January 22, 2024   7:15 PM   **Board Meeting**

1. *Agenda: Approval or Changes

2. *Minutes of the December 18, 2023 and January 2, 2024 meetings, and the December 18, 2023 Public Hearing for approval.

3. Public Comment

4. Board Comment

5. Treasurer's Report
   A. *Warrants
      - #2023-24   December 22, 2023 $215,172.34
      - #2024-01   January 8, 2024 $153,064.44

6. Friends' Report

7. Director's Report
   A. Public Service   -Jim Foster
   B. Planning / Communication   -Alex Gutelius
   C. General Updates   -Alex Gutelius
      - Board Retreat and Staff Development Night documents

8. Committee Reports

9. Old Business

10. New Business
    A. *Approve appointment of Tehreem Fatima, Page.
    B. *Agreement between the MVLS/SALS Joint Automation Project (JA) and the Clifton Park-Halfmoon Public Library

11. Executive Session

* Items so marked are action items

December 18, 2023 7:15 PM   Board Meeting

Present: Brown, Megan; Cantore, Mathew; DiGianni, Jason; Dugan, Suzanne; McMunn, Maria; Meyer, Stephen; Rodger, Ed; Wise, Russell. Also present were Alex Gutelius, Jim Foster, Lisa Oddo.

Absent: Dave Golden, Tom Madison, Purushothaman Srinivasan

Guest: Art Hunsinger

The meeting was called to order at 7:15 PM by Ms. McMunn.

AGENDA: Ms. McMunn presented the December 18, 2023 agenda for approval with several modifications. The Firefighters Property Tax Exemption will be presented after the Board Comment. The Treasurer's Report will be added to the Finance Committee Report. Committee Reports additions Item 8E Personnel Committee and Item 8F Buildings and Grounds. A **Motion** was made by Mr. Wise, seconded by Mr. Meyer, to approve the agenda as modified. The **Motion** passed unanimously by those present.

MINUTES:

A **Motion** was made by Ms. Brown, seconded by Mr. Meyer to accept the November 20, 2023, minutes as sent. The **Motion** passed unanimously by those present.

PUBLIC COMMENT: None

BOARD COMMENT: Mr. Rodger thanked the members of the local fire districts for coming out to the public hearing tonight, and noted that five of the seven districts were represented at the meeting.

Firefighter Property Tax Exemption

A **Motion** was made by Ms. Dugan, seconded by Mr. Wise to approve the resolution for the Partial Property Tax Exemption as amended with the corrected date for the public hearing. The **Motion** passed unanimously by those present.

THE FRIENDS: Mr. Foster gave the following report:

1. The FOL will be funding a number of projects next year. They will purchase new hardware for artwork for the relocated art gallery, more tables and chairs for the study area, fund an author visit, and fund the conversion of the IT office to a new sensory space.
2. The TTOB kickoff event will be on January 20.
3. The TTOB will be hosting former NY Times food critic Ruth Reichl in April.

DIRECTOR'S REPORT: Mr. Foster gave the following report on Public Service:

1. Staff will participate in CPR/AED training on January 31.
2. AARP tax volunteers will be here on Monday's and Saturday's from January through mid-April.
3. The library will be a location for early voting again in 2024. There will be more days included since next year will include the Presidential primary.
4. Staff will look into options for non-traditional collections.

DIRECTOR'S REPORT: Ms. Gutelius gave the following report on Communications:

1. Current statistics on Flipsnack show that our engagement with the library brochure has increased 108%.
2. We will be adding an accessibility tool to our website that allows it to be digitally inclusive. There will be a soft launch in January.
3. Ms. Gutelius received the notes from Alyssa from the Staff development night. This will be added to the information received from the trustee retreat in October.

DIRECTOR'S REPORT: Ms. Gutelius gave the following report:

1. The clocks in the building have been out of sync. Parts have been ordered to correct the problem.
2. Staff has been reviewing job descriptions and rewriting some to clarify roles and responsibilities.
3. Staff task chairs have been replaced at the service desks. Staff task chairs need to be replaced at individual work stations. Ms. Gutelius would like the Finance Committee to review this request for the 2024 budget.
4. JA fees for SALS/MVLS are being reviewed for 2025, and may include a 3.5% increase.
5. Ms. Gutelius invited Trustees to pick up a library tote bag.
6. The End of Year Report on 2023 Director's Goals were included in the Board packet.

COMMITTEE REPORTS:

NOMINATING COMMITTEE: Mr. Rodger on behalf of the Nominating Committee presented the Board with the recommendations for officers for next year. The recommendations are:

President: Maria McMunn
Vice President: Suzanne Dugan
Treasurer: Russ Wise

The election of officers will be conducted at the organizational meeting of the Board on January 2, 2024 at 7:15pm. Nominations from the floor can be taken at that time.

POLICY COMMITTEE: Ms. Dugan gave the following report.

Ms. Dugan presented and submitted the notes from the November 28 Policy Committee meeting. In addition to policy review the committee discussed undertaking a mapping exercise of the policies recommended in the 2023 edition of the Handbook for Library Trustees to determine if CPH is missing any recommended policies.

Ms. Dugan presented Policy 7.3 Check Signing Procedures. This policy is needed to achieve a system of internal fiscal control to stipulate counter-signature requirements. This policy was updated to increase the requirement for two signatures on checks to $20,000 and added the Vice-President as a signatory in the event the President or Treasurer is not available. The vote will be moved to New Business after the Board has had a chance to review and approve the Amendment to the Bylaws.

Next, Ms. Dugan presented Policy 4.2 Materials Selection Policy. The Collection Development and Materials Selection Policy provides a framework for growth and development of collections in support of the Library's mission. The policy was updated to modify the responsibility for selection to remove the reference to "delegation" by the Board of Trustees. Ms. Dugan made the **Motion** on behalf of the Policy Committee to approve Policy 4.2 Materials Selection Policy as amended. The **Motion** passed unanimously by those present.

Finally, Ms. Dugan presented Policy 5.4 Calendar for the Board of Trustees. This policy is needed to maintain a calendar of regularly scheduled Board and Committee activities that should be prepared and reviewed annually. The policy was updated to remove the assignment of monthly FOL Board meeting attendance. Ms. Dugan made the **Motion,** on behalf of the Policy Committee to approve Policy 5.4 Calendar for Board of Trustees as amended. The **Motion** passed unanimously by those present.

PUBLIC RELATIONS: No Report

LONG RANGE PLANNING: Mr. Wise gave the following report.

Mr. Wise presented and submitted the notes from the December 11 LRP Committee meeting. The 2023 accomplishments were reviewed and 2024 objectives were discussed. The main focus for next year will be to review the revised 2024 strategic plan draft and submit a final draft to the Board for approval.

PERSONNEL COMMITTEE: Mr. Rodger gave the following report.

Mr. Rodger presented and submitted the notes from the December 8 Personnel Committee meeting. The 2023 accomplishments were reviewed and the 2024 objectives were discussed. The main focus for next year will be to prepare salary recommendations for the 2025 budget and to continue analysis of staff merit pay proposals.

BUILDINGS AND GROUNDS: Ms. Brown gave the following report.

Ms. Brown presented and submitted the notes from the December 18 Building and Grounds Committee meeting. The 2023 accomplishments were reviewed and the 2024 objectives were discussed. One of the main projects for next year will include repaving the parking lot.

FINANCE AND AUDIT: Mr. Cantore gave the following report.

TREASURER'S REPORT:

Mr. Cantore presented the Financial Statement for November 2023. The November Financial Statement was reviewed and received for audit. Mr. Cantore noted there were no donations for November 2023.

The November 21, 2023, warrant for $400,963.14 was presented for approval. A **Motion** was made by Mr. Cantore, seconded by Mr. Rodger, to approve the November 21, 2023, warrant. The **Motion** passed unanimously by those present. The reviewer for the November 21, 2023, warrant was Ms. Dugan. Mr. Cantore noted this warrant included our payment to the Employee Retirement System.

