

DVDs

Audiobooks

Volunteering

Outreach

Art/Folklife Exhibits



Children's Programs

Book Clubs

Films

Computers

Books

Meeting Spaces

Genealogy

Large Print Books

Teen Center

Research

eBooks

WiFi

Concerts

*Meeting the needs of our community,  
one patron at a time.*

# Annual Report 2012



# President's Message

Dear Reader,

Once more, I would like to thank you for approving our 2013 budget in November, 2012. I am proud that in 2012, 444,020 people visited our Library, over 810,000 items (both physically and electronically) circulated, attendance of young children at early literacy programs rose 223% and nearly 22,000 audios, books, DVDs, audiobooks, eBooks were added to our collections, and I could go on and on. As I pen this, the Board of Trustees and Library staff are prudently preparing a budget for 2014 being very mindful of the economic conditions we currently live in. We wish to continue to grow and service our communities. Therefore, we will need you to again vote on Election Day. We at the Library are doing our part; please do your part by voting on Tuesday, November 5, 2013! Finally, I want to extend many thanks to Christine L. McDonald, our Director of over 33 years, who retired in 2012. The Library will be forever appreciative of her leadership and foresight.

Sanford Searleman

*President of the Board of Trustees of Crandall Public Library*



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# Director's Message

Dear Reader,

On behalf of the Library Board of Trustees, Staff, and Friends of Crandall Public Library, I want to extend a sincere thank you to the community for your 2012 support at the polls, through contributions, and as advocates and patrons of the Library. You have made it possible for staff to enhance the wide range of services the public has come to depend upon as we strive to keep budget increases to a minimum.

I am also grateful to the Board of Trustees and the Friends for their outstanding commitment to the community's Library in 2012. They skillfully provided guidance for the Library through another stellar year of public service and an exciting period of change and growth. I wish to especially thank the Staff for their flexibility, support, and resourcefulness during this transitional period.

We dedicate this Annual Report to Christine L. McDonald for her 33 years of outstanding service to Crandall Public Library. Her passion, foresight, and creativity is remembered and missed. We will build upon her foundation to not only sustain but to develop the Library deep into the future. We honor you and thank you Christine.

I look forward to serving as the newest Director of Crandall Public Library. In my daily wanderings I often think of a quote by Isaac Asimov, "...the library was the open door to wonder and achievement, and I can never be sufficiently grateful that I had the wit to charge through that door and make the most of it." Join us in the charge. We hope to see you here often and remember, my door is always open.

Kathleen U. Naftaly  
*Director*



When my selection  
as the new Director of  
Crandall Public Library  
was announced  
I declared to the  
local media,  
"I love this Library,  
and I think the fit  
is going to be magical."  
I should have said,  
"I love this community,  
and I know the fit  
is magical."



# Children's Services



*The Summer Reading Program Kick-off Party and Parade drew numerous family and friends to City Park. Adirondack Phantoms' mascot Dax, visits with the kids.*

## Programs

Children's programs continued to attract large numbers of children and care givers. Programs were designed to promote early literacy, encourage reading for pleasure, satisfy curiosity, provide children with opportunities to explore a variety of personal interests, and to spark their imaginations. Program attendance in 2012 totaled 29,656 people, an increase of 3,453 people over 2011. We offered 353 early literacy programs for very young children and their care givers; 28 more programs were added in 2012 to meet the demand. These programs were designed to encourage new parents to visit the Library and get an early start on language development, and reading readiness. All participants in these Early Literacy Programs were awarded free board books to keep in their own home libraries through funding by the Ronald McDonald House Charities and the Leo Cox Beach Foundation.

McDonald House Charities and the Leo Cox Beach Foundation.

Many programs inspired kids of all ages to read for pleasure. Once again the participation in the Summer Reading Program reached over 1,000. Many children choose to participate through a convenient online component. A Winter Reading Program was also offered to encourage kids to continue to do pleasure reading during the school year. Reading to therapy dogs at the Library continued to be a popular way to practice independent reading skills. Many businesses donated the prizes kids received as incentives in the reading programs.

The Bumblebear Reading Club continued to encourage literacy development for the birth to three years old age group, providing them with an important early start to long-term reading success. Busy parents of young children were offered the flexibility to complete the tasks on their own schedules. New board books were earned by participants as tasks were completed and they came to the Library to share results and attend programs.

