



Schenectady County Public Library Annual Report 2008

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Director's Report

It is an understatement to say that we were very busy in 2008. It was a record setting year – highest circulation, most registered borrowers, highest program attendance. This increase is particularly significant because it was accomplished by fewer staff. In 2004 the library's ten locations were open 444 hours per week with a staff of 80 (full time equivalent). In 2008 we were open 414 hours per week with a staff of 70. The library staff has truly risen to the challenge of tough economic times.

The staff was not alone. We had 216 volunteers who worked almost 10,000 hours and the Friends of the Library budgeted almost \$100,000 for library programs and materials. In addition to the extremely popular Monday Noon Programs and the book sales, the Friends also sponsored a literary tour to the Boston area in the fall. Without the support of the Friends, we couldn't have events like One County One Book, our celebration of reading and community spirit.

As our population ages it is important that we continue to support our outreach program to nursing homes and adult facilities in the county.

Even though a lack of staff time and too few volunteers hindered our program this year, our circulation count was up and the need continues to grow. It is very important for the quality of life in our community that we find a way to attract volunteers to do this physically and emotionally difficult work.

Although the central library expansion project was put on hold this year, several important maintenance projects began. We were able to use a New York State Construction Grant and Schenectady County capital funds to replace our 40-year-old boilers and chiller. We also began work on upgrading our electrical service and obtained grants to begin work on additional electrical and HVAC improvements.

2008 AT A GLANCE

Circulation	1,275,096
Inter-Library Loan	64,794
Registered Borrowers	83,887
Reference Questions	114,385
Juvenile Program Attendance	29,131
Adult Program Attendance	8,605

CENTRAL LIBRARY STATISTICS

Average Daily Door Count	1,382
McChesney Room Programs	391
Internet Use	56,734

Tough economic times are a challenge, but libraries stand out as one of the most important institutions for community support. I am confident that the Board of Trustees, the Friends of the Library and the library staff will find ways to help our citizens and our library to thrive in 2009.

Andy Kulmatiski
Library Director

The greatest thing about being the President of the Board of Trustees of the Library is getting to say, "I'm so proud of our wonderful staff and volunteers".

During the last four years when One County, One Book was flourishing, the real strength of our staff and volunteers showed. Whenever we asked for help, there was always a staff member or a volunteer ready to jump in and take on the job.

During our conversations last summer and fall with other librarians in New York State we were often told that they held the Schenectady Public Library as their model.

For many of our staff and volunteers working at the library is a labor of love.

Thank you, all of you. You make our Library a wonderful place to be, and you make me proud.

Esther M. Swanker
President, Board of Trustees

Assistant Director's Report

The personnel situation became more serious during 2008. In addition to existing librarian vacancies since 2007, one full time senior clerk, five part time clerks and eleven student workers left during the year. Substitute pools of librarians and clerks have also become smaller because of the hiring freeze.

The first couple of months of the year were particularly difficult when we had to reduce the library hours of four branch libraries.

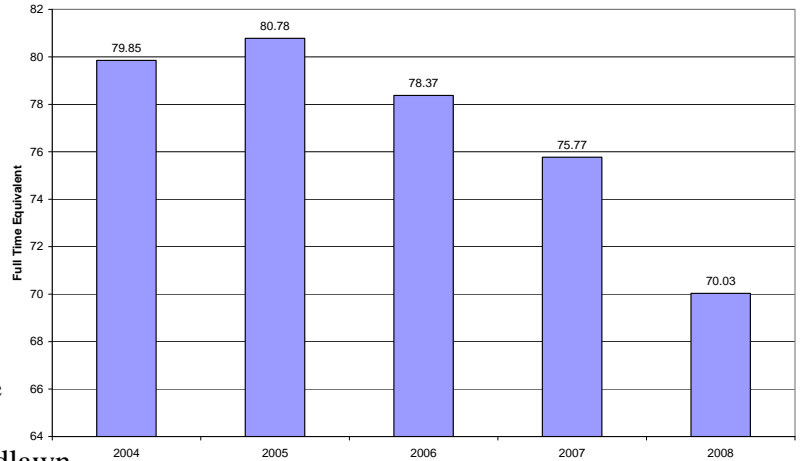
Hamilton Hill, Quaker Street, Scotia, and Woodlawn decreased by a total of 30 hours per week. The library administration, staff, and the Board worked together to find ways to reduce library operation cost while affecting the fewest library users. Throughout the year, the library administration constantly reviewed and prioritized staffing components and job assignments in order to maximize the existing staff time to provide the best possible library service within budget limitations.