The December 8, 2023 warrant for $182,763.54 was presented for approval. A **Motion** was made by Mr. Cantore, seconded by Ms. Brown, to approve the December 8, 2023, warrant. The **Motion** passed unanimously by those present. The reviewer for the December 8, 2023, warrant was Mr. DiGianni.

Next, Mr. Cantore presented and submitted the notes from the November 27 Finance Committee meeting. The committee reviewed the draft budget adjustments that include projections to the end of 2023. Under Receipts, a large portion of the adjustments is the $270,763 Construction Grant that was received for the Front Entrance modification project to begin in 2024. Under Disbursements $152,415.28 of the building repairs are the costs of the Children's Library renovation. Mr. Cantor made the **Motion**, seconded by Ms. Dugan, to approve the 2023 Draft Budget Adjustments. The **Motion** passed unanimously by those present.

Next, Mr. Cantore presented Policy 7.1 Generally Accepted Accounting Principles. This policy is needed to establish the accounting principles of the library. This policy was reviewed with no changes. Mr. Cantore made the **Motion** on behalf of

the Finance Committee to approve Policy 7.1 Generally Accepted Accounting Principles as presented. The **Motion** passed unanimously by those present.

LEGISLATION: No Report

OLD BUSINESS: Amendment to the Bylaws

Ms. McMunn presented the Amendment to the Bylaws. Changes include adding the Vice-President as an authorized check signer and the process for bylaw amendment proposals. Mr. Cantore made the **Motion**, seconded by Ms. Dugan, to approve the Bylaws as amended. The **Motion** passed unanimously by those present.

NEW BUSINESS:

Ms. Dugan made the **Motion** on behalf of the Policy Committee to approve Policy 7.3 Check Signing Procedures as amended. The **Motion** passed unanimously by those present.

At 8:05pm Mr. Rodger made the **Motion**, seconded by Mr. DiGianni, to end Regular Session and enter into Executive Session for the purpose of discussing the Director's Review. The **Motion** passed unanimously and Executive Session was entered at 8:07pm.

At 8:10pm Mr. Rodger made the **Motion,** seconded by Mr. Wise, to adjourn Executive Session and return to Regular Session. The **Motion** passed unanimously by those present. Mr. Rodger made the **Motion**, on behalf of the Personnel Committee to approve the performance review and salary recommendation for the director. The **Motion** passed unanimously by those present.

There being no further business, Ms. Brown made the **Motion**, seconded by Ms. Dugan, to adjourn the meeting. The **Motion** passed unanimously by those present, and the meeting adjourned at 8:11PM.

The next scheduled Board Meeting is Monday, January 22, 2024, at 7:15pm.

January 2, 2024 7:15 PM   Organizational Meeting

Present: Brown, Megan; Cantore, Mat; DiGianni, Jason; Madison, Tom; McMunn, Maria; Meyer, Stephen; Rodger, Edwin, Srinivasan, Purushothaman, Wise, Russell. Also present was Alex Gutelius and Jim Foster

Absent: Suzanne Dugan and David Golden.

The meeting was called to order at 7:16 pm by Ms. McMunn.

AGENDA: Ms. McMunn presented the January 2, 2024 agenda for approval. Mr. Cantore made the **Motion**, seconded by Mr. DiGianni, to approve the agenda. The **Motion** passed unanimously by those present.

The Oaths of Office were taken and notarized by Jim Foster.

NEW BUSINESSS:

The slate of officers for 2024 was presented by Mr. Rodger on behalf of the Nominating Committee: Maria McMunn – President, Suzanne Dugan – Vice President, Russ Wise – Treasurer. There being no nominations from the floor Mr. Rodger made the **Motion**, on behalf of the Nominating Committee to close the floor to nominations.   Mr. Rodger then made the **Motion** on behalf of the Nominating Committee, asking the secretary to cast one ballot for the slate as presented. **Motion** passed unanimously by those present, and the persons listed were elected for 2024.

Ms. Brown made the **Motion,** seconded by Mr. Cantore, that Joe Gaug be reappointed as Counsel for 2024. The **Motion** passed unanimously by those present.

Ms. Brown made the **Motion,** seconded by Mr. Meyer, that Alex Gutelius be reappointed as Clerk for 2024. **Motion** passed unanimously by those present.

A **Motion** was made by Mr. Meyer, seconded by Mr. Madison, that Barbara Reese be reappointed as Recording Secretary to the Board for 2024. The **Motion** passed unanimously by those present.

Mr. Madison made the **Motion,** seconded by Mr. Wise, that the Annual Budget Vote and Trustee Election be held on September 12, 2024. **Motion** passed unanimously by those present.

Ms. Brown made the **Motion**, seconded by Mr. DiGianni, to amend the agenda to change the date of the meeting from 2023 to 2024 and amend the year in item #6 to 2024. **Motion** passed unanimously by those present.

The Board Meeting Schedule for 2024 was presented and found to be acceptable.

Ms. Brown made the **Motion**, seconded by Mr. Srinivasan, that the Board Meeting Schedule be accepted as presented. **Motion** passed unanimously by those present.

The Board Calendar for 2024 was presented and found to be acceptable.

Mr. Srinivasan made the **Motion**, seconded by Mr. Madison, that the Board Meeting Calendar policy be approved as presented. **Motion** passed unanimously by those present.

The next order of business was the Designation of Depositories.

Mr. Wise made the **Motion**, seconded by Mr. Srinivasan, that the Board of Trustees of the Clifton Park-Halfmoon Public Library designates Pioneer Bank as a depository for Clifton Park-Halfmoon Public Library funds for 2024 with deposits not to exceed $7M. Motion passed unanimously by those present.

Mr. DiGianni made the **Motion**, seconded by Ms. Brown, to remove Mr. Cantore as a signatory for Pioneer Bank and add Mr. Wise and Ms. Dugan. **Motion** passed unanimously by those present.

Mr. Srinivasan made the **Motion**, seconded by Ms. Brown, that the Board of Trustees of the Clifton Park-Halfmoon Public Library designates Key Bank as a depository for Clifton Park-Halfmoon Public Library funds for 2024 with deposits not to exceed $1M. Motion passed unanimously by those present.

Mr. Madison made the **Motion**, seconded by Ms. DiGianni, to remove Mr. Cantore as a signatory for Key Bank and add Mr. Wise and Ms. Dugan. **Motion** passed unanimously by those present.

The Pioneer Bank and Key Bank depositories shall require the signature of either President Maria McMunn, or Treasurer Russ Wise, or Vice-President Suzanne

Dugan on all checks and shall require the signatures of both the President and Treasurer on checks of $20,000 or more. In the event the President or Treasurer is not available, the Vice-President shall have the authority to sign all bank drafts and checks.

The petty checking depository at Key Bank shall require the signature of the Library Director for all checks.

The next order of business was a Resolution to change the Authorized Users on the Fidelity Account.

Resolution regarding the corporate bond mutual fund was presented as follows: Delete Mat Cantore as an authorized person on Fidelity Account #2BP212687 and to add Russ Wise as an authorized person on Fidelity Account #2BP212687. A **Motion** was made by Mr. Meyer, seconded by Mr. Madison, to adopt the Resolution as stated and send it to Fidelity. **Motion** passed unanimously by all present.

Ms. Gutelius reviewed the process for standing committee assignments.

The schedule for the monthly claims was distributed.

There being no further business, Ms. Brown made the **Motion**, seconded by Srinivasan, to adjourn the organizational meeting. **Motion** passed unanimously by those present and the meeting adjourned at 7:31 pm.

December 18, 2023 7:00 PM   Public Hearing Meeting

Present: DiGianni, Jason; Dugan, Suzanne; McMunn, Maria; Meyer, Stephen; Rodger, Ed; Wise, Russell. Also present were Alex Gutelius, Jim Foster, Lisa Oddo.