Many programs offered kids opportunities to explore a variety of educational topics of personal interest, while other programs encouraged creativity and imagination. Exploring the night sky was accomplished at the Library inside a portable planetarium. Kids enjoyed creating hobbit houses. The Library staff performed lively puppet shows that fascinated young children, a favorite was one based on the book Mrs. Chicken and Hungry Crocodile. Children also experienced live theater performances including Andy's Adventure on Broadway produced by area teen Andy Haag, directed by staff member Dorie Stevenson, and performed by kids who frequently use the Library. Eleven year old Cristo Lewis performed a piano concert inspiring other kids to develop their talents. Some programs were made possible through cooperative arrangements and/or funding from community businesses or agencies. Many kids enjoyed the annual trip to the ballet at SPAC funded by the Friends of Crandall Public Library. The performance of the children's opera Little Red's Most Unusual Day by Saratoga "Opera to Go" was enjoyed by

*Dr. Seuss visits the Library. Sponsored by WMHT.*

*Young patrons enjoy learning Zumba at the City Park gazebo.*





Library staff and volunteers wrote and performed live musical theater titled, Andy's Adventures on Broadway.

a large crowd. The annual birthday celebration for Dr. Seuss was coordinated with the Iroquois Reading Council. Monthly Sensory Story Times were held for children on the autism spectrum in cooperation with Upstate New York Autism Awareness.

Many activities were designed to reach out to the community and attract new users and educate the public on the many Library services and materials available to them. Library staff provided information at the first Mother's Day Celebration at WIC for pregnant, postpartum and breastfeeding women and their families. Library orientations were offered to students in school classes both at the Library and at all the elementary schools in the Library District. Information tables were staffed and activities were offered at the Chronicle Book Fair and the Oliver Winch Middle School Open House. Outreach Programs were held at the Prospect Child and Family Center. The Library was represented at the CyberSafety night held at Harrison Avenue Elementary School in South Glens Falls. Parent/Child Workshops for young children and their care givers were offered regularly at the

Moreau Community Center. A presentation for families was done at the William H. Barton Intermediate School in Queensbury.

### Reference Questions

The information desk in the Children's Department continued to be a popular stop for patrons of all ages. Staff helped children with homework assignments, recommended books for pleasure reading, assisted care givers and children to find information on many topics, and selected books for teachers to use in their classrooms.

### Volunteers

Many adults, kids ten years old and up, and teens made huge contributions to the functioning of the Children's Department by volunteering their time and skills. Volunteers contributed a total of 1,827 hours doing many different tasks, assisting with summer reading, and helping at various Children's programs and events.

### Statistics

	2011	2012	change
Number of programs	1,013	1,099	+8.4%
Program attendance	26,203	29,656	+13.1%
Children in summer reading	1,145	1,048	-8.4%
Reference questions	38,250	39,893	+4.2%
Computer use	8,386	9,793	+16.7%

## Teen Services



Teens performing in the show Murder at the Miss Management Pageant, a benefit for Prospect School.

The Teen Center saw 14,849 uses in 2012. The Teen Advisory Group met several times during the year to ensure the Teen Center met the needs of our audience, and as a result, we began several new programs including Japanese Culture Club and a Dungeons and Dragons campaign, both of which now meet every week. We continued our commitment to supporting teens in their education and provided homework help when appropriate, as well as reaching out to area high schools with on-site visits from the librarian. Our social club, the Reduced Teen Group, also thrived, putting on our first fully staged Shakespeare play, A Midsummer Night's Dream. It is important to the teens to give back to the community, and this year the charities that benefitted from their generosity included the ASPCA and South Glens Falls Dance Marathon.

# Annual Donors

We are grateful to the following individuals, businesses, and granting organizations for charitable contributions to Crandall Public Library in 2012. Their generosity enabled Crandall to provide experiences that enrich, enhance, and nourish the lives of those we serve. We also thank those who supported the Library by participating in our fundraising events, the Love Your Library Raffle and Gala: New York to Paris.

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State Senator Betty Little was honored with the Henry Crandall Award at the 2012 Library Gala: New York to Paris, a Twenties Soirée.



Staff & volunteers add ambience to the Gala by mingling with guests in period attire.

Every effort has been made to ensure the accuracy of our donor lists. Please notify Crandall Public Library's Development Office of corrections at 792-6508, ext. 284.



# The Folklife Center

The Folklife Center staff was responsible for bringing in over \$46,000 in grants and income including monies from the New York State Council on the Arts-Folk Arts Program, the Friends of Crandall Public Library, and the Capital District Library Council.