The financial downturn usually draws more people to the public library, particularly those who seek free computer access for job hunting information. During 2008, nine more Internet computers were added in the Technology Room area. In order to make room for additional computers, we had to reduce the furniture in the reading area and weed some printed materials. Although we apply a 90-minute limit per person per day, we often have a waiting list to use one of 27 computers at the Central Library. We are hoping to add six more computers in spring 2009, but we are now literally running out of floor space at the Central Library.

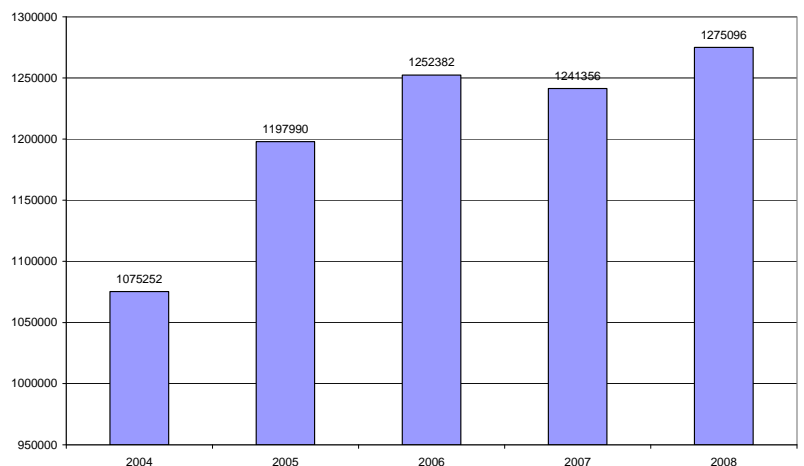
The prospect of 2009 is quite unsettling for the entire staff. Because of budget limitations and unfilled positions, 2009 promises to be a difficult year. Full time staff will have to be at the public desk for more hours. Programs will have to be planned and carried out without extra staff, and a bare minimum of substitute personnel will be used.

Wonja Brucker
Assistant Director

Schenectady County Public Library
Staffing 2004-2008



Schenectady County Public Library
Circulation 2004-2008



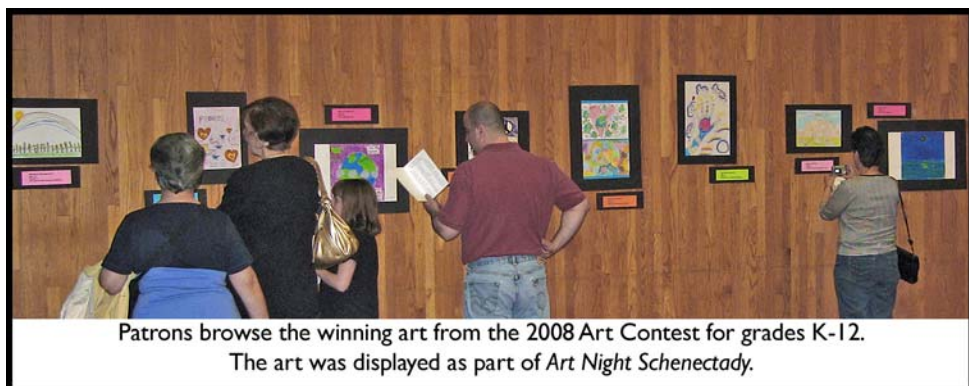
Youth Services

This was an extremely busy year for youth services, especially in the area of programming for children and families. Our programs support early literacy and provide families with many opportunities for free, high quality educational and cultural entertainment in the library setting. 500 programs were provided for children from birth to age five, with attendance over 7,300. In addition, over 200 programs were offered for school age children. We

made a special effort throughout the year to add family programming, where all ages are welcome. 1,800 family members attended 75 events that included concerts, magic shows and more.

During the summer months, all efforts go into providing a variety of programming. Our

Summer Reading Club attracted 37% more readers than last year and program attendance was up 24%. Several branches showed significant increases in program attendance. Even groups visiting the library increased in 2008, with 258 groups visiting and attendance doubling to nearly 5,000. In addition, we made 388 outreach visits; reaching over 9,000 people outside the library walls. It is clear that the library is a valued resource for the children and families of our community.