Absent: Megan Brown, Mathew Cantore, Dave Golden, Tom Madison, Purushothaman Srinivasan

Guests: Phil Barrett, Town of Clifton Park Supervisor, Art Hunsinger, Marty Schanz

There was a scheduled public hearing at the Clifton Park-Halfmoon Public Library on December 18, 2023 at 7:00pm for the partial property tax exemption for volunteer firefighters and ambulance workers.

The meeting was called to order at 7:00 PM by Ms. McMunn.

First, Mr. Barrett presented a letter on behalf of the Town of Clifton Park to members of the Board to express support of this program and thanked the library board for their willingness to consider this property tax exemption.

Next, Mr. Schanz spoke on behalf of the seven companies that support the service area for Clifton Park. They appreciate the consideration the Library Board of Trustees has shown for the property tax exemption, and hope they will pass the resolution.

Finally, on behalf of the Board of Trustees Mr. Rodger thanked the volunteer firefighters and ambulance workers for everything they do to keep our residents safe every day.

The public hearing meeting was adjourned at 7:08pm.

CONNECT AND COLLABORATE

Website & Social Media
- Some of the most popular social media posts in December were the Ugly Sweater Day and the winter décor posts.

Communications
- The program brochures has been updated to a bi-monthly format. A copy is attached to this report.

CLIFTON PARK
HALFMOON
PUBLIC
LIBRARY

MAXIMIZE LIBRARY ACCESS: INSIDE, OUTSIDE AND VIRTUAL

Outreach
- AARP has been training volunteers for their tax assistance program that will launch in February and run through mid-April. The volunteers receive a week and a half of training. Tax forms are starting to arrive and will be put out for the public as they arrive.

Library Visitors
- Visitor traffic for 2023 increased by 16% over 2022 numbers. The average number of visitors per month is about 22,700 compared to 22,000 in 2022. The foot traffic count does not include numbers from programs that are offered outside during the summer, and patrons don't always enter the building.

CREATE AND DELIVER COLLECTIONS, PROGRAMS AND SERVCIES

Programs
- The Library held 1,176 programs in 2023, and also provided 409 Grab & Go program bags for a total of 1,585 programs. 36,081 people attended programs in 2023. The number of programs increased by 26% in 2023 and attendance increased by 79%.
- Passive programming for children and teens continues to be very popular. In December 466 children participated in the gingerbread house hunt.

Collection Use
- Overall use of the collections increased by 2.24% over 2022.
  - Overall fiction collection use has increased in the past year:
    - Adult Fiction 1.17%
    - Young Adult Fiction 6.84%
    - Juvenile Fiction 5.57%
  - Audio collection use has decreased. Audiobooks on CD use has decreased as has music CDs.
  - DVD use has decreased significantly. Adult DVD use is down by 5% and children's DVDs by 4%.
  - Use of downloadable audiobooks has increased by 8%, but ebook use decreased by 7% from 2022.

Statistics
- 2,373 new library cards were issued in 2023, an average of 197 new cards per month or 6.5 per day.
- The use of our wireless network (number of individual users per day) increased by 17%. This increase correlates closely with the increased number of visitors (16%).
- Website visits increased by 38% in 2023. The number that is reported is the number of sessions (as opposed to page views).
- Reference questions increased by 8% in 2023. The largest increase was in the Children's Library, which saw an 18% increase in the number of questions answered.

DEVELOP PEOPLE AND THE ORGANIZATION

Benefits
- The Library's health insurance plan runs from March 1 through February 28. We have reviewed the renewal proposal from our broker, and the increases for 2024/2025 range from 8% to 16%. We will be having a benefits meeting with salaried staff in early February to share the information and open enrollment will take place from February 2 to 9.

Conferences
- Five staff members are registered to attend to the PLA Conference in Columbus, OH from April 2-6.

JA Agreement

- A copy of the JA Agreement between the Library and SALS/MVLS is included for your review. The Board is required to review and approve the agreement annually. There have been no changes in the policies. Copies of the policies will be available for review at the Board meeting.

Prepared by: Alex Gutelius
             Library Director

Clifton Park – Halfmoon Public Library
Program Statistics – December 2023

Title	Date	Primary Event Type	Attendance	Adults	Teens	Children	Online Views
HYBRID: Daytime Book Group	December 21 2023	Adults	7	7			
Tech Tutoring	Various	Adults	7	7			
Book-a-Librarian!	December 07 2023	Adults	1	1			
ZOOM: Using Excel to Create a Gantt Chart	December 20 2023	Adults	6	6			
ZOOM: Web Tools Using Artificial Intelligence (AI)	December 06 2023	Adults	2	2			
Basic Computer Skills	December 14 2023	Adults	4	4			
Google Photos App Workshop	December 12 2023	Adults	1	1			
Basic Computer Skills	December 07 2023	Adults	4	4			
Smartphone Q&A	December 11 2023	Adults	4	4			
Getting to Know Your Smartphone	December 12 2023	Adults	6	6			
Find Your Next Read Like A Pro!	December 13 2023	Adults	2	2			
Learn How to Read Digital Newspapers for FREE	December 06 2023	Adults	4	4			
Emojis, GIFs, and more!	December 06 2023	Adults	4	4			
Appy Hour: Maps and Navigation	December 07 2023	Adults	9	9			
Connecting Threads Quilt Group	December 13 2023	Adults	7	7			
Inspiration Place: Wintery Table Centerpieces	December 06 2023	Adults	13	13			
Mysteries & More Book Group	December 12 2023	Adults	6	6			
ELL Conversation Group	December 20 2023	Adults	36	36			
ELL Conversation Group	December 13 2023	Adults	36	36			
ELL Conversation Group	December 06 2023	Adults	34	34			
ELL Computer Skills Class	December 14 2023	Adults	3	3			
ELL Computer Skills Class	December 07 2023	Adults	2	2			
Inclusible Adult Games	December 12 2023	Adults	1	1			
Genealogy Assistance	December 07 2023	Adults	5	5			
Preparing for Disasters with Citizen Preparedness Corps	December 06 2023	Adults	5	5			
First Friday: U.S. Route 20 Travelogue	December 01 2023	Adults	22	22			
ZOOM: Mindfulness Meditation	December 15 2023	Adults	18				18
ZOOM: Mindfulness Meditation	December 08 2023	Adults	16				16
ZOOM: Mindfulness Meditation	December 01 2023	Adults	20				20
Therapy Dogs for Adults	December 13 2023	Adults	18	18			
Book-to-Movie	December 15 2023	Adults	15	15			
Foreign Film: Living (2022)	December 14 2023	Adults	13	13			
Wednesday Bridges	December 06 2023	Adults	5	5			
Journaling for Adults	December 06 2023	Adults	16	5			11
Battle of the Books Meeting	December 12 2023	Children	9			9	
Music & Motion	December 22 2023	Children	57	26		31	
Family Story Time	December 28 2023	Children	72	35		37	
Bilingual Story Time: Spanish	December 14 2023	Children	61	30		31	
Family PJ Story Time	December 19 2023	Children	8	5		3	
Family Story Time	December 04 2023	Children	54	25		29	
Family Story Time	December 07 2023	Children	47	21		26	
Family Story Time	December 11 2023	Children	45	20		25	
Family Story Time	December 21 2023	Children	42	20		22	
Family Story Time	December 18 2023	Children	34	17		17	
Preschool Story Time & Craft	December 20 2023	Children	32	16		16	
Wonderful Walkers	December 15 2023	Children	35	19		16	
Preschool Story Time & Craft	December 13 2023	Children	30	14		16	

