

To: Greene County Legislature
From: Greene County Libraries Association
S. Ray, President
Re: 2015 Annual Report
Date: April 1, 2016

We need to attend closely to 'social infrastructures', the facilities and conditions that allow connection between people. [U]rban resilience can be measured not only by the condition of transit systems and basic utilities and communication networks, but also by the condition of parks, libraries and community organizations. [O]pen, accessible, and welcoming public places where residents can congregate and provide social support during times of need but also every day.
- Eric Klinenberg

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The Greene County Libraries Association (GCLA) is made up of eight public libraries:

Library	Address	Category
Athens (DR Evarts) Library	80 Second 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	6093 Main St., Tannersville	Association
Hunter Public Library	7965 Main St., Hunter	School District
Windham Public Library	5379 Rte 23, Windham	Municipal

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\$32,700: Total County Funding Received in 2015

The funding received from the Greene County Legislature is distributed among the following categories:

\$20,500: Greene County Resident Support

60% of county funding is equally distributed to each Greene County Library (GCL) for resident support. Monies are used for patron services exclusively, not utility bills or maintenance, etc.

\$3,800: Technical Training / Support

Each library has computers for public use and to ensure technology is up to date and running properly, this portion of county funds are used to compensate IT personnel whether from the Mid-Hudson Library System or local tech support.

\$3,000: Online Databases

As the use of print-reference material has declined and the use of E-reference material has increased, libraries have responded accordingly, dedicating this portion of county funding to electronic resources such as:

- **Testing & Education Reference Center:** Easy to use practice exams: GED, SAT, ASVAB (Military), US Citizenship, 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 resource that teaches real conversation skills for practical use. Spanish, Italian, Gaelic, Russian, etc.
- **Proquest:** Newspapers & Magazines
- **Tumblebooks:** Animated, talking, interactive picture books

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

The popularity of e-material continues to increase so a portion of county funding is used to purchase new, popular content.

One GCL reported this statistic on their 2015 Annual Report to NY State: Electronic Material Circulation = 12,568; in 2014 that number was 7,845.

\$1,100: GCLA Outreach

A percentage of county funding is used for outreach – publicity, etc. GCLA is also a Hudson River Valley Heritage member and county funds allow for the uploading of images into HRVH's digital library.

\$600: Book Page Subscription

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. Book page is hugely popular with patrons and greatly assists librarians with collection development.

\$500: Preparation of Annual Tax Report

GCLA is a 501C-3 organization and uses an outside accountant to review and prepare our taxes in order to be completely transparent with taxpayer/county funding.

Greene County Library (GCL) Services & Stories

* Diverse collections

All GCL's are part of the Mid-Hudson Library System. As system members, patrons in five counties - Columbia, Dutchess, Greene, Putnam & Ulster - have access to the collections of all 66-member libraries. Collections include books, movies, music, video games, leaps, nooks, newspapers, magazines, reference, local & New York State history material. Patrons can place holds on any item found in the online catalog (search.midhudsonlibraries.org) and have them delivered to their local library. In the wee hours six days a week, courier vans drive throughout the five counties delivering material to each MHLS-member library.

Books: One GCL patron, E, was so pleased when his Celtic Design book-request arrived from another library that he shared his story: library books changed his life. He'd been browsing the shelves one day when he came across the book that sparked his passion for leather work. He then showed off a beautifully intricate leather pouch that he'd made and flipped to a picture in the book that had inspired the design. He said his work has introduced him to many local artists who share his passion and who he has since introduced to the library.

Newspapers: GCL patron B is addicted to crossword puzzles. Every week he visits his local library to complete the daily puzzles from the library newspapers. When staff caught him in the act, he thought he'd be banished. Instead, staff offered to make photocopies of the crosswords free of charge so he could complete them anytime, anywhere at his leisure. B was so grateful that he began putting a few dollars in the library donation jar every week before picking up his puzzles. He now regularly quizzes library staff on some of the harder clues.

Movies: GCL staff also recommended the DVD 'Wordplay' (the fascinating documentary of the American Crossword Puzzle Tournament which showcases the NY Times crossword puzzles) to patron B (see above) to help further encourage his addiction. B so loved the film and the fact that a crossword puzzle tournament exists that he now plans to enter the tournament as a participant.

