



DIRECTOR'S REPORT

April 2020

Staff and Volunteers:

From April 9 through the end of the month, staff answered 46 questions from patrons via phone (Google Voice) and 18 questions via email. The questions are usually related to reopening dates, overdue fines, help using our electronic resources, or patron account problems (expired cards, or patron doesn't know their pin #). One patron has been using our expertise in questions related to local history.

Staff have been working with students and parents from a class at Felix Festa Middle School to provide digital copies of books for a weekly book club.

Librarians and Library Assistants have called regular patrons to check on their welfare and let them know we continue to work for them in fulfilling our mission.

Staff have been taking advantage of the plethora of online learning opportunities: NYLA and ALA webinars, Niche Academy, Webjunction, LibraryWorks, Lynda.com. Topics range from producing quality online content, such as tech instruction, programming and reader's advisory, coping in difficult times, personal productivity, dealing with workplace conflicts, sexual harassment prevention training, and more.

Collections:

We are using a cost per circulation model for high demand and book club books via Overdrive. This model allows multiple users to access the same title at the same time.

April was a record-breaking month for Overdrive eBooks with 3354 circulations. It was also a record-breaking month for Kanopy streaming movies with 583 circulations and Hoopla (ebooks, digital audibooks, movies, music and more) with 753 circulations. We have recently begun adding Children's titles to the Overdrive collection.

The Library is now providing access to the online learning platform Lynda.com, which offers extensive training in business, software, technology, and creative skills.

Programs:

Our YouTube channel has over two hundred videos now; there have been over seven thousand views. Video topics for children include cooking with Miss Amy, Nature Walks with Mrs. B, Crafts with Miss Jen, and Rhyme Time with Miss Janet. The adult collection provides electronic resource instruction with Brian Jennings, Staff Picks by the entire Adult Services librarian staff, Local History videos by our own Ken Burns (Joe Barbieri), and tours of Mary Phillips’ lovely home garden.

Veronica Reynolds began offering live programs via Zoom: a conversation with author Mary Beth Keane and chair yoga. The frequency of online, live programming will continue to increase as our performers become more agreeable to offering online versions of their in-person programs. Concerts and art and history lectures will be offered in coming months.

Building and Facilities:

Custodians continue to go in for intermittent building checks and have performed some long-overdue tasks like carpet cleaning, top-to-bottom bathroom cleaning, and steam cleaning of upholstered furniture.

Monsey Glass has provided an estimate for “sneeze-guard” partitions for the three service desks.

Technology:

The staff continues to use and master the software necessary to operate a virtual public library: Zoom and Google Meet for videoconferencing, Google Voice for telephone reference, circulation, and patron account questions.

Miscellaneous:

As of this writing, there is still no definitive response from the State as to which phase of the NYS plan to re-open libraries fall into. There are arguments for both Phase II and Phase IV. We continue to plan as best we can without having an actual timeframe to work with.

Respectfully submitted,
Marianne Gallagher, Director
NEW CITY LIBRARY
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MG/kc