From Investments Account	32,716

Subtotal \$62,443

TOTAL \$4,305,492

Operating Expenses

Salaries

Certified Librarians	609,262
Other Staff	1,059,193

Subtotal \$1,668,455

Benefits

Social Security/Medicare	119,870
Health Insurance	238,135
Worker's Comp/Disability/Unemp/EAP	11,912
NYS Employee's Retirement	295,816

Subtotal \$665,733

Library Materials

Books/eBooks/Audio Visual	246,452
Periodicals	17,142
Processing Fees	5,223
Bookbinding	1,069

Subtotal \$269,886

Operation of Building

Building Equipment Maintenance & Repair	105,339
Gas, Electric, Water, Sewer	115,410
Telephone/Telecom	5,226
General Maintenance/Supplies/Service Contracts	109,828
Insurance	29,655

Subtotal \$365,457

Grant Expenses

NYS Council for the Arts and Other Grants	183,357
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Subtotal \$183,357

Miscellaneous Expenses

Supplies, Printing, Postage, Shipping	29,237
Computer Software and Supplies	20,355
Outside Computer Services	4,667
Travel	5,690
Audit and Accounting	12,200
Professional Fees/Honorariums	33,295
Professional Fees/Security Service	47,749
Special Events	17,066
Refund Municipal Taxes	426
Other Miscellaneous Expenses	17,116

Subtotal \$187,801

Other Expenses

Automation and Telecommunications Costs	83,030
Program Costs	17,026
Friends of CPL Projects	44,039

Subtotal \$144,095

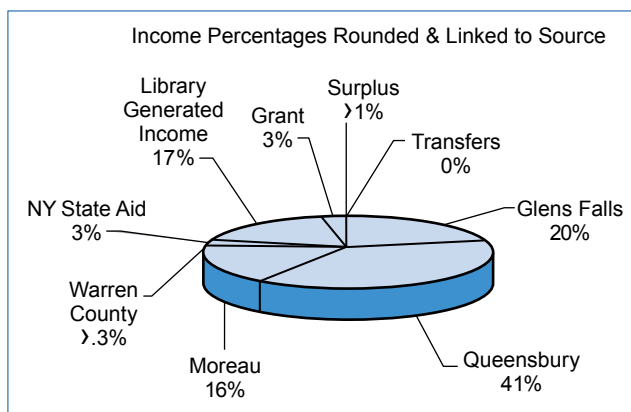
Debt Service

2013 Debt Service Payment	\$820,708
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Subtotal \$4,305,492

SURPLUS \$0

TOTAL \$4,305,492



FIGURES ARE UNAUDITED

Director's Message



Dear Reader,

What is value? Is it the door buster TV on Black Friday? Is it the latest BOGO sale? Perhaps free shipping on your next purchase? Or, is value a more heartfelt concept? I believe value evokes feelings of intimacy, permanence, and inspiration. Given this, Crandall Public Library is valuable to our community.

The Crandall Public Library Board of Trustees, staff, and Friends of Crandall Public Library strive to make sure that every person in this building is valued and respected as they walk through our doors. We honor everyone's life experience when we offer access to real and imagined worlds. We're all about the importance of creativity in a variety of formats—print, audio, visual, hand-crafted, etc.

I also value and thank you for the support and commitment you have shown the Library by your backing at the polls, through contributions, and as advocates and patrons of the Library. Hard work by the Staff and Friends to provide our stellar services and the leadership of the Board also are also deserving of praise.

2014 was yet another outstanding year for the Library. Because I know that you value Crandall Public Library, and all that it stands for, as much as I do; the future is bright.

Kathleen U. Naftaly
Director

LEADERSHIP

President's Message



Dear Reader,

We all know that the Glens Falls area is a unique place to live. Why should our library be any different? The building, facilities, collections, programs, staff and patrons combine to make Crandall Public Library a treasure.

On behalf of the Board of Trustees, thank you for your continued support. Come often and explore our treasure. There's a great wide world in here.

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

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Batman Day at Crandall



Crandall Public Library celebrated 75 Years of Batman on July 23 with a day of activities focused on the comic book superhero. Crandall staff and volunteers offered a Library-wide experience for people of all ages, incorporating the Batman theme into several activities over the full day and offering an immersive experience for attendees. We're grateful to the businesses and individuals who partnered with us to make this a positive community experience.



