

251 GLEN STREET  
GLENS FALLS, NY 12801  
792-6508

**Board of Trustees  
Crandall Public Library  
AGENDA  
October 2, 2013**

**4:00 P.M.**

1. **Call to order** S. Searleman
2. **Public Comment** S. Searleman
3. **Correspondence and Press** (see board pass around file for actual correspondence)
4. **Approval of Board of Trustees Minutes: August 28, 2013** S. Searleman
5. **Treasurers Report, August 2013** B. Caimano
  - a. Budget Amendments
6. **Approval of Claims Auditor Report for September & 13 & 27, 2013 bills & payroll**
7. **Committee Reports**
  - Personnel** - Provisional Appointment of the following:
    1. Casey Chwieko – Library Assistant-Teens - Effective date 9/20/2013
8. **Friends of Crandall Public Library** MacKnight/Kathe
9. **SALS** D. Nemer
10. **Director's Report & Action Items:** K. Naftaly
  - A. Action items:**
    1. Travel, meals and registration for Kathy Naftaly (PLA member) and up to 3 staff members to attend the Public Library Association Conference in Indianapolis, IN March 11-15, 2014. Approximately \$5,075.
    2. Approval of the 2014 Holiday closings.
11. **Department Reports**
  - A. Herman, Adult Services
  - L. Shanks, Development Director
  - P. Frazier, Children's Department
  - T. DeGarmo, Folklife

**12. Old Business**

1. Revised Suspension Policy
2. Public Hearings for 2014 Budget:
  - Monday, October 7, Moreau Town Hall @ 7:00 pm
  - Wednesday, October 9, Glens Falls Common Council Chamber @ 7:00 pm
  - Friday, October 11, Queensbury Town Hall Senior Center @ 7:00 pm

**13. New Business**

**14. Executive Session**

**15. Adjournment**

**The Next Board Meeting  
Wednesday, October 23, 2013  
4:00 PM  
Holden Meeting Room**

## 5<sup>th</sup> Draft

### SUSPENSION OR REVOCATION OF LIBRARY PRIVILEGES [REVISION]

The Crandall Public Library Rules are intentionally adopted to (1) protect the rights and safety of Library users, (2) protect the rights and safety of staff members, and (3) preserve and protect the Library's materials, facilities and property. Copies of the Rules are posted throughout the Library and available on the website.

Library patrons (and patrons acting as accomplices) who violate the Crandall Public Library Rules may be subject to the suspension of their Library privileges, be excluded from the Library and/or face legal action. In order to be fair and equitable, consistent and objective, in the application of the Rules and to provide documentation of the enforcement of these rules authorized Library staff members i.e.—the PIC (person-in-charge) in consultation with security and other staff may sanction suspensions of up to three (3) days. Notwithstanding the foregoing, if any occupant of the Library should pose a threat to the safety and/or good order of the Library and its patrons in the judgment of the Director or authorized staff in the Library acting at such time (such as Library Department Heads, or Librarian IIIs), that patron may be excluded and prohibited from using the library building and grounds for a period of up to seven (7) days. In the event of an incident carrying a period of suspension in excess of seven (7) days under the enforcement guidelines appearing below, or upon the recommendation of the Director, a meeting of the Suspension Panel shall be convened as soon as possible to determine whether and what discipline should be imposed. The composition of the Suspension Panel will be the Library Director, the Head of Technology, the Heads of the Reference, Children's and Circulation Departments and the Administrative/Human Resource Assistant. A quorum shall be considered four (4) members of the Suspension Panel. The Panel shall use the following enforcement terms as guidelines but they are not necessarily mandatory:

*Short Term Suspensions:*

*Remainder of the Day:* Violation of the Rules after one warning.

*One to Seven (7) Days:* Disrupting normal Library operations or repeated violations of the Rules.

*One (1) month:* Receiving a repeated *Short Term Suspension* more than once in a 90 day period.

*Two (2) months:* Using another's Library card.

*Three (3) months:* Displaying sexually graphic images on any computer in the Library after signed acknowledgement of Library Rules.

*Six (6) months:* Failing to comply with any of the above suspensions.

*One (1) Year*

- 1) Threatening staff or Library patrons with bodily harm.
- 2) Theft or destruction of Library materials or property.
- 3) Lewd conduct and/or displaying sexually graphic images on any computer in the Library after a three month suspension.
- 4) Violating the Crandall Public Library Rules within one year of having been suspended for 30 days or more.