The Albert W. Fowler Research Center (Reading Room) hosted 3,204 patrons who used 7,361 items in 2012. Highlighted newly added collections include: Holden Reference Book Collection - 612 published titles; Abby & Will Csaplar Lake George Collection - 12 cubic feet of images; Camp Chingachgook Archives - temporary deposit on July 18 for 5 years of 44 cubic feet of materials; Zonta Region 2 Archives - 21 binders; Heidi Cole's - Adirondack titles, photos, serials, ephemera donated by Bruce Cole; Grace Van Wirt (former librarian) - newspaper clippings; William Bronk's - "Dawnings," framed broadside poem, donated by Richard A. Carella; and Rich Cavagnolo - Photographs.

Ongoing collection management tasks included volunteers spending over 600 hours processing collections. Unique tasks in 2012 included the Northeast Document Conservation Center conserving and framer Peg Carron archivally framing three historic 19th century maps (1804 Bradley Map of the United States, 1842 Geological Map of New York State, 1853 Levey Washington County Map). The maps are now on display in the Folklife Center, all made possible by grants from the Leo Cox Beach Philanthropic Foundation and the Friends of Crandall Public Library. Another activity unique to the Folklife Center is digitalizing music albums for patron access at an iTunes station.

The Folklife Gallery presented two major exhibitions:

Odetta: The Queen of Folk - an exhibition of original paintings, prints, and drawings by Stephen Alcorn celebrates the life and times of Odetta Holmes, and is occasioned by the publication of the critically acclaimed picture book by the same name, conceived and illustrated by Stephen Alcorn, poem by Samantha Thornhill, published by Scholastic Press. January 6 - July 2012.

Dance Masks of Guatemala: The Collection of Ed & Carmen Contento - a new, original exhibition curated by Todd DeGarmo displays for the first time to the public the extensive collection of this Saratoga Springs couple. Also featuring The Power of Masks curated by the World Awareness Children Museum. August - December 2012.

The Folklife Center offered a variety of long-established programming. The Live! Folklife Concert Series included: Tim Jennings & Leanne Ponder; Kim & Reggie Harris; Maggie; Kyle Carey Trio (Andrew Finn Magill, Sean Ernest); MaryLeigh & the Fauves; Annalivia; Cantrip, Mike & Ruthy, Blind Owl Band; and, Crowfoot. The Women's History Awards, cosponsored by the American Association of University Women-Adirondack Branch, featured 5th grade essay contest winners, with guest performance by Dan Berggren. The Summertime Music Society joined in a partnership with the Folklife Center to offer "Summer Winds (and Strings)"; "Stars, Stripes and Schumann"; and "Summerland Jazz." Funded by the Friends of Crandall Public Library. Artist Pianos of Albany loaned us the concert piano. All concerts were digitally recorded.

Both Founding Director Todd DeGarmo and Archivist Erica Burke gave workshops, talks, and presentations including but not limited to Your Ancestors Want Their Stories Told, Family History Workshops, and Civil War 22nd NY Infantry Regiment all by Burke; and Local Sustainability in the Battenkill Valley a day-long professional gathering of Folklorists in New England, the Mid Atlantic Arts Association, and New York State Folk Arts Roundtable in Cambridge, New York arranged and hosted by DeGarmo.

## IT

The Crandall Public Library Computer Department staff continued to keep the library computers and networks up-to-date with today's fast-paced trends of technology to best serve our staff and patrons. Twenty-five staff computers were installed, along with Malwarebytes, our new antivirus, at a cost savings of \$1,700. Wireless access was upgraded on the third floor and the internal messaging service was updated to Borgchat.

The IT Department provided support for the Broadband Technology Opportunities Program grant (BTOP) & New York State Department of Labor grant and configured iPads for 101 BTOP classes. Viewscan printing was improved for patrons by moving to our Cassie printing service. A 55" informational monitor for patrons was installed in the New & Popular area and a 40" display monitor was installed to honor our donors. Keeping our networks virus free, spam free, secured and working at peak performance is a top priority of IT Department.

## Health Information Services

The Consumer Health Information Center (CHIC) provides information packets on a variety of health and wellness topics to area residents. A wide selection of resources, in print and electronic forms, are available to the public. We continue to partner with organizations such as the CR Wood Cancer Center and the American Red Cross to provide services to the community.