Clifton Park – Halfmoon Public Library
Program Statistics – December 2023

Title	Date	Primary Event Type	Attendance	Adults	Teens	Children	Online Views
Preschool Story Time & Craft	December 06 2023	Children	24	11		13	
Baby Story Time	December 15 2023	Children	27	15		12	
Middle School Book Club: The Lost Library	December 28 2023	Teens	8		8		
Teen Video Game Night	December 07 2023	Teens	7		7		
Teen Craft Corner: Terracotta Gingerbread Houses	December 01 2023	Teens					
VolunTEEN: Advisory Program (VTAP)	December 11 2023	Teens	11		11		
Teen Gingerbread House Hunt	December 01 2023	Teens	75	11	18	46	
Therapy Dogs for Teens	December 14 2023	Teens	11		11		
Famous Dogs & Cats Book Club: Bad Kitty Gets a Bath	December 12 2023	Children	8	1		7	
Happy Noon Year!	December 31 2023	Children	291	96		195	
Kid's Art Bar	December 08 2023	Children	55	19		36	
Fairy Tale STEM: The Gingerbread Man	December 07 2023	Children	13			13	
Reading Therapy Dogs	December 05 2023	Children	1			1	
Reading Therapy Dogs	December 05 2023	Children	1			1	
Reading Therapy Dogs	December 05 2023	Children	1			1	
December Coloring Pages	December 01 2023	Children	1500			1500	
Art Cart: Paper Bag Gingerbread Houses	December 09 2023	Children					
Snowflake Decorations	December 26 2023	Children					
Gingerbread House Hunt	December 31 2023	Children	466	1	3	462	
ZOOM: PJ Story Time	December 05 2023	Children	10	5		5	
Family LEGO Build!	December 29 2023	Children	37	18		19	
1000 Books Before Kindergarten	December 01 2023	Children					
Mini Gingerbread House Make & Sip	December 13 2023	Teens|Adults	32	23	8	1	
ZOOM: Free Draw Series	December 13 2023	Teens|Adults	1	1			
ZOOM: Free Draw Series	December 06 2023	Teens|Adults	3	3			
Jigsaw Puzzle Challenge	December 04 2023	Teens|Adults	22	17	5		
Morning Bells	December 08 2023	General	132	120		12	
Bright Star Theatre: Holidays Around the World	December 17 2023	General	34	23	2	9	

Clifton Park-Halfmoon Public Library
2023 Activity Report

			January	February	March	April	May	June	July	August	September	October	November	December	YTD 2023	YTD 2022
Borrowers		New	226	197	180	188	135	229	246	250	215	182	161	164	**2373**	2,490
		Purged*														
		TOTAL	37,567	37,501	37,343	37,373	37,074	36,972	36,908	36,787	36,226	36,101	35,981	35,828	**35,981**	37,551
Circulation	*Fiction*	Adult	8,676	8,212	9,492	8,783	8,910	9,415	10,397	10,949	9,361	8,902	8,328	8,190	**109,615**	108,351
		Young Adult	1,383	1,469	1,599	1,623	1,475	1,719	2,089	2,143	1,775	1,503	1,479	1,433	**19,690**	18,430
		Juvenile	13,544	13,746	15,697	13,990	12,450	15,186	17,374	17,149	13,993	14,391	14,494	13,370	**175,384**	166,126
	Non-fiction	Adult	5,351	5,138	5,924	5,474	5,543	5,295	5,750	5,850	5,169	5,326	5,126	5,227	**65,173**	62,735
		Young Adult	13	12	8	8	12	15	25	15	7	11	21	21	**168**	182
		Juvenile	2,036	1,851	2,085	2,055	1,767	1,737	1,992	2,092	1,543	1,618	1,785	1,593	**22,154**	22,895
	Audio	Adult	1,199	1,210	1,591	1,326	1,287	1,259	1,381	1,337	1,321	1,197	1,002	1,176	**15,286**	17,907
		Young Adult	0	18	29	43	0	21	27	35	15	8	19	19	**234**	393
		Juvenile	436	492	447	483	402	507	687	597	448	483	500	515	**5,997**	4,839
	DVD	Adult	4,240	4,119	4,519	3,843	3,882	4,025	4,426	4,678	4,102	4,213	3,916	4,285	**50,248**	53,082
		Juvenile	978	976	1,180	1,087	852	1,093	1,454	1,458	1,114	974	879	1,000	**13,045**	13,659
	Digital Media	eaudiobooks	3,795	3,464	3,722	3,479	3,441	3,502	3,666	3,879	3,425	3,726	3,402	3,444	**42,945**	39,766
		ebooks	3,852	3,461	4,025	3,677	3,726	3,800	3,875	3,500	3,381	3,418	2,907	3,290	**42,912**	46,284
		Music	110	94	110	110	113	104	113	108	82	105	106	96	**1,251**	1,251
		Serials*	1,258	1,050	1,133	1,144	1,048	1,071	918	1,046	1,324	2,644	2,613	2,549	**17,798**	13,220
		Comics (hoopla)	65	24	71	69	69	83	88	88	66	67	80	98	**868**	917
		Streaming Video/TV (hoopla)	358	356	304	336	260	239	285	312	288	298	287	330	**3,653**	4,223
	Other	Serials	473	415	593	469	507	539	606	510	452	498	451	498	**6,011**	6,607
		CD-ROM / Wii	490	480	504	465	418	522	619	601	465	440	380	430	**5,814**	4,652
		Uncatalogued	33	18	34	42	41	49	46	53	41	40	50	32	**479**	514
		Non-traditional	25	207	222	182	164	222	235	212	153	135	154	139	**2,050**	1,566
		Print	31,003	30,428	34,805	31,933	30,157	33,367	37,627	38,198	31,848	31,751	31,233	29,834	**392,184**	378,719
		AV	6,853	6,815	7,766	6,782	6,423	6,905	7,975	8,105	7,000	6,875	6,316	6,995	**84,810**	89,880
		Digital	9,438	8,449	9,365	8,815	8,657	8,799	8,945	8,933	8,566	10,258	9,395	9,807	**109,427**	105,661
		Other	1,021	1,120	1,353	1,158	1,130	1,332	1,506	1,376	1,111	1,113	1,035	1,099	**14,354**	13,339
		TOTAL	48,315	46,812	53,289	48,688	46,367	50,403	56,053	56,612	48,525	49,997	47,979	47,735	**600,775**	587,599
Technology		Database Usage	1,457	2,041	2,076	1,827	1,855	2,144	2,244	2,625	8,580	9,912	9,423	1,353	**45,537**	12,665
		Computer Use (sessions)	1,427	1,395	1,502	1,454	1,385	1,504	1,540	1,807	1,649	1,528	1,462	1,295	**17,948**	16,776
		Wireless Use	4,626	4,211	4,816	4,626	4,589	5,550	4,315	4,913	4,869	4,806	4,451	4,112	**55,884**	47,392
		PAC Use	15,211	13,396	14,902	13,877	13,778	14,160	15,395	13,877	14,098	14,820	13,652	13,209	**170,375**	173,591
		Website Visits	27,115	24,705	26,650	23,857	23,411	27,264	39,240	42,231	38,375	37,200	35,649	34,593	**380,290**	275,031
		iPad/Laptop/Device Use	4	13	19	11	17	0	5	0	0	24	9	12	**114**	146
		Fax 24/7 Use	0	0	0	0	0	0	0	0	0	0	0	0	**0**	133