*Three (3) Years*

- 1) Injuring or offensively touching staff or other Library patrons.
- 2) Possession of weapons on Library premises.
- 3) Possessing, using, or trafficking in illegal substances on Library premises.

*Permanent Suspension*

- 1) Violating the Crandall Public Library Rules within one year having been suspended for one year.
- 2) Violating the Crandall Public Library Rules within five years of having been suspended for three years.
- 3) Acts of extreme violence.

The Library Director will report to the Executive Committee of the Board of Trustees at the next regularly scheduled meeting of the Committee any suspensions or revocations of a Patron's library privileges for violation of Crandall Public Library Rules. The Executive Committee shall act to approve or disapprove the Suspension Panel's recommendation and confirm the period of suspension or the penalty of revocation. The Director shall notify the Patron of the Executive Committee's decision by certified mail. Within that correspondence it will be noted that he/she has thirty (30) days from the date of notification to request a hearing the Crandall Public Library Board of Trustees to appeal the decision. Any Patron whose privileges are suspended for more than thirty (30) days shall be entitled to a hearing the Board of Trustees to appeal the Suspension Panel's decision and the Executive Committee's ratification. A request for a hearing shall not stay the imposition of any suspension or other penalty which may have been imposed by the Suspension Panel. At the hearing, the Patron and the Director may present evidence or argument in support of their respective positions. The Board of Trustees shall render a decision in writing within thirty (30) days of the conclusion of the hearing and report its determination to the patron by certified mail.

Director's Report Significant accomplishments —Kathy Naftaly  
September 23, 2013 (Activities between Board meetings ≡ do not coincide with the calendar.)

***Aside from being Library Card Sign-Up Month September is also Shameless Promotion Month***

Convened meetings:

- Monday, September 9, met with Chris Hunsinger of One Stop Career Center NYS about regional job preparedness training. RESPONSE TO COMMUNITY NEEDS AND REGIONAL COOPERATION
- Tuesday, September 10, met with key programming staff to set parameters for room use/themes/cooperation. USING OUR MEETING SPACE TO THE COMMUNITIES ADVANTAGE
- Posted proposed 2014 budget information on our website including tax calculator and value of service calculator. PROGRESSION TOWARDS PUBLIC VOTE ON 2014 OPERATIONAL BUDGET

Significant Actions:

- Thursday, August 29, viewed another healthcare webinar PREPARATION FOR OCT OBER 2013 ACA MANDATE
- Thursday, August 29, submitted NYS construction Grant application to SALS. ENHANCED FACILITY AND BETTER CUSTOMER SERVICE
- Friday, September 6, Attended Henry Crandall Award Gala/ Hooray for Hollywood honoring John Austin. FUNDRAISING AND GOOD PUBLICITY
- Tuesday, September 10 attended SALS Director's Council meeting to learn about on-line training service, [www.lynda.com](http://www.lynda.com). OPPORTUNITY FOR STAFF AND PUBLIC SELF-PACED CLASSES
- Wednesday, September 11, attended JA Council Meeting. CENTRAL LIBRARY REPRESENTED
- Thursday, September 12, met with Neil McPhillips re: Library insurance. CORRECT COVERAGE
- Thursday, September 12, viewed webinar from ALA about databases. INFORM MYSELF ABOUT FUTURE SPENDING PATTERNS
- Tuesday, September 24 through Saturday, September 27, attended NYLA conference in Niagara Falls, NY as outgoing President of PLS. STATEWIDE INVOLVEMENT IN LIBRARY SERVICES

Community Involvement:

- Wednesday, September 4, officially became a member of Kiwanis COMMUNITY OUTREACH/INVOLVEMENT
- Tuesday, September 17, attended Tri-County United Way Kickoff Luncheon. COMMUNITY OUTREACH

**AUGUST 2013 ADULT/CIRCULATION SERVICES REPORT**

Naftaly  
09/04/13

**\*Internet Usage (number of times computers were used): -7.50%**  
2013 Aug.= 7,481                      2012 Aug.= 8,089