Patron A and her son J visit weekly to choose movies at their local GCL. After staff taught them how to use the online catalog and they realized they had access to 66 library collections, they were hooked. J, who is autistic loves music and computers. He quickly learned how to limit catalog searches to dvd-musicals. J now regularly place holds on their favorites. Mom said that the music & songs have helped J become more verbal with family members and while at school.

* Technology

All GCLs provide computers and wireless access for public use. For many, the local library is the only internet access point in their community.

* Job Seekers

All GCLs regularly help people with job searches and writing resumes. Many organizations do not accept print or hard copies of job applications. Applicants are told to submit 'online' but are rarely given help to do so. Library staff consistently help with this process. Also, library staff assist people every day who are in need of one-on-one assistance with the very basic of computer skills.

Patron D tried to apply for a local job. When he called the company, an automated voice told him that all job applicants must apply online on their website. D. had never applied for a job using a computer. He arranged for a one-on-one tech support session at his local GCL. Staff helped D navigate the website, input his information and, as D had only a hard-copy of his resume on hand, staff showed him how to email a copy to himself using the library's photocopier and then upload that copy to the website. D was so surprised and impressed with its technology that he compared the library to NASA 😊

Small business owner E came to his local GCL for help to become more tech-savvy. He wanted his business to be more efficient but had no idea where to start. Staff worked with him and discovered the two best programs to suit his needs were Microsoft Excel and Quick Books (an accounting software package for small to medium-sized businesses that keeps track of customers, billing & payroll functions). He liked the idea of Quick Books and staff directed him to the library bookkeeper, the Quick Books-guru. She in turn helped him understand the basics while finding him QB library books, websites, as well as a salesperson at a local tech store who could help him further. Months later Ed returned to thank staff for their help explaining that QB had completely revolutionized his business and made him super competitive in the market. He was even able to hire his own bookkeeper-guru which freed him to continue with what he liked best - sales & customer service.

GCLs are often the place to go for help with personal hand-held devices. Many folks come in needing help with their Apple products. While staff is happy to help, they often direct such folk to 1-800-MY APPLE where Apple-product owners can get all the help they need for as long as they need from the company that sold them the product.

* Youth-Friendly

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, to respect others, to concentrate on individual tasks, to exercise their creativity and imagination and to work on their fine motor skills. Such programs also give parents & guardians the chance to network and socialize with others in their community.

Four-year-old M had been participating in a GCL program called Follow That Book since she learned to walk. In the beginning, she was very shy and wouldn't play with the others. As she continued to attend and she and mom got to know library staff, M became more comfortable and confident. While each FTB location changes (twice a month FTB visits a different community business) the basics remain the same: teaching kids (and their grownups) social skills, proper public-space behavior, how to share, and of course skill-building (recognizing numbers, letters and colors) in preparation for the school years ahead. M has also learned how to make pizza (Village Pizza), how to feed and care for rabbits (Young's General Store), how to order at a café/restaurant (La Conca d'Oro, Verdigris Tea, Miguelos, Garden Gate Café), how to plant and care for vegetable and flowers (Springside Organics), etc. Also each visit contains the same 'stations' (coloring, snacks, storytime) to keep those with shorter attention spans busy and active. Three years later, M is now 'the veteran' FTB-attendee who helps the younger ones get acclimated. Mom has had high praise for the program and been ecstatic at M's growth as well as the number of other families they have met.

Teen T visited his local GCL and asked for help with an assignment that was due early the next morning. Instead of directing him to a computer, staff showed him the World Book Encyclopedia. T was skeptical of using a P(print) book but after staff showed him how to 'navigate' (using the index, etc.) he was amazed at the information it included. He especially liked how the information was easily organized by subject and he didn't have to scroll through lists of websites as on Google. Staff then showed him the ONLINE World Book Encyclopedia which he liked even more as he could easily access the site from his home computer. He also learned about peer-reviewed articles and how to properly cite online sources. Staff helped T meet his early-morning deadline

*** 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.

Patron W arrived at his local GCL after a long incarceration. He would visit every week, reading the newspaper until gathering the courage to ask staff a question. When W very timidly asked where he could go for help using a computer, staff said they'd be happy to help him right then or he could set up an appointment for one-on-one assistance at a more convenient time. After weekly hour-long sessions with library staff, patron W felt more confident and soon confessed that he wanted to create a Facebook account so he could keep in touch with his daughter. He had lost touch with her after his incarceration and thought Facebook might be a way to 'break the ice'. Staff helped him create an account and helped him navigate the sight. Soon he was confident enough to work on his own at a public computer and began sending messages to his daughter. After three months of silence, W finally got a reply from his daughter. They began corresponding and exchanging photos through Facebook. After six months, his daughter invited him to her home for Thanksgiving. When W returned, he told library staff about his visit and shared photos of his daughter and grandchildren who were now part of his life.