# Adult Services

Adult patrons of Crandall Public Library are served through reference support, internet and computer access, and ongoing and special programs offered through the Adult Services department. 2012 was another stellar year as staff responded to 83,342 requests for information, an increase of 6% over the prior year. Laptops were added for on-site borrowing, expanding the number of available public computers to 42, and classes were offered on downloading Library eBooks. Librarians facilitated two monthly book discussion groups and the Memory Sharing Group, and Crandall Public Library's Film & Video Festival presented 33 feature, documentary, and short films in 2012. Adult Services was pleased to offer more than a dozen cultural, informational, and educational programs on a variety of topics, including presentations by authors such as:

- Irish actor and writer, Malachy McCourt presented an Evening of Storytelling, providing pure Irish wit, tall tales, jokes, songs, and personal anecdotes of growing up poor in Limerick, Ireland. Funded by the Friends of Crandall Public Library.
- Archer Mayor, best-selling author of the Vermont based series featuring detective Joe Gunther, discussed his new book, Paradise City.\*
- Author and social critic James Howard Kunstler discussed his new book, Too Much Magic: Wishful Thinking, Technology, and the Fate of the Nation.\*
- Joseph Cutshall-King discussed his historical mystery novel, The Burning of The Piping Rock.\*

\* Made possible by a grant from the New York State Council on the Arts - Literature Program.

## Computer Education

2012 marked the end of our two year Broadband Technology Opportunities Program grant. In 2010, Crandall Public library was awarded \$244,517 to develop a Public Computing Center (PCC), which provided free opportunities to area residents to learn to use technology for career development and personal growth through an increase in broadband connected computers, computer classes, workforce development programs, and video conferencing. The PCC held a total of 842 computer & workforce development classes and provided 4,090.75 hours of training to a total of 1,963 participants. As a result of these classes, 47 people found employment. Through this grant funding a part-time computer assistant was hired, who answered 17,589 questions in the Internet Room.

Crandall Public Library was awarded \$49,995 through a New York State Department of Labor Unemployed Worker Training grant to offer computer classes to the unemployed. In May, 2012, we began "Computer Skills 4 Today's Jobs" which targeted nine computer topics during a six week session. Five sessions were held during 2012 and we had 40 participants, 13 who found employment.

# Outreach Services

Crandall Public Library's Outreach Program offers library materials and services to help meet the information and entertainment needs of home bound 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 New York State Library for the Blind and Visually Impaired, Hospice, the New York State Office for the Aging, the Glens Falls Lions Club, and The Glens Falls Home, Inc.

As a rule, deliveries are made to individual homes on a monthly basis, with some exceptions. Monthly visits are made to group facilities. These include Adirondack Manor Adult Home, Cedars Senior Living Community, Cronin High Rise, The Glen and Glen Terrace at Highland Meadows, Emeritus at The Landing of Queensbury, Midtown Apartments, Moreau Community Center, The Pines at Glens Falls, Prospect Child and Family Center, Solomon Heights, The Stanton Nursing and Rehabilitation Centre, Stichman Towers, Westbrook Senior Residences, Westmount Health Facility, and The Willows. 2012 was a remarkable year with 15,445 items delivered.

A generous grant by The Glens Falls Home, Inc. allowed for growth of the Library's large print collection serving all patrons. Beyond traditional materials, service evolved in a number of novel directions. These included expanded participation in the Library of Congress Digital Talking Books Program, and a successful eReader pilot project. 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.



Kevin O'Brien, 2012 President of the Glens Falls Home, Inc. Board of Directors, presents Library Director Christine L. McDonald and Outreach Coordinator Frank Pelkey with a large print book purchased with funds from a generous grant from the Glens Falls Home, Inc.

# 2012 Financial Statement

## Operating Income

### Local Public Funds

City of Glens Falls	813,683
Town of Queensbury	1,668,484
Town of Moreau	680,144
Warren County	12,000
<b>Subtotal</b>	<b>\$3,174,311</b>

### New York State Aid

Local Library Aid	14,210
Central Library Aid	90,411
<b>Subtotal</b>	<b>\$104,621</b>

### Library Generated Income

Foundations and Trusts	85,091
Investment Account (GFNB)	47,190
Crandall Trust	80,000
Newburger Trust	28,335
Waentig Trust	159,245
Friends Contributions	30,884
Fines	115,618
Donations	50,395
Copy Machines	7,168
Interest Income from bank accounts	1,033
Insurance Refunds	1,960
Miscellaneous	4,966
Special Events	47,380
C. McDonald Retirement Recognition	8,182
<b>Subtotal</b>	<b>\$667,447</b>