CIRCULATION	Current Month	Previous Month 2013 YTD	2013 YTD	2012
Total days open*: Cosed 8/31 for Labor Day weekend	26	196	222	230
Total hours open:	217	1,987	2,204	2,299
Total door count:	36,769	251,399	288,168	310,763
Total SALS item circulation:	65,957	439,306	505,263	538,471
Overdrive + Freegal + Freading + Tumble:	2,541	25,236	27,777	24,102
Book Box Circulation:	25	275	300	225
In House Circulation	1,627	8,765	10,392	N/A
<b>Total Circulation:</b>	<b>70,150</b>	<b>473,582</b>	<b>543,732</b>	<b>562,798</b>
<b>TOTAL CIRCULATION TO PATRONS AS OF Aug. 31, 2013</b>		<b>543,732</b>		
<b>TOTAL CIRCULATION TO PATRONS AS OF Aug. 31, 2012</b>		<b>562,798</b>		
<b>% increase/decrease in total circulation from Aug. 12 to Aug. 13=</b>		<b>-3.38%</b>		
*% of checkouts non staff intervention (rounded):	89.20%			
% of checkouts self-check (rounded):	79.14%			
YTD self-check rate:	79.82%			
Circulation per hour open:	323.3	Circulation per minute open:	5.38	
Door count % 2012/2013 YTD:	-7.20%			
Door count % Aug. 12 v. Aug. 13:	-11.18%			

REGISTRATIONS:	2013 New Borrowers	2012 New Borrowers	Total Users
Juvenile	71	90	12,371
Regular (Adult)	166	186	39,117
Temporary	16	1	469
Outreach	4	0	415
Board/Employee	0	0	108
<b>Subtotal</b>	<b>257</b>	<b>277</b>	<b>52,480</b>
Other***	0	0	247
<b>Total</b>	<b>257</b>	<b>277</b>	<b>52,727</b>

\*\*\*CPH Resident, Delinquent Borrower, Retired, Saratoga Resident

**% (decrease) in New Borrowers Aug. 2012 to Aug. 2013:**

REG. BY MUNICIPALITY AS OF Aug. 31, 2013	2013 New Borrowers	2012 New Borrowers	2012 All Borrowers	% subtotal
Glens Falls	49	74	12,539	34.75%
Queensbury	77	69	16,239	45.01%
Moreau	20	23	7,300	20.24%
<b>subtotal</b>	<b>146</b>	<b>166</b>	<b>36,078</b>	<b>100%</b>
Other borrowers	111	119	16,748	
<b>TOTAL BORROWERS</b>	<b>257</b>	<b>285</b>	<b>52,826</b>	

eContent Circ Aug. 2013	Pre-Month	YTD 2013
TumbleBooks	118	1,695
Audiobook files	506	3,067
eBooks/Freading	1,170	7,499
Project Gutenberg	132	1,601
Freegal	615	5,473
<b>Total:</b>	<b>2,541</b>	<b>19,335</b>

eContent as % of total circulation=3.62%

# Crandall Public Library Database Usage August 2013

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)	21	171	23	27	91

## ProQuest Databases:

	Searches	Sessions	August 2013	July YTD	2013 YTD
Heritage Quest Online	575	102	19,194	136,782	155,976
Ancestry Library Edition	4498	2385	952		
<p><b>*Website Hit:</b> 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><b>*Website Visit:</b> 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.</p> <p>FROM: <a href="http://www.ssgemist.com/seo-articles/Website-Hit-vs-Website-Visit.html">http://www.ssgemist.com/seo-articles/Website-Hit-vs-Website-Visit.html</a></p>					
			Total Visits:		
			Total Unique URLs:		
			Average Hits per Hour:	1,074	
			Average Hits Per Day:	25,788	

August 2013	Searches	Sessions
Novelist Plus Database	542	475

## Wireless Firewall Hits:

August 2013	Previous Month YTD	20 13 YTD:
33,518	260,281	293,799

## PrinterON Wireless Printing:

August 2013	27 jobs
89 pages printed by 15 users	

## Facebook Statistics August 2013

Total number of people sharing stories about your page: 299  
 Daily Page Stories  
 Total number of stories created about your Page: 460  
 Total number of impressions seen of any content associated with your Page: 53,430

**Monthly Report – August 2013**  
 Adult Services Department Crandall Public Library  
 Circulation, Automation, and Technical Services (Compiled by K. Naftaly)

**Interlibrary Loan 2013/12 Month-to-Date Comparison:**

<b>MONTH: August</b>	<b>2013</b>	<b>2012</b>
Requests from other libraries	2,448	2,632
Total items sent	2,300	2,441
Fill rate	94%	93%
Items received from other libraries	4,540	3,981
Items loaned to other libraries	3,743	3,574
Holds from send list	851	896
Holds filled from send list	793	829
Holds (placed)	5,810	6,115
Holds (satisfied)	5,470	5,895
Holds (cancelled)	328	399