The door count for July 23 was 3,015. (Compared to an average day of 1,300-1,500 visits.) Participation in activities as follows:

- 644 punch cards handed out
- 500 comics given out
- 300 capes & masks made
- 35-40 attendees per film
- 35 Wii game participants
- 98 Arkham gaming participants
- 600+ scavenger hunt participants
- 300 faces painted
- 190 Lego builders
- 46 artists in Batman Imagined



Nearly 100 new Library cards were processed that day and in the week that followed. Downtown Glens Falls businesses reported exceptional business on *Batman Day*. One vendor said her establishment was "rocking." *Batman Day* further demonstrated the Library's impact on our local economy.

CREATE

Children's Services

Reading and Early Literacy Programs

The *1000 Books b4 Kindergarten* program was launched with a kick-off party attended by 300 in January. This program helps families to raise a reader by challenging them to read 1000 books together during the child's preschool years. Over 500 children joined in the first year and many are at least halfway to achieving the goal. The family music concert held later in the year at the Moreau Community Center inspired more interest. The Leo Cox Beach Philanthropic Foundation provided funding for promotional events.



Presentations to encourage participation in *Fizz Boom Read*, the summer reading program, were done at the elementary schools in Queensbury, Glens Falls, and South Glens Falls. 4,857 flyers promoting the summer children's programs at Crandall Public Library were distributed to every student in grades K – 5 in our Library District.

The *Summer Reading Kick-Off Party* was attended by over 241 kids and parents in City Park. The summer reading program was expanded with the addition of a special outreach component making it easier for area daycare centers to participate. *Fizz Boom Read* enrollment reached 1,176. Additionally, 207 children 3 years old and under participated in the summer *Bumble Bear Read-to-Me* program with their parents.

Reading clubs were also offered during the winter and the fall. 426 kids joined the *Build Your Brain with Books* and *Get Yeti to Read* clubs. 494 children ages 3 and under participated in the *Bumble Bear Read-to-Me* club with their parents.

Educational and Cultural Programs

School-age and tween programming increased with the addition of the weekly *Artblast!*, art projects for kids in kindergarten and up, and *Sunday Special* program series. Topics and activities for *Sunday Special* varied each week. Many programs to appeal to a wide range of interests were offered to kids of all ages throughout the year. These programs ranged from *Kitchen Science*, to a magic show, to *Dirt Detectives*. We made our annual field trip to the Ballet at SPAC funded by The Friends of the Library. The library-wide *Batman Day* was very busy in the Children's Department where families were offered four different activities. The *Crandall Kid's Garden Club* members planted, tended, and harvested a community garden plot on the corner of May and Bay Streets in Glens Falls. The annual *Teddy Bears Picnic* was a tradition enjoyed by all. The wildlife program featuring live animals drew a large crowd. Other



Crandall Keeping Quilt



Making science fun!



Summer Reading Kick-off Party

programs encompassed the science of ice cream, Spanish language classes, fashion design, a cartooning workshop, family concerts, puppet making, storytelling, a therapy dog panel, a Pokémon game event, and *Wacky Science*. Karate programs and numerous Legos programs drew crowds. Additional program series included *Treasure Seekers* (the Library scavenger hunt), *Tweens Knit*, and *Reading to Therapy Dogs*.

Special partnerships resulted in some very successful programs including the children’s opera *Three Billy Goats Gruff* by Opera Saratoga’s Opera-to-Go, the *Dr. Seuss Birthday Celebration* co-sponsored by the Iroquois Reading Council, and the *Mosaic Creations Workshop*, co-sponsored by LARAC. Kids learned about the training and skills of rescue dogs at a program done by the Northeast Search and Rescue group and what to do if they get lost in the woods at the *Hug a Tree* program. Kids also made a beautiful “keeping quilt” at a workshop co-sponsored with the Folklife Center and staff account clerk Terry Bell. This quilt is now on display in the Children’s Department.

In support of STEM (Science, Technology, Engineering, and Math) education, thirteen *STEM Explorer Kits* were designed for children to check out and use within the Library to practice these skills. Kit topics included rocks and fossils, binocular challenge, magnets, seashells, tree matching, optical illusions, and more. Kits were used 144 times.

Outreach Programs and Class Visits

Library outreach programs were done at the Prospect Child and Family Center for their students. A total of 154 preschool and school groups visited the Library during the year for tours and presentations designed especially for them. Staff members did presentations and gave out information at many area events for families and child care professionals, including the Chronicle Book Fair, YMCA, Center for Early Learning, Cyber Safety at Ballard Road Elementary School, Academic Intervention Services night at the Barton Intermediate School, and open house at Oliver Winch Middle School.

