

To: The Greene County Legislature
From: The Greene County Libraries Association
S. Ray, President
Re: 2014 Annual Report
Date: April 1, 2015

*The mission of librarians is to improve society through
facilitating knowledge creation in their communities.*

David Lankes, University of Syracuse

2014 Total County Funding Received: \$32,700

The Greene County Libraries Association (GCLA) consists of eight public libraries which fall into four different types.

Library	Address	Type of Library
Athens (DR Evarts) Library	80 2nd St., Athens	Special District
Cairo Public Library	512 Main St., Cairo	Municipal
Catskill (& Palenville Branch) Public Library	1 Franklin St., Catskill	School District
Coxsackie (Heermance Memorial)	1 Ely St., Coxsackie	Special District
Greenville Library	11177 Route 32, Greenville	Municipal
Mountain Top Library	52 N. Lake Rd., Haines Falls	Association
Hunter Public Library	7965 Main St., Hunter	School District
Windham Public Library	5370 Rte 23, Windham	Municipal

GCLA 2014 Budget: \$32,700

Greene County Resident Support: \$ 20,500

60% of the county funds received are allotted to Resident Support and distributed equally to each of the eight libraries. Funding helps to both equalize library services within the county and to provide service to county residents who are not directly served by a chartered library.

Technical Training / Support: \$ 3,800

Each library offers computers for the public that are used constantly. In order to maintain and repair these computers and ensure they run smoothly, GCLA uses this portion of county funds to compensate IT personnel, whether from the Mid-Hudson Library System or local individuals and/or companies.

Online Databases: \$ 3,000

As the use of print-reference material has declined and the use of e-reference material has increased, libraries have responded accordingly. This portion of county funding goes to electronic resources such as:

- **Testing & Education Reference Center:** Practice exams such as GED, SAT, ASVAB, US Citizenship, ASVAB (Military) and Civil Service Exams.
- **Chilton Auto Repair Guides:** Do-it-yourself diagnostics, diagrams, and step-by-step instructions from how to change your oil to how to overhaul your engine.
- **Mango Languages:** A language learning system that teaches real conversation skills for practical communication. Spanish, Italian, Gaelic, & Russian, etc.
- **Proquest:** Newspapers & Magazines.
- **Tumblebooks:** Animated, musical, talking, interactive picture books.

Downloadable / eBooks & Audio books: \$3,200

With the popularity of eBooks steadily increasing, this portion of county funding is used to purchase new and popular content.

Preparation of Annual Tax Report: \$500

As a 501C-3 organization, we comply with all applicable regulations and in order to be completely transparent with taxpayer/county funding, we use an outside accountant to review and prepare our taxes.

GCLA Outreach: \$1,100

County funding goes toward publicity for banners, posters, flyers and brochures for county-wide library events and/or reserving GCLA informational tables/booths at Health, Book and Youth Fairs. GCLA is also a Hudson River Valley Heritage member which allows the uploading of images into an online digital library.

Book Page Subscription: \$600

A portion of county funding goes towards this monthly book review publication. Book Page focuses on new releases and reviews are tailored for the general public. The publication is very popular with patrons and greatly assists librarians with collection development.

Library usage statistics

- Library visits: 248,323
- Computer Usage: 63,022
- Program attendance: 20,860
- Total circulation: 315,230

While libraries understand the importance of statistics, we also highlight the human-interest stories that accompany them.

Greene County Library (GCL) Services, Stories & Thank You's**Diverse collections**

All Greene County libraries are part of the Mid-Hudson Library System (midhudson.org). As system members, all patrons served have access to the collections of all 66-member libraries within five counties - Columbia, Dutchess, Greene, Putnam & Ulster. Collections include Books, Movies, Music, Video Games, Board Games, Leaps, Nooks, Newspapers, Magazines, Reference, Local History & New York State material. Before dawn six days a week, vans crisscross the five counties delivering material to each library in order to fill patron requests.

Reference & Readers Advisory

In addition to answering daily questions from our regular patrons, all GCL's frequently see visitors to the Catskill region. Many stop first at the local library to get their bearings, check email, look through the local history resources, and to ask library staff about surrounding sites.

Thank you note from a Vermont couple:

Last month my husband and I visited [a Greene County town] and tried (without luck) to find the location of the jewelry store my great-great grandfather owned. After we'd returned home [your Reference Librarian] contacted us and went out of her way to locate the store and even sent us pictures of it. We deeply appreciate her kindness and assistance.

Free Internet & Wi-Fi

All Greene County Libraries provide public access computers and wireless for all ages. For many, the local library is the only internet access point in their community.