In addition to programming, the Youth Services department participated in a variety of grant opportunities and community partnerships that added a great deal of value to our services. The Together Book Talk for Kids and Parents was funded by the NY Council for the Humanities and provided a wonderful series of book discussions facilitated by a librarian and humanities scholar for a group of multicultural families. Club READ was funded by the Youth Bureau and allowed us to partner with a local school for book discussions and a visit by a local author. The Literacy Task Force of Schenectady County is a valuable partner and has facilitated several training sessions for community agency staff to learn about library services and resources. The Schenectady City School District continues to strengthen its ties to the library by sending classes to visit Central and branches, by inviting our librarians to participate in school events and welcoming the library as a

grant partner on a variety of projects. The Children's Room teamed up with the Capital District BOCES and MVLS to host a well attended conference on boys and reading, with noted speaker and author Michael Sullivan. A community wide art contest for children was organized as part of OCOB and the contest reception was held as part of Art Night Schenectady. We had a banner year of community collaboration and will continue to look for opportunities to be a partner in the efforts of other community initiatives.

Very big strides were made in collection development and weeding throughout the year, and at every library. Data from circulation reports has proved valuable for efficient decision making about ordering and weeding. At the Central Library the Young Adult area was reorganized and all of the YA non-fiction was moved and labeled so it could better circulate from the YA area. Several new booklists were created

to aid in readers' advisory. Librarians attended numerous staff development workshops, professional conferences and meetings. In many cases, our staff is asked to be program presenters and share their expertise with others.

We look forward to the challenges of 2009. We hope to stabilize our staffing patterns and work as efficiently as possible to meet the ever growing demands of the public.

Serena Butch

Coordinator of Youth Services

Reference and Adult Services

The first half of 2008 was consumed by two major developments requiring copious amounts of staff time and attention. The first was the kick-off of the annual One County, One Book program featuring *The Kite Runner*. The second was the announcement that the planned library expansion would begin in July. All hands were on deck to promote and prepare for the OCOB programs and activities, to attend planning meetings, and to prepare the collection for the scheduled activities. While the expansion did not take place, a great deal of time did go into planning for the possibility that the collection could be moved or inaccessible for the duration of the project.

Again this year we filled vacancies at the reference desk by using our dwindling pool of substitute librarians. This enabled full-time staff to continue with OCOB and other popular programming and collection development responsibilities throughout the year. The number of reference questions that we responded to increased slightly this year and the number of searches made on our subscription databases also increased.

Significant progress was made toward our goal of updating the branch non-fiction collections and we began an ongoing review of online resources in order to better prepare for the annual license renewals. There have been fluctuations in usage of certain resources and in the cost of others which we are monitoring for cost-effectiveness.

An update to the SCPL web site is in progress to address technological changes since its last major revision in 2005. The database pages have been updated and improved and other updates are forthcoming.

Mary Ann Warner

Adult Services Coordinator



Sarah Khaliqi and her friends on SACC-TV 16 in preparation for OCOB's Afghan Cultural Festival.

Outreach Services

2008 was a year of growth and change. For the first year since our inception, we did not add any new facilities. Within some of our existing sites, the patron base and demand for library materials grew, so the amount of time to prepare for each visit became much greater. We gradually scaled back and made visits to each facility monthly, bringing the last facility into that configuration at year's end. This was not due to a lack of need for our services, but to a lack of staff time to support demand. Our staff worked mightily to provide excellent service with real care for the patrons' needs, as always, and we were reluctant to downscale the monthly visits. It has been incredibly difficult to attract and keep volunteers interested in the physically and emotionally grueling and regular work involved in Outreach.

Here are a couple of unsolicited senior comments regarding Outreach:

"I would be absolutely in tears; I wouldn't know what to do without the library visits." (Helen H., who loves Japanese block prints and Chinese brush painting.)

"This is the last stop for me....I don't know what I'd do if I couldn't read....I'd probably be dead." (Muriel M., who was responsible for initiating the library service to the Schaffer Senior Apartments a few years ago)

Paula M. Carosella
Outreach Librarian



Delores Christmas from Eddy Pace Senior Care, and Paula Carosella, Librarian, show scarves that were made by clients at Eddy Pace to send to Afghanistan as part of OCOB.