*** Programs & Events**

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

One GCL offered a 'Mitten Tree' during the Thanksgiving and Christmas holidays. Patrons could 'give a pair, take a pair' and/or donate other winter clothing in exchange for their overdue fines being forgiven. Staff noticed that many of their teens were not dressed warmly enough for the winter months and suggested they 'shop' at the mitten tree. Many teens were able to fashionably supplement their winter wardrobe (hats, coats, scarves and gloves) with Mitten Tree donations.

*** Reference & Readers Advisory**

The Catskill Region is a popular tourist destination and all GCL's frequently see visitors from other parts of the country. Local History collections and NY State history items see increased usage especially during the summer months

*** Home (Office) Away from Home**

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

Patron N was having trouble sending a 30-page fax from a GCL. She was getting more and more distressed as the library and the company to whom she was sending the document were closing soon. Library staff checked the number, found it to be incorrect and suggested she email the document from the library's photocopier. Afterward, N called the company to confirm they'd received the email and all was well. N thanked staff for their kindness and returned the next day to get a library card for herself and her five-year-old daughter.

Thank You

GCLA is extremely thankful for the funding received from the Greene County Legislature. The GCLA is sincerely thankful to the Greene Co. Legislature for recognizing the importance of public libraries and for consistently fighting for continued funding. We will continue to work to be worthy of such support and help build a stronger county.

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
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Total Operating Fund Receipts		\$32,700.00
Beginning Balance Cash		













Balance		\$32,700.00
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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
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Total Operat. Fund Disbursements		\$32,700.00
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Calendar of Events						
Catskill Library & Palenville Branch Library						
Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
National Library week		April 10-16	Catskill's Spring Break	April 25-29		
						
3	4 Catskill: Art Club Drop-In, 4pm	5 Palenville: Tiny Tots, 10:30am Photo. Club, 6:30pm Catskill: Lego Club, 4pm	6 	7 Palenville: Breast Cancer Support Group, 6pm	8 We offer one-on-one technology help by appointment 518-943-4230 	9 Catskill: Noon Movie: <i>The Good Dinosaur</i> , 12 noon
10	11 Catskill: Art Club Drop-In, 4pm	12 Palenville Tiny Tots, 10:30am Catskill: Lego Club, 4pm	13  FOLLOW THAT BOOK 394 Main 394 Main St., Catskill 10am	14 Palenville: Afternoon Activity: Destress with Adult Coloring Books, 1:00pm	15 Taxes Due 🎵	16 Palenville: Vegetable & Flower Seed Exchange <i>Bring some, take some</i> 10am-2pm
17	18 Catskill: Art Club Drop-In, 4pm	19 Palenville Tiny Tots, 10:30am Photo Club, 6:30 Catskill: Lego Club, 4pm Thabiso, 5pm	20  Find us on Facebook	21 Palenville: Homeschool Meetup, 1-3pm Book Club, 6:30pm Sedition by Katharine Grant ➡	22 	23 
24	25 Catskill: Art Club Drop-In, 4pm	26 Palenville Tiny Tots, 10:30am Adult Craft Project: Design a Canvas Tote Bag, 6:30pm Catskill: Lego Club, 4pm	27  FOLLOW THAT BOOK Hyer Expectations 8 W. Bridge St 10am	28 Palenville: Adult Game Night, 6:30pm Catskill: Wii Video Games, 2 - 4pm	29 Palenville: Afternoon Movie for Kids: <i>Norm of the North</i> , 1:00pm 	30 

Dates/times may change. Please call for updates: Catskill: 518.943.4230 / Palenville: 518.678.3557

April hath put a spirit of youth in everything. William Shakespeare

Save the date!

★ Tuesday, May 17, 2016 ★

Library Budget Vote
6am-9pm, Catskill High School
Your Vote Counts !

Not sure if you're registered to vote? Check with:
 The School District Clerk's Office / 343 West Main St., Catskill / 518-943-4696
 AND/OR the Greene County Board of Elections/411 Main St., Catskill/518-719-3550

See Director, Sue Ray for budget information: director@catskillpubliclibrary.org / 518-943-4230.