Patron J. visited a GCL for help setting up her new iPad. Library staff sat with her and coached her through such things as connecting to the library's wifi, synching her email and Facebook accounts, taking and saving photos, creating password protection and downloading eBooks.

Early Literacy Programs

Early Literacy, or 'storytime' programs include stories, songs, crafts and snacks. Such age-appropriate programs have long proven to prepare our youngest patrons for the future. Kids learn how to socialize, respect others, concentrate on various tasks, use their creativity and imagination and work on their fine motor skills. Such programs also give parents & guardians the chance to network and socialize with others in their community.

Two GCLs offer a 'traveling' storytime which introduces participants to their local community in a unique way. Library staff work with local business owners to tailor the event to their particular business. Kids and parents tour a variety of businesses and get a front row, hands on look at pizza making, creating bank accounts, bicycle safety and maintenance, T-shirt production, pet shop creatures, courtrooms, the inner workings of restaurants and cafes, the phone company, realty and insurance companies, music shops, etc. At each event, library staff read stories related to the business and the merchants talk about and give tours of their business while all participants enjoy healthy snacks and drinks.

Job Seekers

All Greene County Libraries (GCL) regularly help people with job searches and writing resumes. Many organizations do not accept print or hard copies of job applications anymore. Applicants are told to submit 'online' but are not given help to do so. Library staff frequently help people with this process. Library staff also frequently help people who need one-on-one assistance with the very basic of computer skills. These services are provided daily at all GCLs.

Patron W uses a GCL several days a week for on-line job searching. Library staff showed him how to save his resume in his email and how to upload it into online job applications. He was happy to let us know that he found a job thanks to the help he received at the library.

Patron MJ is re-entering the workforce after many years away. He came to the library when he heard from a friend that GCLs offer one-on-one computer help. Staff was able to direct him to the library databases rather than the random internet searches that he had been unsuccessful trying.

Incarcerated

MHLS provides service and support to each of the six state correctional facilities in our region. Libraries are also often the first stop for those recently released after a term of incarceration. Staff has found these interactions to be critical.

Patron A, who had been incarcerated for two years, was recently released from jail and has resumed parenting duties of his daughters who are two and four years old. Dad and the girls frequently visit a GCL to read stories, explore kid-friendly iPad apps and do arts and crafts. Library-time has given Dad a chance to make up for lost time with his girls as well as socialize and network with other parents in the community. Library staff is on hand to recommend library and community resources.

The use of print reference material has declined in libraries but the need for such material is constant within the correctional system. Many prisons limit computer use for inmates so print resources are in

great demand. Many GCL donate up-to-date reference material (Chase's Calendar of Events, Grant resources, Literary Marketplace) to correctional facilities.

Programs & Events

All GCLs offer unique programs and events as well as meeting space available to the public.

GCLs offer amnesty during the year. certain pre-specified items are brought in, the library will waive patron fines. In addition to 'Food for Fines' many libraries accept School Supplies, Diapers, & Toiletries. County Libraries have found that Amnesty programs prove to bring former patrons back, patrons that may have been timid about their overdue fees. All donated items then go back into the community to benefit those in need. Amnesty is often held during National Library Week in April.

Kid-Friendly

Summer Reading Programs

Every year, each GCL participates in the New York State-sponsored Summer Reading Program and tailor their program to the 'theme' (2015 theme = *Every Hero has a Story*). From June to August, participants sign-up, log their daily reading and receive incentives & prizes. The goal of the SRP is to encourage and challenge children, teens & adults to read during the summer months. Each library also offers unique themed-programs as well as skilled performers and special events such as jugglers, face painters, nature programs, and magic shows.

A parent who brings her child to a GCL story hour every week told staff that her child wakes up every morning asking if it is 'Library day'.

Many GCL's have iPads available for kids. At a few GCL's, iPads are situated so that parents/guardians can work on a computer on their own and still have a direct line of sight while their little ones explore the kid-friendly iPad apps.

A GCL was having maintenance work done in the evening. The worker apologized for having to bring his 10-year-old daughter with him while he worked. Library staff said it was the perfect day of the month because it was Therapy Dog day. Staff explained that kids who struggle with reading (or even if they don't) can read to the dog in a judgment-free environment. Therapy Dogs don't get annoyed, don't poke fun if a word is mispronounced or if a child stutters and they love belly rubs and to be used as pillows. The daughter spent an hour with the dog, reading or listening as others read aloud and was happily content throughout the hour. The worker was so impressed and grateful that he gave the library a discount on the maintenance job and then signed himself and his daughter up for library cards.