ANNUAL STATISTICAL REPORT - 2008

CIRCULATION STATISTICS

	To Patrons	To Libraries	To Patrons	To Libraries	% Change
	<u>2007</u>	<u>2007</u>	<u>2008</u>	<u>2008</u>	
Central Library	551,272	26,297	561,286	28,003	2
Duane	47,954	4,039	49,289	4,729	4
Glenville	115,698	4,637	125,714	4,660	8
Hamilton Hill	10,240	1,148	9,245	1,001	-10
Mont Pleasant	43,355	3,318	44,701	3,597	3.5
Niskayuna	174,737	6,392	190,263	6,347	8.5
QS/Duanesburg	39,576	4,487	43,347	5,362	11
Rotterdam	147,709	6,238	148,172	6,544	.5
Scotia	48,565	2,674	41,328	2,380	-15
<u>Woodlawn</u>	<u>62,250</u>	<u>3,177</u>	<u>61,910</u>	<u>3,156</u>	<u>-6</u>
Totals	1,241,356	62,407	1,275,255	65,779	2.9

COLLECTION STATISTICS

	Library Volumes		
	<u>Adult</u>	<u>Juvenile</u>	<u>Total</u>
Central Library	189,733	44,959	234,692
Duane	13,215	7,797	21,012
Glenville	22,878	16,346	39,224
Hamilton Hill	6,125	6,525	12,650
Mont Pleasant	14,131	7,613	21,744
Niskayuna	30,159	16,708	46,867
QS/Duanesburg	13,453	10,339	23,792
Rotterdam	32,443	19,681	52,124
Scotia	12,273	10,455	22,728
<u>Woodlawn</u>	<u>16,586</u>	<u>10,174</u>	<u>26,760</u>
Totals	350,996	150,597	501,593

SERVICE STATISTICS

	Reference	
	<u>2007</u>	<u>2008</u>
Central Library	71,127	84,794
Duane	1,536	1,564
Glenville	6,500	6,609
Hamilton Hill	879	798
Mont Pleasant	1,401	1,730
Niskayuna	7,436	7,787
QS/Duanesburg	1,875	2,549
Rotterdam	5,181	3,422
Scotia	925	947
<u>Woodlawn</u>	<u>3,685</u>	<u>4,185</u>
Totals	100,545	114,385

ADULT OUTREACH PROGRAM

	Nursing Homes/Senior Citizen Centers		Items Circulated
	Visits		
	<u>2007/2008</u>	<u>2007/2008</u>	<u>2007/2008</u>
Alterra Clarebridge	12/10	244/205	
Alterra Wynwood Avenue	11/12	563/571	
Baptist Retirement	12/12	593/759	
B'Nai Brith	23/16	1440/1555	
Day Haven	3/11	18/125	
Dutch Manor	23/25	477/679	
Eddy Pace	12/12	459/684	
Ellis Longterm	21/15	743/1017	
Glendale	22/18	1091/999	
Heritage	21/23	372/449	
Homebound (Books by Mail)	24/23	633/1003	
Ingersoll	10/4	301/215	
Kingsway	23/*	228/10	
Kingsway Village	12/2	406/182	
Leo O'Brien	8/2	69/313	
Meals on Wheels	10/10	366/197	
Schaffer	*	251/405	
Scotia Mansion	11/12	440/481	
Totals	<u>12/12</u>	<u>256/673</u>	8950/10,307

PROGRAM STATISTICS

	Adult Programs	
	Number	Attendance
	<u>2007/2008</u>	<u>2007/2008</u>
Central Library	311/253	8,319/7,798
Duane	0/0	0/0
Glenville	8/12	38/69
Hamilton Hill	0/0	0/0
Mont Pleasant	1/0	6/0
Niskayuna	15/36	155/300
QS/Duanesburg	0/0	0/0
Rotterdam	5/8	63/194
Scotia	3/1	62/48
<u>Woodlawn</u>	<u>31/22</u>	<u>438/196</u>
Totals	374/332	9,081/8,605

TECHNOLOGY USE AT

CENTRAL LIBRARY	<u>2007</u>	<u>2008</u>
Number of individuals assisted	152,606	159,642
Number of hours of public use	53,603	56,734

Library Volumes Added

	<u>Volumes</u>
Titles	35,426
Central Book Aic	4,589
Video	5,496
Audiobooks	7,224
Compact Discs	996

PROGRAM STATISTICS

	Children's Programs	
	Number	Attendance
	<u>2007/2008</u>	<u>2007/2008</u>
Central Library	338/345	6,118/6,434
Duane	191/236	3,634/4,122
Glenville	126/140	2,296/2,270
Hamilton Hill	3/0	48/0
Mont Pleasant	156/185	2,535/3,321
Niskayuna	205/236	4,155/5,145
QS/Duanesburg	53/60	860/1,644
Rotterdam	217/161	6,126/3,592
Scotia	67/69	1,479/2,195
<u>Woodlawn</u>	<u>24/51</u>	<u>423/408</u>
Totals	1,380/1,483	27,674/29,131