Clifton Park-Halfmoon Public Library
2023 Activity Report

		January	February	March	April	May	June	July	August	September	October	November	December	YTD 2023	YTD 2022
Programming	*Number of Programs*														
	Adult	41	37	44	38	51	36	25	32	47	66	55	40	**512**	450
	Teen	12	14	8	17	13	14	12	6	7	11	9	6	**129**	60
	Child 0-5	22	11	12	13	8	8	2	5	6	17	16	15	**135**	118
	Child 6-11	3	26	5	19	19	18	40	35	10	20	12	14	**221**	148
	General	5	4	2	2	2	5	5	2	4	5	2	0	**38**	26
	One-on-One	9	35	13	14	11	13	8	12	7	1	9	8	**140**	125
	Grab & Go	30	121	30	35	31	32	0	0	0	100	30	0	**409**	3,101
	Asynchronous	0	0	0	0	0	0	0	0	0	0	0	0	**0**	6
	TOTAL	122	248	114	138	135	126	92	92	81	220	133	83	**1,584**	4,034
	Attendance														
	Adult	1,265	497	782	554	667	470	367	433	713	1,068	761	410	**7,987**	6,107
	Teen	179	96	109	276	145	205	74	195	53	149	123	112	**1,716**	727
	Child 0-5	753	482	657	574	361	387	57	199	284	659	680	625	**5,718**	4,115
	Child 6-11	32	1,285	467	279	956	1,438	2,796	2,341	745	1,858	1,390	2,202	**15,789**	6,207
	General	78	37	329	43	241	794	699	856	404	316	461	0	**4,258**	2,443
	One-on-One	9	36	13	14	11	14	8	15	7	2	10	8	**147**	134
	Grab & Go	30	121	30	35	31	32	0	0	0	100	30	0	**409**	3,101
	Asynchronous	0	0	0	0	0	0	0	0	0	0	0	0	**0**	123
	TOTAL	2,346	2,554	2,387	1,775	2,412	3,340	4,001	4,039	2,206	4,152	3,455	3,357	**36,024**	22,957
Outreach	Events / Programs	6	12	10	9	3	5	6	4	1	8	2	1	**67**	19
	Attendance	120	454	260	683	117	188	140	77	75	1,925	103	57	**4,199**	1,696
Interlibrary Loan	Borrowed	6,805	6,026	7,032	6,363	6,439	6,335	6,774	6,816	6,174	6,353	6,204	6,133	**77,454**	71,268
	Loaned	3,231	2,933	3,536	2,988	3,035	3,070	3,053	3,273	3,288	3,209	3,136	3,065	**37,817**	36,060
	TOTAL	10,036	8,959	10,568	9,351	9,474	9,405	9,827	10,089	9,462	9,562	9,340	9,198	**115,271**	107,328
Reference	Ask Desk	2,422	2,581	2,589	2,204	2,055	2,101	1,035	2,748	2,241	2,015	2,007	1,928	**25,926**	25,333
	Children's Library Desk	1,141	1,396	1,300	1,208	1,038	1,676	1,752	1,977	1,211	1,287	1,202	1,107	**16,295**	13,739
	Computer Support	319	356	361	320	235	305	118	314	308	284	253	249	**3,422**	2,937
	TOTAL	3,882	4,333	4,250	3,732	3,328	4,082	2,905	5,039	3,760	3,586	3,462	3,284	**45,643**	42,009
Museum Passes		25	35	33	39	39	77	82	86	51	56	43	48	**614**	522
Visitors		22,607	20,027	24,201	20,718	20,894	26,328	24,457	26,048	23,202	23,206	21,675	18,944	**272,307**	234,304
Room Use	*Hours*														
	Library Programs	541	321	484	221	260	379	178	239	277	447	300	164	**3,811**	2,293
	Board/FOL/Staff	59	69	79	62	50	81	63	93	32	37	49	48	**719**	688
	Outside Organizations	176	158	138	437	69	152	91	123	140	132	212	139	**1,966**	1,595
	Room Checkouts	136	139	176	144	202	148	150	154	180	165	161	159	**1,914**	1,844
Outside Organization Meetings/Programs *(bookings)*		60	52	45	45	48	42	31	42	49	56	63	51	**584**	396
Collection Size (print & media)	Added	912	919	1,064	899	1,008	722	1,055	1,098	902	1,024	1,187	1,081	**11,871**	11,568
	Withdrawn	1,407	573	1,052	1,947	2,426	966	805	1,041	2,022	1,334	1,522	2,320	**17,415**	13,262
	TOTAL	156,092	156,255	156,311	155,294	153,650	153,796	153,685	153,707	152,511	152,196	149,394	150,583	**150,583**	157,510

Clifton Park-Halfmoon Public Library

Board of Trustees Planning Session - Saturday, October 21, 2023

Wall Notes

Visioning Conversation

How does the Clifton Park/Halfmoon Library fit into your view of the world and your community?

- Educational goal – life-tong learning
  - Equality – open minded
  - Old fashioned and new fangled
  - Generational connections/different ways of connecting/virtual
- Equitable access
  - No barriers
  - Virtual
  - Nurturing community/relationships/diminishing loneliness
- Community living room
  - Importance of space – office/connectivity/professional
  - Central to all / open / safe space
  - Village green/town square/connections to park
  - Location – strategically placed – new park – walk to
- It's the people – continued improvement
  - Don't accept status quo
  - Respond to need/feedback
  - Don't take for granted
  - Flexible
- Safe space
  - World is more dangerous
  - Provided space goes against the world view
  - Policy/procedures/decisions are reasonable
- Serving and involving underserved communities
- We listen (speaks to process for community outreach)

Vision (reviewed in comparison to above visioning discussion, underlined words might be looked at)

The Clifton Park-Halfmoon Public Library is at the <u>heart</u> of the <u>community</u>; the <u>go-to place</u> to <u>meet</u>, <u>learn</u>, and <u>do</u>.

<u>**Landscape Discussion - Strengths & Opportunities**</u>

What's new . . . since we last met in 2019? What's the same, what's changed in our world? How has it affected the library?

- Pandemic
  - Customers left / but they're coming back
    - Decrease in annual visits
    - Change in counter tool
    - Should look further into how do we measure
  - When customers left, we found other ways to serve
    - Could not use as excuse for bad customer service
  - Customers priorities might have shifted/looking for more relaxed, easier life
  - Kids suffered – educational attainment diminished and social skills changed
  - Tutoring has changed – maybe it is best on line, parents more comfortable, time management, safety
  - Time management – in person vs. virtual
  - Pandemic gave confidence to adapt to change
    - Library adapted fast – had to do it
  - Silver lining – less stigma around mental health issues

- AI & other Technology
  - Growth of digital world
  - Streaming vs. DVDs

- Library as Neutral Space

- Increased importance of PLACE
  - Appreciation of non-digital, in person opportunities
  - Socialization

- Library Location
  - Once somewhat isolated – now central location
  - Development of connected Park
  - Druthers business

- Nationally – Book bans
  - Scary, libraries threatened
  - Insulated for now – should prepare for how to handle
  - Crisis communications (training)

- Political Divisions in society

- o Less flexible
- o Conservatism

- Environmental landscape
  - o Sustainability

- Change is demographics
  - o Aging population
  - o Younger immigrant families
  - o Working families with kids
    - Could explore more connections with schools

Mission – current (reviewed in comparison to above landscape discussion, underlined words might be looked at)

The Clifton Park-Halfmoon Public Library <u>fosters community connections</u> by providing the <u>space and resources</u> for patrons to be <u>educated, enriched and entertained</u>.

<u>Parking Lot – for important issues to consider</u>

- o Curating Resources
  - o DVDs – Streaming

- o Privilege, Diversity – Who are we?
  - o More inclusivity
  - o Who's in the room – who's participating
  - o How do we listen? How do we engage?
  - o Understanding landscape
  - o Transportation access
  - o Staff diversity

- o Board Elections / filling board seats
  - o Diversity – how do we include
  - o How board members enter board service

NYS Library Trustees Handbook – Strategic Planning Model (with some additions)

Phase I

- Empower the Long Range Planning Committee to begin work
  - Develop internal and external communication strategy for process

- Develop Board Vision
  - Role of the library
  - Values
  - Legacy

- Assess the Library
  - Internal data and library trends
    - Upcoming Staff Planning session in Nov.
  - External/community data and trends

- Gather Community Input
  - What's going on in our community?
    - Listening

Phase II

- Analyze what you learned
  - SOAR – Strengths, Opportunities, Aspirations and Results

- Assess library's capacity to address

Phase III

- Draft the Plan
  - Goals
  - Strategies
  - How you're going to measure

Phase IV

- How you're going to share the plan and work with it going forward

2024 Strategic Planning Process – Timeline

What information do we need? Who needs to be involved? How might the process unfold? How do we want to share the information? How will we check in on the plan?