**Technical Services (adult and children's combined):**

<b>ADDITIONS</b>	<b>GLE 08/2013</b>	<b>GLE 08/2012</b>
Books	656	645
New & Popular Bks	274	433
AV	63	121
New & Popular AV	110	170
Software	0	10
Picture/Photo/Realia	1	1
Magazines	167	204
Music	8	45
Other (map, etc.)	1	4
eAudio or eBook	38	245
<b>Total</b>	<b>1,318</b>	<b>1,878</b>

**Outreach Services: August 2013**

	<b>Individuals Books/Periodicals</b>	<b>Individuals AV/T Book</b>	<b>Individuals eBooks</b>	<b>Facilities Books/AV</b>	<b>GRAND TOTAL:</b>
<b>TOTALS:</b>	825	180	54	73	<b>1,132</b>
				Previous Month YTD:	<b>9,085</b>
				2013 YTD	<b>10,217</b>

**Volunteer Hours: August 2013**

	<b>TOTAL</b>	<b>Previous Month YTD</b>	<b>YTD 2013 Total</b>
<b>TOTALS:</b>	<b>376.75</b>	<b>1,753</b>	<b>2,129.75</b>



**Health Information Services  
August 2013**

**Meetings**

- 8/13: Wellness Committee
- 8/15: TEAM
- 8/28: Staff
- 8/29: Ref

**Programs & Activities**

- AskUs 24/7
  - 8 hours chat ref
  - Chat statistics
    - 30 SALS patrons used chat reference
    - 11 chats answered by SALS librarians
  - Update policy pages
- Update all Novel databases on webpage
- 8/14 Meeting with Meghan Miskinis to discuss GFH Inpatient Rehabilitation Center outreach opportunities at the library
- CFA grant for Unemployed Worker Training program
  - 8/5: Meeting with Carollee Sipowicz to finalize details
  - 8/12: Submit CFA grant application

**Health Reference**

- Worked 70 hours on the Reference Desk
- Answered 4 Medical reference questions, topics included:
  - Anti-inflammatory diet
  - Wild yam for morning sickness
  - Multiple chemical sensitivity
  - 0 DOCLINE articles

**Teen Center report, August, 2013**

The Teen Center was used 1270 times in July, 2013. There were 379 requests for specific materials and 152 in attendance at programs. The remainder of uses were divided among browsing, reading, homework, computer use and meeting friends.

The Teen Center held their first ever prom August 1, with refreshments donated by Teen Center intern Nora Burrows. Semi-formal, formal, and cosplay attire were all displayed.



Local author Marika McCoola led two workshops on writing and creating graphic novels.



Submitted by Frieda Toth, Teen Services Librarian

# Memorandum

**To:** Kathy Naftaly

**CC:**

**From:** Steven Ray

**Date:** August 31, 2013

**Re:** August 2013 Monthly IT Department Report

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This is a summary of things performed during the month of August 2013 by the Crandall Public Library IT department.

1. Internet printer HL6180DW fuser is bad after 2yrs; replaced printer with same model
2. Working with SALS on slow network, Time Warner acknowledged they have a line problem
3. Replaced Circ coin selfcheck computer due to network card failure (two day replacement)
4. Time Warner public offer is 35x5 at \$174. A month (Business Class)
5. Monthly updates to staff & public computers

**Adult Services Department**  
Monthly Report  
August 2013  
Submitted by Andrea Herman

	August 2013	August 2012
Reference Questions:	7046	7727 (-8.8%)

**Programs:**

- **Memory Sharing Group** met on August 5; organized by Karen Tinney
- **Wednesday Evening Book Discussion** of *Lady Almina and the Real Downton Abbey: the Lost Legacy of Highclere Castle* by Fionna, Countess of Carnarvon met on August 7; organized and moderated by Jennifer Boyer
- **Monday Evening Book Discussion** of *Arcadia* by Lauren Groff met on August 19; organized and moderated by Frank Pelkey.
- **Groundbreaking Reads Finale**; Adult summer reading program prize drawing and ice cream social on August 22
- **Library tour** for new Director of the Glens Falls office of Literacy NY