Volunteers

Children’s Department volunteers helped with putting DVDs into security cases, in various capacities at programs and the children’s desk, and searching for materials to loan to other libraries or for our patrons. These volunteers worked a total of 1,506 hours in 2014! A thank you party was held to recognize their very sizable contributions.

Statistics

• Children’s program attendance	31,753	+ 6,805 since 2010 (+27%)
• Requests for information and assistance	33,452	
• Tumblebook (children’s eBooks) circulation	3,164	
• Children’s Fiction books circulation	134,132	
• Children’s Nonfiction books circulation	37,638	
• Children’s other materials circulation	60,259	

INSPIRE

Teen Services



Cosplay fashion show



The cast of the “Shakespeare’s Sonnets”

2014 was an amazing year for the Teen Center. The Teen Advisory Group (TAG) met regularly to guide the staff in planning programs and collection development. With their help, we provided such offerings as a teen art show, events with the Sister Cities committee, Yu-Gi Oh! and other card tournaments, and *ArtWalks*.

The teens staged several plays while collecting food for local charities, in lieu of admission fees. The teens wrote and performed *Shakespeare’s Sonnets* (set to pop music) and performed *Jabber-Rocky*, a rock version of the second half of the classic, *Alice in Wonderland*. The *Teen Center Prom* was enormously popular, with over fifty teens in attendance. The prom welcomed all teens from area schools in irrespective of gender expression. There was a good response to our new Instagram and Twitter accounts, with over 100 followers on Twitter between our founding the account and the end of the year.

We had well over 2,000 people in attendance at programs, and a total of almost 15,000 uses of the Teen Center. As always, teens from the Library were very much a part of the community, volunteering their time for Gift Back, a collaborative giving fair, and for the Library Gala.

Annual Donors

Crandall Public Library is a reflection of its incredible community. All that we are, all that we offer to the people of this region can be attributed to a collective civic pride and generous spirit. Beyond the solid base of public funding, contributions from the individuals, businesses, and granting organizations listed below and on the following page have bolstered Library programs and services, helping to take Crandall Public Library beyond ordinary. We are exceedingly grateful to the following for their 2014 contributions.

We also thank those who purchased *Love Your Library Raffle* tickets, attended *Gala Noir: A Murderous Affair*, and purchased items at the gala auction in 2014.

GENEREROUS

Diamond

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CARING



Honoring Ed Moore
2014
Henry Crandall Award recipient



Murder, mystery, hot dance tunes, family, friends, dignitaries, generosity and fun were the highlights of Gala Noir.



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The Wild Center
World Awareness
Children's Museum

Friends of Crandall Library

Crandall Public Library is an illustrious institution, however, as the song goes, “...you got to have friends.” The Library continues to be indebted to the Friends of Crandall Public Library for their unbridled support. Under the able leadership of President Pamela Loeb, Vice President David Lion, Secretary Laurie Alden, and Treasurer Kevin Porpora, the Friends of the Library Board provide unrivaled time and energy towards supporting many Library undertakings.



Friends Community Screen



Quiet Reading Room

Their fundraising activities include an annual appeal – highlighted by an April mailing rendezvous. The three annual book sales, masterfully directed by Friends Board members Marilyn Gorman and Maureen Shaughnessy, are regionally respected with their offerings of over 30,000 books and additional materials sorted from community contributions.

The Friends’ contributions to our community through the supplementary services they provide to the Library are instrumental in keeping our community at the forefront of engagement and comfort. In 2014 alone the Friends donated over \$44,000 to the Library. Highlights of their support include:

- Folk Music programming including Summerland Music Society, Alex Smith and Harpeth Rising
- Much needed tables and chairs for patron study and work and customer service desk renovations
- A Tornado burnisher for our custodial department
- Book Page magazine including up-to-date book reviews
- Children’s programming including the Ballet at Saratoga Performing Arts Center
- Printing and postage for information sent to Library District residents

The Friends of Crandall Public Library welcome new members. Applications are available at the Library’s public service desks.

COMMITTED

Staff Accomplishments



Library staff wins 1st Place for Organizations at the South Glens Falls Post-Star Holiday Parade.

Kathy Naftaly, Director, was a panelist at New York Library Association’s November conference program entitled “Fundraising with Annual Appeals.” She also was a panelist at the National Polaris Users Group Conference to discuss RDID in Libraries. Kathy also spoke about RFID at the NYS Library Assistant Association Conference.

