



DIRECTOR'S REPORT

November 2020

Staff and Volunteers:

Staff continue to provide exemplary customer service during these challenging times.

We have suspended the use of in-house volunteers during the pandemic.

Collections:

New videogames have arrived for the recently-released versions of Xbox and PlayStation.

Circulation of our *binge boxes*, collections of DVDs with varying themes, are starting to enjoy an upward trend in circulation.

Programs:

The *Take and Make* program for children distributed craft project supplies to 303 participants.

Countdown to Thanksgiving stories on our YouTube channel had 224 views.

Social media stats are up: Facebook followers are numbered at 682, Instagram has 956 followers, and Twitter has 161 followers.

The *He Said/She Said book group*, which meets monthly to discuss memoirs and biographies, had 23 online attendees at November's meeting. Author Jacob Tobia joined the group to talk about his book, *Sissy: A Coming-of-Gender Story*.

The long-awaited rescheduled program on *travel writer and librarian Horace Kephart* was held on November 18. Biographers Janet McCue and George Ellison answered questions about the man whose advocacy led to the establishment of the Great Smoky Mountains National Park. The program was co-sponsored by the Cornell Club.

Adult Services Librarian Nancy Moskowitz led a webinar for patrons on our **Investment Databases** (such as Value Line and Morningstar).

Online adult programming is approaching attendance levels of live programming compared to last month’s statistics.

Building and Facilities:

We had a number of **roof leaks** in the Children’s and Circulation areas of the Library. This is the older roof area that was not replaced during the roofing project of a few years ago. Precision Roofing was called in for the repairs.

One of the push buttons on the **elevator** next to the Adult Reference desk was broken and repaired.

Trane was here on November 25 to resolve a **heating issue** that was caused by air in the system.

The Negotiating Committee for the architect contract met twice during the month to review the Library’s insurance agent’s and attorney’s comments.

Finance & Facilities Manager Shibu Abraham and the Director met with Clarkstown Supervisor George Hoehmann and staff to discuss the possibility of using any vacant town facilities as a temporary location for the Library during renovation construction.

Technology:

We continue to offer once daily 30-minute Internet sessions to patrons.

The installation of a **new server** by RCLS is taking longer than planned. The physical installation is complete; remote work, such as the transferring of files, continues.

Miscellaneous:

A patron who would not comply with the new safety guidelines endorsed by the **Temporary Patron Code of Conduct** has been banned for three months. There

continues to be instances where staff must remind patrons to cover their noses or make their visit short.

There appears to be an increase in telephone reference requests but a **decrease in overall reference** requests. This may be due to the uptick in local COVID-19 cases.

The Library was closed to patron services on **Election Day**, November 3, in anticipation of building occupancy challenges. The Library was also closed for November 26, **Thanksgiving Day**.

Patron compliments:

Veronica, really enjoyed the Thursday yoga class. Thank you for bringing us programs to keep us engaged during this awful pandemic.

Many thanks for the excellent variety of programs you offer & all your efforts.

I found everything I needed. It’s a great place. (Google review)

One of the best libraries in Rockland County. (Google review)

Respectfully submitted,
Marianne Gallagher, Director
NEW CITY LIBRARY
December 11, 2020

MG/kc