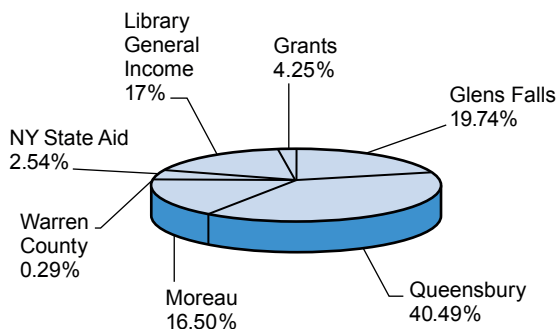
### Grant Income

NYS Council on the Arts and Corporate	52,836
NYS Broadband Tech Opportunity	85,752
NYS Dept. of Labor	29,164
Stewart's Children's Grant	975
YS Construction Grant	3,179
Ronald McDonald House Charities	3,200
<b>Subtotal</b>	<b>\$175,106</b>

### Transfers

From Capital Account	104,750
From Investments Account	83,926
<b>Subtotal</b>	<b>\$188,676</b>

**TOTAL \$4,310,161**



## Operating Expenses

### Salaries

Certified Librarians	614,678
Other Staff	977,886
<b>Subtotal</b>	<b>\$1,592,564</b>

### Benefits

Social Security/Medicare	118,050
Health Insurance	215,338
Worker's Comp/Disability/Unemp/EAP	11,835
NYS Employee's Retirement	276,882
<b>Subtotal</b>	<b>\$622,105</b>

### Library Materials

Books/EBooks/Audio Visual	264,336
Periodicals	31,100
Bookbinding	682
<b>Subtotal</b>	<b>\$296,118</b>

### Operation of Building

Building Equipment Maintenance & Repair	27,148
Gas, Electric, Water, Sewer	90,255
Telephone	4,299
General Maintenance/supplies/service	125,656
Insurance	23,893
<b>Subtotal</b>	<b>\$271,251</b>

### Grant Expenses

NYS Council for the Arts and Corporate	52,170
NYS Broadband Tech Opportunity	94,234
Leo Cox Beach (from 2011)	27,991
Stewart's Children's Grant	897
Ronald McDonald House Charities	2,515
NYS Construction Grant	7,180
NYS Dept. of Labor	33,330
CDLC (from 2011)	2,500
<b>Subtotal</b>	<b>\$220,817</b>

### Miscellaneous Expenses

Supplies, printing, postage, shipping	28,233
Computer software and supplies	14,790
Outside Computer Services	4,332
Travel	5,714
Audit and Accounting	9,900
Professional Fees/Honorariums	19,903
Professional Fees / Security Service	46,596
Processing Fees	9,661
Special Events	14,681
Refund Municipal Taxes	1,699
Other Miscellaneous Expenses	17,411
<b>Subtotal</b>	<b>\$172,920</b>

### Other Expenses

2011 William A. Watson bequest (equipment)	83,146
Automation and Telecommunications Costs	91,570
Program Costs	13,244
C. McDonald Retirement Recognition	8,182
Friends of CPL Projects	30,689
<b>Subtotal</b>	<b>226,831</b>

### Debt Service

<b>2012 Debt Service Payment</b>	<b>816,358</b>
<b>Subtotal</b>	<b>\$4,218,964</b>

**SURPLUS \$91,197**

**TOTAL \$4,310,161**



# 2012 By the Numbers

- Over 800,000 items circulated in 2012. Of these, 89.75% were patron initiated through self-check or online renewal.
- 34,850 registered cardholders reside in Glens Falls, Queensbury or Moreau.
- 444,020 people came to the Library.
- Visits to our web site totaled 224,196 in 2012—an average of 657 visits per day open!
- The WiFi network was accessed 455,350 times.
- Volunteers contributed a total of 3,378 hours.
- eContent checkouts for Overdrive Audiobooks were 4,522 and for Overdrive eBooks and Freading 8,897 and Project Gutenberg eBooks totaled 2,582.
- Freegal music was downloaded 9,642 times an increase of 94% from 2011.
- A total of 15,445 items were distributed by our Outreach Services in 2012.
- Inter-library cooperation: 39,570 items were provided to other libraries and 36,382 items were requested by Crandall Public Library patrons in 2012.