October 2023   Visioning / Plan to Plan

November 20, 2023   Strategic Plan Outline/Timeline from Long Range Planning
                        Committee to Board
                            ▪ Russ, SP, Ed, David

December – January   Schedule Listening Training

Jan. 2024   Begin convening Long Range Planning Committee for Strategic
                        Planning timeline management

March – July 2024   Community Outreach Period
                            ▪ Identify stakeholders
                            ▪ Develop protocol, questions
                            ▪ Collect feedback

By End of August 2024   Analysis process – 1 day board/staff retreat

September 2024   Drafting of Strategic Plan
                            ▪ Could be staff person with Long Range Planning
                              Committee

October 2024   Celebrate adoption of new Strategic Plan
                            ▪ Implement Communication Strategy

Other Dates

2024   Children's room #3/front door renovation completed

2027   Next 3 year Planning effort

2030   Bond Paid off ($700,000 each year)

2030+   Building Expansion

Clifton Park-Halfmoon Public Library

Thursday, November 16, 2023

Staff Retreat facilitated by Elissa Kane

67 Participants

<u>World Café</u>

- Introduction/Strategic Planning/Timetable/ Community Process
- Conversation #1 - What's changed for you in the world?
- Conversation #2 - How can our library best serve our community?
- Wrap-up/next steps/gratitude

Conversation #1 - What's changed for you in the world?

Positive

- Priorities were more focused
  - Don't need that anymore
- Leveled up
  - Expand as a person
- Tech advancements / repercussions
  - No choice
  - Example are menus at Restaurants
- Recognize that we need others
  - Recognizing our own needs / taking sick day
- People made big changes/moves/new jobs
  - Chance to re-evaluate
- Unique experience for us all but also everyone went through
  - Connected us
- Felt by all ages groups

Challenges

- Increase in bullying.
- Fear
- Isolation (at same time as above)
- Lack of control/instability
  - Creates anxiety
  - Stress/health issues
- Lack of trust
  - Question authority
- Lack of respect
  - If we had more respect for others, wouldn't judge so quickly
- Everything is different now
  - Everything is more difficult
  - Disappointments
  - People waiting for it all to go back to "normal"
- Lack of customer service
  - Under-staffed now
  - Frustrating
- People travelling less
- Was it all inevitable change – wasn't it already happening
- Environment got cleaner with shut down

- o When opened up again – everything went back
- Divisiveness/outward aggression/no tolerance for differing opinions
- Is this the fall of western civilization?

Conversation #2 - How can our library best serve our community?

Audience

- Changing Clifton Park – Who is here?
  - o Trying to figure out resources of surrounding cities

- Time again for an Open House – tour of library
  - o Community might not be familiar – show them what we have

- Community survey/assessment
  - o To reflect changes in community
  - o To be more expansive

- How do we become the cool kids?

- Maintain adaptability/change!
  - o Prepared to reflect the community
    - ▪ Serving
    - ▪ Social
  - o Proactive

Facility

- Quiet Spaces

- Wi-Fi Booster

- Coffee Bar

- Food!

- Public Transportation

Programs

- Social Services person on site
  - Make strong partnerships with agencies
  - Good contacts – for referrals
  - Health Suite Idea – many resources at one time in one location
  - South Station – Philadelphia model
  - We have staff who have experience

- Expand ELL
  - Come to library for other resources
  - More outreach
  - Partner with colleges who have other languages

- Make it easier for people to request programs

- More social events – more programming
  - Especially for young adults – 18-20 year olds

- Teens
  - A place that supported mental health
  - A priority – teens need time to connect with other people in this safe space
  - Programs to help teens and young adults
    - Teen ambassadors – on the council?
    - More Teen friend communication
  - Better communication with High School Guidance Counselors

- Promote programs more
  - Better ways – lost print options

- Offering All-Ages programs – everyone come together – intergenerational

Table Papers – Conversation #1 - What's changed for you in the world?

- Got very ill with Covid – Afib pneumonia and heart issues the rest of my life. Being with people in large groups changed be from a social person to a person who isn't as social.
- I have become much more extroverted and have searched for human interaction. I realize I need more support – I can't do everything myself. I'm willing to reach out to people.
- My Goals. My outlook on life. My view of what is important. My priorities.
- My responsibilities changed, pandemic reinforced many things for me, consumed by disaster.
- I leveled up! As a person, I expanded as a person. Goals & priorities changed/realized. News biases, acceleration, concerned.

- *World fees less safe/secure. Climate/wars/isolation/less connection. Technology – people left behind / too much emphasis. AI – What's real?. Fear of speaking up/no compromise/divided. Learn to adapt/be flexible. Things are more difficult to do. Less emphasis on customer service. Who do you trust?*
- *I moved. I appreciate time spent with family more – it is more precious. The world feels smaller. I'm less goal driven. People see more angry.*

- *Lack of energy. Content to stay home, not socialize. Passing of time and memories a blur. Kids grew up.*
- *Living arrangements (mom). Changed jobs. No travel. Started a small business. Gained a dog. Spiritual growth.*
- *Lost my job/career. Lost weight. Edited 3 books. Go into work – instead after 6 years at home. Lost pets/gained a pet. Increased interest in politics.*

- **Technology. Hard to make friends – scary to interact w/ new people. Mental health.**
- **Fear. Uncertainty. Pessimism. Lack of security. $ Inflation.**
- **Divisiveness. Us vs. them. Politics. Social media. Covid-19. Stages of life – loss of rites of passage.**

- ***Loss of community/isolation. Concern about exposure to too many people. FEAR/ANGER. Waiting for the next shoe to drop. Changing employment standards, changing job expectations, changing employment generally. Dehumanization of working class. Fear of others.***
- ***Fewer services – public, private, community services, healthcare/medical***
- ***Litigation. Fear of saying the wrong thing.***
- ***Polarization. Climate change. More AI – smarter AI. Covid and social distancing has changed our relationships with other people. Everything. More car driving – less public transport. Jacob's career trajectory – Bank teller – college bookstore – whole foods – CPH – Philly.***

- Wear masks. Covid. Bought 2nd home in Florida.
- Technology. Safety issues. No sense of security. Isolation. Empty shelves in stores. We had to wear masks. Gathering with others – not allowed. Lost father, father in law, and mother in law.
- Defund police departments. Police brutality. Opioid addictions and overdoses increased. Homelessness. Limited travel – no place is the same. Wars. Media is crazy. Inflation (gas & food prices). Very hard to buy cars due to lack of inventory.
- No food and produce on shelves. Housing costs. Everything is too expensive. Loss of connection with people "family".
- Prices rose. Lost my job. Lost friends to covid. Couldn't see my grandchildren.