Frieda Toth, Teen Services Librarian, earned a Master’s in Leadership from SUNY Plattsburgh and presented at the NYLA Annual Conference in Saratoga in November, with a program entitled “Instagram and Twitter, a Quick Introduction.”

Julia Stuckman, Children’s Librarian, presented a “table talk” at the New York Library Association annual conference about our **1000 Books b4Kindergarten** program.

Adelaide Leibold and Rachel Clothier, Library Assistants, did a workshop, “Story Time Props 101,” at the Early Childhood Conference of the North Country Association of Young Children and Southern Adirondack Child Care Network.

Pam Frazier, Children’s Librarian, and Rachel Clothier presented on library resources and storytelling for regional Head Start teachers.

Lynn Shanks, Development Director was a panelist at New York Library Association’s November conference program entitled “Fundraising with Annual Appeals,” and served on the steering committee of the Adirondack Nonprofit Business Council and the steering committee of the collaborative fundraising effort, Gift Back, a collaborative giving fair.

Sarabeth Mason, Library page, was named president of the board of the Little Theater on the Farm. Michelle Lettus, Library page, began her graduate work for her MLS at SUNY Albany.

The Folklife Center

Led by a staff of two, Todd DeGarmo, Founding Director, and Archivist/Librarian, Erica Wolfe Burke, the Crandall Public Library's Folklife Center is the community's foci where the past, present and future blend together. Folklife is charged with the mission to research and present the cultural traditions of the upper Hudson valley and southern Adirondacks of upstate New York through its research and documentation, special collections, public programs, gallery and educational services. Folklife continued in its mission in 2014 by acquiring new collections such as the Clara Rudnick Holocaust Collection (including interview, transcripts, clippings, letters, etc), Remembering Diane Struble - recording session of memories of her historic Lake George swim in 1958, and, Empire Theater Papers of James Holden (additions), donated by William J. Gordon.



A new baby grand piano was purchased through a grant from the Leo Cox Beach Philanthropic Foundation which greatly enhanced many Folklife musical performances and those of other departments. Memories were evoked and future stars were highlighted in concert series featuring the Alex Torres Trio, Harpeth Rising, and, Panache Quartet. The chamber music partnership with Summerland Music Society flourished in its the third year.



Harpeth Rising

The Folklife Gallery housed four exhibitions: 1) *Celebrating Women's Creative Hands & Spirits* – a newly donated internationally inspired exhibition by Betty LaDuke, with selections from the Folklife Center's collections show-casing the art of local women, with special thanks to Jeromy McFarren, guest curator/Empire State College intern, and to the Children's and Reference staff for collaborative programming for this project; 2) *Collecting Lake George: Maps, Prints, Postcards & Other Memorabilia* – a new, original exhibition featuring maps and prints loaned by the family of H. Glen Caffry, and items from the new Abby & Will Csaplar Lake George Collection, and a number of other items from the Special Collections; 3) *Batman Imagined* – original artwork from 54 patrons ages 3 to 64 with prizes awarded, and loaned Batman collectibles from Crandall staff; and, 4) *Stable Views: Voices & Stories from the Thoroughbred Racetrack* – presented by guest curator Ellen McHale in partnership with the New York Folklore Society.



Collecting Lake George

Educational presentations included *Many Different Faces* – an expressive movement piece, choreographed to a narrative in three languages, facilitated by Lili Loveday, filmed for the archives; *Do Tell: Learning to Perform Personal Stories* – free workshop series taught by Margaret French and Betty Cassidy; and, *Underground Railroad* – author talk by Tom Colarco, co-hosted with the Warren County Historical Society. These presentations and collections would not be possible without the continued support of community centered organizations and people, namely, the New York State Council on the Arts - Folk Arts, Alfred Z. Solomon Charitable Trust, Friends of Crandall Public Library, Leo Cox Beach Philanthropic Foundation, Capital District Library Council, and a gift in honor of the Caffry Family. Special thanks go to our interns and consultants whose expertise provided extra helping hands whenever needed. And our knowledgeable volunteers also contributed over 1,135 hours of able assistance to the Folklife Center.

CULTURE

IT Department

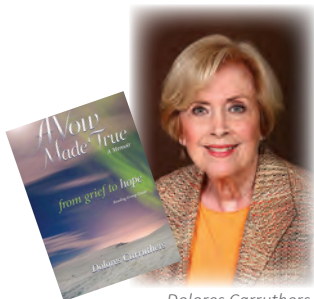


The IT staff continued to keep the Library computers and networks up-to-date to best serve our patrons. Our free wireless network received 681,549 hits, an increase of 273,202 hits. Our phone system was upgraded. PCI compliance for credit card usage was implemented & achieved. The customer desk was replaced with a new updated and more functional desk for patrons. Repairs and maintenance of servers, computers, printers, copiers, scanners, and other devices used throughout the Library are daily tasks as we strive to keep our networks virus free, spam free, secured and working at peak performance for the community.