A family uses a GCL every Wednesday for their family visitation. A dad with full custody of his daughter brings her to visit with her mom. Mom, Dad and daughter use the children's area or the meeting rooms. They've said that that the library is the only place where they can meet and feel comfortable. The daughter, who hopes to be a cosmetologist and/or nail technician, practices her nail polishing techniques on both mom and dad.

Office Equipment

GCLs provide office equipment - color & black & white printers & photocopiers, fax machines, scanners, staplers - for public use.

A mom and two middle school-aged daughters came in to a GCL at closing time. They were in a panic because a project was due in the morning and the girls had not finished. Their printer at home was out of

toner and they needed color pictures for their poster board. Library staff helped find pictures they liked, taught them how to save and resize each one before printing and how to print multiple pictures on one page in order to save money. Mom was impressed by the selection of photos available online and by the quality of the prints. She thanked staff for staying late and left a very generous donation.

A young woman who works full time and is taking a full schedule of online college classes visits a GCL several times a week to use the wifi. One of her professors emails library staff her exams each month. The student takes the exam in the library and uses the scanner to send the exam back to her professor. She said that without the wifi and scanner, she would not be able to complete her college classes online.

A gentleman came in to a GCL to scan and email several pages of a document to his attorney across the country. He was delighted to find that the library not only offered scanning service but he could also email the document to his attorney's email directly from the scanner (photocopier).

A young mom and her 3 year old visit a GCL every week. They work on the coloring pages that staff makes available in the kids area. After they finish, they make color copies of each page on the library photocopier. After staff showed them how to use the photocopier themselves, it became the highlight of the 3-year-old's visit each time. He loves to press the buttons and watch the ray of light move and wait for the page to roll out of the machine. He has since told staff that he plans to bind all the coloring pages into a booklet and mail to his dad who is serving overseas in the military.

Thank You's

When an older patron who visited one GCL several times a week (and a favorite patron), passed away, his family asked if a library staff person would speak at his funeral. Staff said yes, absolutely. The GCL then received the following note:

Dad was truly blessed to have such a caring group of people to share with and look out for him. Your thoughtfulness and kindness has been a gift to our entire family.

From a patron who received computer assistance to sign up for health care insurance:

I want to thank [a GCL staff] for their considerable help getting me get into the . . . NYS Health Plan Marketplace [to] sign up for health insurance. If the library did not have computers available to the public, I would have been in a very bad way. If the [staff] had not had computer skills and nimble minds and generous willingness to help . . . I would still be sitting in front of the monitor, insurance-less, trying to figure out what to do! I want to thank (individual staff names) for your kindness and assistance. Oodles and tons of appreciation to the lot of you!

From a thank you note sent to a GCL:

Each of us who reside in [a GC town] are most fortunate to have the services of [a GCL]. Every one of your employees offers professional, polite and very pleasant interactions when dealing with its readers and computer users.

Patron M. visits a GCL every week to ask staff to place holds on movies, specifically westerns, for his father who resides in a nursing facility. After L. had come to library and spoke of how his dad was disappointed in his (L's) movie picks, staff taught him how to search the online catalog from his cell phone. L. now searches the catalog (of all 66 libraries) *with* his dad who tells him right away which titles and which actors he will (primarily John Wayne) and will not watch. On his next visit, M thanked the staff members who had helped him and told them how much time, worry and angst this process had saved him and how it has greatly improved their father-son time together.

GCLA is extremely thankful for the funding received from the Greene County Legislature. We thank you for recognizing the unique role libraries play and your continued support allows us to deliver much-needed free programs and services to our communities, many of which are not available elsewhere.

Our sincere thanks,

Jake Widrick (Athens), Debra Kamecke (Cairo) Sue Ray (Catskill),
Linda Deubert (Coxsackie), Barbara Flach (Greenville), June Bain (Hunter),
Elane Farley (Mt. Top Library), & Candace Begley (Windham).

Operating Fund Receipts**Budget**

1	Greene County Legislative Grant	32,700.00
2	Mid-Hudson Summer Reading Grant	
3	Other Income	
4	Reserve Fund	

Total \$32,700.00

Total Operating Fund Receipts \$32,700.00

Beginning Balance Cash

Balance **\$32,700.00**

Operating Fund Disbursements**Original
Budget**

1	Technical Training / Support	3,800.00
2	Greene County Resident Support	20,500.00
3	Online Databases	3,000.00
4	Downloadable / eBooks & Audiobooks	3,200.00
5	Preparation of Annual Tax Report	500.00
6	GCLA Outreach (Fair, Brochures/HRVH)	1,100.00
7	Book Page Subscription	600.00
8	Other - Meeting Expenses, Misc.	

Total \$32,700.00

Total Operat. Fund Disbursements **\$32,700.00**