- *Fear.*
- *Western Civilization? Expectation of security.*
- *Questioning Authority. Trusting own judgement more.*
- *Social media – unity, safety. Forced tech participation. Cyber bullying.*
- *Up – inflation, isolation, health consciousness, divisiveness. Down – respect, work ethic, motivation*

- *Personal growth as a pandemic outcome re health and person fitness.*
- *Paranoia, money, political divisiveness, lack of respect, lack of civility, lack of work ethic/motivation/turnover, change of values, frustration, less trust, no unifying force, no optimism, no sense of security, fear, scared, forced tech, virtual.*
- *Isolation, social distancing, politics.*
- *Living arrangements (mom), gained a dog, fear, changed jobs, short tempers, starred a small business, spiritual growth, awareness of the goodness in people.*
- *Motivation to work, costs, political divide, lack of respect for law.*

- **Quit church – totally shifted beliefs & practice. World feels more dangerous. Expenses are higher / so less shopping. Climate change = less safe places. Relocation. New job. Life stage changes. Less social events. Less reading/more streaming series. A lot of family fighting or friction on political topics.**
- **Less socializing in person, more effort. Kids more permanently out of house. Change in belief system and practice. See fractions in families and friendships.**
- **Polarization and vitriol. Breakdown in civil discourse.**
- **Being scared to share views and alienate potential friends. Hard to make friends. Technology addiction. Impact of missing socialization at early age. Social media makes friendship harder. Social media fears. Social media highlights vs. reality.**

- ***Heightened health concerns, climate anxiety, new war zones, political instability/divisiveness, food insecurity/lack of stock on store shelves, inflation, post covid mental anxieties, loneliness. Frustration with understaffing everywhere. Lack of support organizations – stressed.***

- Social media & negative impact on people. Loss of decency & respect. Hight levels of anxiety. I feel old. No desire to travel. Don't see kids as much. Fears of sickness. Feeling less safe in daily life. Lack of resources. Uncertain economy. Scary news/stopped watching news. Isolation of social connections. Appreciation of return of everyday life.
- Beliefs in government, world, unstable. Polarization. More focus on the present. Changing personal goals. Not postponing living.
- People recognizing that they need others and are more able to ask for help. Less stigmatism and fear of being vulnerable.

- *Lack of control leading to anxiety. Financial instability. Friendliness within neighborhoods and concern for each other.*
- *Upheaval from small to big scale (personal to global)*
- *Covid burnout & recovery. Feeling unanchored. New Job!. Took new job. Mother in law passed away. Oldest went to college. Sense of share experience with the world and everyone evaluating life choices. Moved my family. My kids grew out of "little kid" phase.*
- *More health problems. Extra stress causing health issues.*
- *Increased awareness/social responsibility, especially re: public health.*

- **Less desire to be with people. Fear of crowds. Order food online, not with people. Book club on zoom, not in person. Conscious of when I go places to avoid crowds. More in home entertainment know more about how to access services from home. Workout at home not at gym. Much less social.**
- **Introvert became more social. Life feel permanently impacted. More online shopping – things can be more isolating but also more time for meaningful choices.**
- **So much fear, division with people. Still wear masks in crowds. Got very sick, still health problems.**

- *Limited mobility. Less travel. Increased awareness of surroundings, sensitive to space and health, less socialization, living more in the moment because of uncertainty, wary to share views, opinions (political situation).*
- *Using social media to expand worldview. Increasing accessibility to education (remote learning), changes to workplace, increase concern and decrease control over actions – related to reputation. Hiding behind social media. Changes to personal goals/plans. Global changes/war. Expecting the unexpected.*

- Interpersonal relationships, less personal interactions.
- Less social interaction. Tele medicine.
- Education: had to be reinvented scholastically & socially. Books being banned! Even textbooks. History is being unwritten. People do not trust the news that is being reported. We question everything, but have trouble getting to the truth.
- Climate, wars, covid, division tension, anxiety, bully -kids or adults, lack of respect, lack of services or availability of people to work in the service industry.
- Technology – moving too fast to determine what was best for family.
- Technology – social media, social pressures.

- *Library is good gathering place for people staying close to home.*
- *Some people have poor social skills. Less consequences.*
- *People are more entitled. Social media leads to people saying whatever they wanted – manners are gone.*
- *Lot's of safety concerns – talked about at 2 tables.*
- *Some people's world are smaller due to Covid. Our moods are affected by what's happening in the outside world: politics, wars. Our safety is compromised.*

Table Papers - **Conversation #2 - How can our library best serve our community?**

- Quiet spaces/hours
- Talk about library beliefs, value (sustainability, inclusivity)
- Comfortable, safe place.
- Play up FREE, especially during time of financial stress
- For teens & adults – why is it work my time to come here?
- Provide social experiences.
- Welcoming space for all people.
- Access to services/information/education
  - For successful community integration
- Options for increasingly diverse community base
- Social services on-site
- How do we become the cool kids/place? Get the word out.

- *We want patrons to trust us.*
  - *Be Kind.*
  - *Be Helpful.*
- *Fine-free – auto renew*
- *Make things easy.*
- *Focus on human connection*

- *Inclusive programs/collection*
- *Clear and relevant policies and consistency*
- *Consider quiet spaces/hours*
- *Coffee bar*

- **Offering a variety of activities**
- **Offering community support & connections**
- **More all ages performances and programs**
- **Food**
- **How do we make it cool to come here?**
- **Education – tech., world events, mental health**
- **More promotion in community**
  - **New active email newsletter**
- **Continuous community outreach**
  - **Maybe to community clubs/orgs**
  - **Sports events/extra curriculars**

- *Increased frequency of successful programs and varied times (especially kids)*
- *More support for children, teens, young adults*
  - *Teen Ambassador program*
- *Social workers*
- *Ambassadors*
- *Mental health support*
- *Place to make friends*
- *Maybe Teen Advisory Board of collaboration with Shen clubs & more*
- *More Space – build it and they will come*
  - *More/different teen space*
  - *More study rooms*
- *More security and security cameras*

- Safe space, meeting spaces, places to gather.
- Get the word out
- Tolerance, compassion, patience.
- Outreach.
- Programs for all ages.
- Drink wine often.
- Age & group specific information brochures for applicable programs.
- Re-organization of space to pull in more community members.
- Foreign language programs

- *Diversity*
- *Acceptance/welcoming*
- *Technology*
- *Objectivity/Non-judgement*
- *Listening*
- *Success/Growth of ESL & Citizenship*
- *Accessibility*

- **Community survey**
- **Reaching out to non-users**
- **Getting out info on what we do**
- **Safe/comfortable place for diverse ideas/viewpoints/cultures**
- **Forum for timely/challenging topics i.e. mental health, drugs, etc.**
- **Re-organizing space as needed**
- **Open House – tours.**
- **Coffee bar**
- **Rooftop garden**
- **Teen ambassadors to help plan and help with programs**
- **Encourage better communication on YA programs with high school students**
- **Social services person on site.**
- ***Opportunities for education & coming together***
- ***More teen programming – separate space w/ walls so they don't worry about making noise***
- ***Move teen space 7 always for teens – TP office***
- ***Move up to date computers for patrons (out of date compared to other places)***
- ***Foster agency / teach practical skills***
- ***Makerspace / giving access to tools***
  - ***Experimenting with new things – VR, 3D printers***
- ***What do the ELL students want from the library?***
- ***Go Fine Free***
- ***Reach community members with/out transportation – outreach***
- ***Community resilience***
- ***Teach civil discourse***
- ***More diversity in staffing***
- ***More paid internships***

- Respect our patrons
- Coffee area
- More study rooms
- Outdoor play area
- Veteran specific services

- More children's weekend programming
- No shows on weekends
- Better partnerships
- Prioritize awareness of teen/young adults and children's mental heath
- Place emphasis on helping teens and kids mental health
- TEEN AMBASSADORS!!   More posting, advertising at high school, Shen Student Center.