**Personnel:**

- Reference staff participated in webinar on the Affordable Health Care Act
- Jennifer Boyer attended Muslims Journey training conference funded by the National Endowment for the Humanities and ALA.
- Karen Hilfiger participated in webinar on OCLC training
- Reference staff meeting August 29

## **Development Department – Aug/Sept 2013 Board Report**

Submitted by Lynn Shanks

Completed 9/26/13 for October 2 Board Meeting:

### **Hooray for Hollywood**

- Completed all preparations for the event.
- Event proceeds are just over \$17,000. 2012 proceeds were about \$22,000.
- The main difference between this year and last is sponsorship income. Expenses were about the same.
- Total reservations were 166 – 9 more than 2012.
- The Queensbury Hotel was less than satisfactory this year and their space presents a challenge for the award presentation. I recommend we consider other venues for 2014.
- I discussed our issues with my contact at The Queensbury Hotel. They reduced their bill by \$500.
- The gala committee meets September 26 to review the event. Will join the teens for a pizza party as a thank you for their acting.
- Completed event follow-up and final thank you letters.
- A big thank you to all the trustees who attended, contributed, gave or solicited auction items, and/or served on the event committee!

### **Annual Appeal**

- With the gala over I will now begin working on the end of the year appeal. We'll want to mail the letters right after the vote in early November.

### **Other**

- Produced and sent August & September eBulletins.
- Prepared labels for Annual Report mailing completed September 24.
- September 26: Attended the Glens Falls National Bank Women's Business Forum & Luncheon
- Completed data entry & thank you letters as needed.

# Children's Department Report

## August 2013

### Programs

Children's staff coordinated 86 programs with a total attendance of 2,292 people. All regular weekly programs for babies, toddlers and preschoolers continued including *Baby Lap Times*, *Toddler Story Times*, *Preschool Story Times*, *Preschool Art Times*, and reading to the therapy dogs. Two weekly *Summer Wiggles and Giggles* sessions were introduced for babies and parents to enjoy over the summer, these sessions emphasized pre-literacy skills and fun. Numerous summer programs were also offered for school-aged children to encourage summer reading, foster creativity, and explore topics of interest such as a Legos program for families, a ventriloquist performance, and family board games. Kids explored basic science principles through the use of gigantic bubbles at the *Bubble Trouble* program. The *Crandall Kids Garden Club* continued to care for their garden plot and watch their vegetables grow. The annual *Teddy Bear's Picnic* held in City Park was enjoyed by many children and parents. The weekly *Kitchen Science* programs offered by WMHT received rave reviews from participants on surveys completed at each session.

### Computer Use

Computer use was 858. Many kids enjoy using the library computers to play games, read eBooks, and access the Internet. The children's eBooks (Tumblebooks) were used 118 times in August.

### Reference Questions

Staff answered 3,650 requests for information. The suggested reading lists for each grade level compiled by the staff were widely used to aid kids and parents to make age appropriate reading selections.

### Volunteer Hours

Volunteers contributed 244.25 hours of service to the Children's Department and 28 hours to the Teen Department during the month. A volunteer thank you party was held on August 30<sup>th</sup>, as many of our young volunteers were returning to school.

### Summer Reading Program Summary

The summer reading program had a **record enrollment of 1,588 kids** up to 12 years old as follows:

Ages 4 -12 years	791
Online enrollment ages 4-12	205
Children enrolled through Day Care Centers	297
Bumble Bear club members ages birth-3 years	295
Total enrollment through age 12 years	1,588
Total teens enrolled	60
<b>Total children ages birth -18 years</b>	<b>1,648</b>
<b>Total books read by kids</b>	<b>23,758</b>
<b>Total books read by teens</b>	<b>1,118</b>

**Summer Program Statistics**

Number of children's summer programs	192
Attendance	6,052

<b>Statistics</b>	<b>2012</b>	<b>2013</b>	<b>change</b>
<b>Circulation</b>			
J audio books	529	441	-16.6%
Easy readers	3587	2946	-17.8%
J fiction	3032	2755	-9.1%
J nonfiction	2932	3048*	+3.9%*
J paperbacks	2705	2087	-22.8%
Picture books	6902	6089	-11.7%
J videos	6306	5503	-12.7%

\*The Common Core standards for education currently being implemented by all of the area schools place an emphasis on nonfiction books.

Submitted by Pam Frazier, Head of Children's Services