Crandall Public Library continued to provide job skills and computer help to the public. Building on previous successes, the Library was awarded another Department of Labor Unemployed Worker Training grant beginning in March. The series of 8-week sessions provided extensive computer training to the long-term unemployed by teaching basic computer skills, keyboarding and data entry, as well as Microsoft Word, Excel, Publisher, and PowerPoint. General technology training emphasized individualized instruction with drop-in *Tech Thursdays* and scheduled 1-on-1 appointments for help with basic computer use, Internet searching, email, MS Office, iPad & Android tablets, and Windows 8. A new program, *Senior Surfers*, provided tech help for seniors taught by senior volunteers. The Surfers are available to assist on topics such as iPhones and smartphones, iPad and Android tablets, Chromebooks, and basic computer use.

Adult Services



Dolores Carruthers,
author, retired psychotherapist

The Library is a Wi-Fi hotspot, and patrons increasingly bring their laptops and smaller devices to the building and work at chairs or tables located throughout the building. Reference questions are increasingly about helping patrons cope with technology integration into their daily lives and about how to use various devices. Ongoing monthly programs for adults included: *Memory Sharing Group*, *Literary Knits*, two book discussion groups, *Crandall Crafters* and *1-on-1 Tech Time*. Scattered throughout the year were classes on planning your vacation, a music program celebrating the 50th anniversary of the arrival of the Beatles in NY. Author visits by David Fiske, author of *Solomon Northup: His Life Before and After Slavery*, Dan Hazewski, a local financial planner who discussed his book, *Exit Right: Avoiding Detours and Roadblocks along the Baby Boomer Highway*. Author Dolores Carruthers, a retired psychotherapist presented a workshop on *Coping Strategies for Grief During the Holidays and Beyond*, and Marty Podskoch, author of *Adirondack 102 Club* presented information on a plan to encourage people to visit all 102 towns and villages in the Adirondacks.



Crandall Crafters Zentangle

The *Muslim Journeys Bookshelf* series funded a grant received in 2013 to help the public become more familiar with the people, places, history, faith, and culture of the Muslim diaspora. The program was so successful it was repeated in 2014. The series was led by local scholar Dr. Jacqueline Touba. Workshops were presented on Workers' Legal Rights, Legal Resources for Senior Citizens, and Medicaid Part D. A series of classes were offered on the *Art of Writing*. A tribute to Korean War Veterans was held. A summer reading program for Adults coincided with the summer reading program for children.

We support local organizations such as the American Red Cross by hosting several blood drives throughout the year. We participated in the Queensbury Relay for Life *Paint the Town Purple* with a window display of purple books. The NYS Health Marketplace Enrollment services provided assistor/navigator services through the Adirondack Health Center at the Library. Furthermore, we also participated in the *Chronicle Book Fair*.



The database Zinio was added in autumn, allowing patrons with a Crandall Public Library card to check out and read unlimited digital magazines. A total of 235 patrons checked out 1,598 digital magazines.

DISCOVERY

Outreach

Crandall Public Library's Outreach Services program offers library materials and services to help meet the information and entertainment needs of homebound individuals in a variety of settings. 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.

2014 was a remarkable year for Outreach Services, with 14,319 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 e-reader pilot project, and on-site tech tutoring.

No matter the setting or service, Outreach Services takes great pride and pleasure in making the library experience available to those who are unable to visit Crandall Public Library in person.



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Glens Falls, NY 12801

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Crandall by the Numbers

VALUE



- 598,935 people visited us physically and virtually in 2014 – amazing!



- The WiFi network was accessed over 847,000 times – all manner of devices linked and connected users with their desires.



- Circulation of eContent (electronic books, electronic audiobooks, etc.) increased by 24.5% over 2013 – the future is here!



- 68% of the approximately 51,000 Crandall Public Library card holders live in Glens Falls, Queensbury or Moreau – as a card to carry in one's wallet, its power is unmatched.



- Volunteers contributed 3,613.5 hours of work – an increase of nearly 16% over 2013.



- Outreach Services connected over 14,319 items with the home-bound averaged out, that's about 16,000 pounds of books and other materials.