- *Programs and opportunities of people of all ages and backgrounds to gather.*
- *A social worker to help.*
- *Spaces where people can work from library to accommodate people that work from home when they need a space ie. Kids home. (talked about multiple times)*
- *Community partnerships with places like Wellspring & Captain*
- *More quiet spaces.*
- *More lifestyle/mental health programming.*
- *More info on community board.*
- *Provide a questionnaire and a suggestion box specifically for what the patrons want us to provide for them.*
- *Adjust existing form for program requests*
- *Bring back more computer classes/technology basics/Internet use*
- *We already provide a multitude of services*
- *Improve cell service.*
- **Posting YA news at HS & MS (Ambassadors)**
- **Programs for all ages to bring people together – bring people together**
- **Quiet Space**
- **Educate – differences – more healthy lifestyle, eat health food, exercise.**
- **Get the word out even more than we do now. Word of mouth?**
- **More food – food trucks**
- **Social workers**
- **More flexibility – in all areas – with rules**
- **Continue to offer wide range of materials**
- **Listening to the community with kindness**
- **Maintain a comfortable and safe space**
- **More security**

- ***Begin to assess the changing needs of community – adaptability***
- ***Listen to community – survey***
- ***Flexibility in services***
- ***Promote – be better ?? for library***
- ***Warm/quiet/cozy space – to counter anxiety & stress (meditation)***

- *Outreach to other libraries who have successful teen, young adult programs we could model.*

- Comfortable/safe in library
- Access to community services information through presenters, library website, handouts
- Opportunities for socialization
- Celebrated diversity/ideas/cultures
- Outreach – go where the people are – zoom programs
- Continue our wide range of materials in varying formats.
- Keep adapting to new technologies.
- Keep evaluating space and usage – make changes when needed
- Designate Quiet Space/Quiet time
- Label/advertise our beliefs/promotions
- More programs for children & teens to increase participation – especially less attendance limits and more meetings

- *We need to be role models in bringing people together, foster respect, reaching underserved community members. Spread information about available resources.*
- *Lead by example – Sustainability – draw attention to programming we already do and do more – recycling*
- *Productive conversation programming. How to have friendly conversations.*
- *Social services staff member or partnership*
- *Quiet place – meditation area – designated quiet area*
- *Improve Cell service.*
- *Quiet /De-stress*

- **More self checkouts.**
- **Eliminate overdue fines.**
- **Drop-in suite in collaboration with a not for profit agency to help families in need.**
- **Develop some sort of outreach to help in times of need like last weekend for homeless family.**
- **Collaboration with language depts of local colleges.**
- **Help Ali expand ELL**
- **Have socials services component at library**
- **Thank the friends – show gratitude**
- **Non-judgmental safe place – commitment to**
- **Diverse selection of materials and programs – but staying away from political programs.**
- **Security cameras**

- **Some type of programs for special needs patrons – appears to roam and no apparent direction**
- **More study rooms**
- **Sustainability**

Agreement between the Mohawk Valley Library System (MVLS) and the Southern Adirondack Library System (SALS) Joint Automation Project and the
Clifton Park-Halfmoon Public Library

The Mohawk Valley Library System and the Southern Adirondack Library System have jointly provided integrated automation services to their member libraries since 1983 through the MVLS/SALS Joint Automation Project. The Agreement between the two systems articulates the vision and mission of the Project, stating:

VISION: We will achieve excellence in the library and informational services in the eight counties communities through technology.

MISSION: MVLS and SALS will collaboratively support and provide access to an integrated automated library system through a joint automation project. We will respond to and assist member libraries with technical support, training and resources by utilizing current and emerging technologies.

The Joint Automation Council was established in 2003 by the two library system boards to "initiate policies and decisions regarding library automation services to the member libraries, recommend policy and advise the two System Boards on issues related to the provision of library automation services including funding".

The Joint Automation Council is a group of representatives from the member libraries and two systems and an 'unaffiliated' party. Libraries are encouraged to participate in the council and in its committees and user groups. A consortium requires all members' involvement to facilitate shared decision making so that local needs are considered, common policies formed and appropriate budgets developed.

The **Clifton Park-Halfmoon Public Library** understands that the MVLS/SALS Joint Automation Project is a cooperative project, sharing resources over the eight counties served by the two library systems and will work collaboratively with other member libraries, the Joint Automation Council, Joint Automation Staff and system staff to insure the efficient operation and security of the automated system for all participants.

With a shared patron database, each library is expected to enforce confidentiality laws and policies to ensure that all personal information including borrowing, requests, and information searches remain private. The Joint Automation Project requires all library staff, volunteers and trustees to respect every user's privacy. It expects libraries to enact appropriate local policies, procedures and necessary training to protect confidentiality.

Joint Automation Staff is the sole administrator of the ILS (integrated library system) including any central site hardware, software, and network equipment. Joint Automation Staff is the designated official contact with Innovative, our current automation provider for the Polaris ILS.

To facilitate the use of the automated system by the member libraries of the Mohawk Valley Library System and the Southern Adirondack Library System, the Joint

Automation Project provides automation services and support including, but not limited to:

- Provision of an online catalog, circulation, acquisitions, cataloging, and other functionality necessary to support library services
- Development, improvement and support of central site and local networks necessary for access to the ILS and providing library services to patrons
- Security measures including appropriate firewalls to protect the JA network
- Support for telecommunication services to provide staff connectivity to the ILS
- Full technical support of the network
- Support of member library automation needs during library hours and emergency support as needed
- Support of member library computers purchased through JA or with JA approval, including troubleshooting problems
- Loan of equipment for staff computers
- Hardware support for member library computer equipment including peripherals such as keyboards, barcode readers, and printers
- Hardware support for library local area networks, including wireless and other advancements in network technology
- Maintenance of appropriate files, reports, and other Polaris software applications responsive to member library needs
- User accounts on the Polaris System
- Email accounts and OneDrive access for library staff
- A Joint Automation Intranet providing information and support documentation about the automation system and services
- Coordinated purchase of computer equipment, peripherals, bar codes and other associated items
- Assistance with access to databases, if needed
- Consultation services on member library technology needs including wireless initiatives, local area networks, building projects etc.

The provision of these and other services is funded through State Aid and system funds received by the Mohawk Valley Library System and the Southern Adirondack Library System and by fees paid by member libraries. Grant funds are also pursued for specific automation activities.

Project budgets and member library fees are determined by a structure approved by the Joint Automation Council and the MVLS and SALS Boards of Trustees. Member libraries are billed on a monthly basis. Changes in the fee structure are announced by the Joint Automation Council and the two System Directors no later than March 1 of the year preceding any change.   Any changes become effective with the January billing (sent in February). Member Library payments to the MVLS/SALS Joint Automation Project represent resources used by that library and do not represent a financial equity in the system.

Library Responsibilities:
- Act in conformity with applicable New York State Law and Regulations of the Commissioner of Education
- Develop, approve and enforce a confidentiality policy that protects the privacy of all library users. All staff and volunteers will need to sign a JA security policy.

- Abide by the approved policies of the Joint Automation Project
- Follow system conventions for the entry of patron and item information into the shared database
- Notify Joint Automation staff of problems with network performance or connectivity as soon as possible after the problem is experienced
- Notify Joint Automation staff to report equipment or software problems
- Provide training to library staff that explains the Joint Automation Project and the needs for appropriate security of database records, transactions, and public and staff computers. The library staff member providing this training must have been trained by JA staff or the System trainers.
- Notify the Joint Automation staff as early as possible of impending building or other facility changes or plans that will impact the provision of automated services
- Notify the Joint Automation staff of staff changes
- Pay fees and charges as expeditiously as possible
- Provide a contact person for the library in the event of network problems occurring during library closed hours

This agreement may be terminated by mutual agreement of the parties or a library may choose to withdraw from the Joint Automation Project with 180 days (6 months) notification to both the Joint Automation Council and to the appropriate System Director.

In the event of withdrawal from the Joint Automation Project, the library is entitled to an electronic file(s) of patrons who reside in the chartered area, bibliographic records and item records. These files will be provided by Joint Automation staff in standard format at no charge to the library. Should the library require custom programming of these files, the Joint Automation Council shall determine an equitable charge for this processing. No portion of fees paid will be refunded if a library opts out of the project.

For the **Clifton Park-Halfmoon Public Library**

_____   Date:_____
Board of Trustee President

_____   Date:_____
MVLS Board President
   (   )

_____   Date:_____
SALS Board President
   (   )

Revised March 2, 2021