

**Schenectady County Public Library (SCPL) Long Range Plan of Service
2020 - 2023**

2020 - 2023 Summary/Evaluation of Goal Accomplishments

The Schenectady County Public Library System (SCPL) serves a population of 158,089 (2021) with the Central Library and 3 branches in the city of Schenectady as well as branches in the communities of Duaneburg, Glenville, Niskayuna, Rotterdam, and Scotia. Chartered as a municipal library, funding is provided through the Schenectady County Legislative budget. The Friends of the SCPL provide funding for enhancements to the library in the areas of resources, programming, and facilities. Successful grants and donations add to library financials.

Mission Statement

The mission of the Schenectady County Public Library is to meet our community's informational, educational, cultural, and recreational needs by providing free and open access to a comprehensive range of materials, services, and programs. A Trustee must act in good faith, and in the best interest and goals of the Schenectady County Public Library.

Vision Statement

The Schenectady County Public Library strives to be the first choice for information and the center of knowledge for the community. The Library System enriches the entire County by providing excellence in library service, empowering individuals, families and children from the many diverse communities in Schenectady County. The Schenectady County Public Library creates opportunities to participate, connect and discover by:

- Ensuring freedom of access to information
- Anticipating and meeting changing needs of our diverse communities
- Assuring equitable access to the library's resources and services
- Promoting literacy in all its forms
- Encouraging lifelong learning
- Providing spaces and resources for people to come together as a destination center
- Developing partnerships in the community in support of our vision and goals

The Schenectady County Public Library Board of Trustees is using the correlates of the Vision Statement as goals for planning. A ninth goal has been added centering around compliance concerns. Ongoing work is being done to maintain a strong library presence in the community as reflected by the goals.

Note: In 2020, the COVID-19 virus disrupted library service to Schenectady County. All branches were closed early in the year, online resources only were available, and staff was reassigned to help the County with emergency services until such time as a reopening protocol could be put in place. Later in the year, curbside pick-up was begun; branches were opened with limited hours as per Schenectady County guidelines. The long range plan summary for 2020 reflects this. SCPL administration and staff went above and beyond to help the community with

library services as best as could be done under the circumstances; this should be recognized as one reads the 2020 evaluation of the plan.

In 2021, SCPL began a partial reopening and after Labor Day scheduled hours in order to be in alignment with the NYS regulations as the Central Library for the Mohawk Valley Library System. A hybrid system of in person and online remained for programming and meetings.

In 2022, SCPL fully opened with resumed programming and in-person meetings. A great amount of time and effort was put into preparing for the spring retirement of the Executive Director and eventual hiring of a new director through the work of the Search Committee.

2023 became a transitional year as the newly hired Executive Director's tenure began.

Goal One: Ensure freedom of access to information.

- **The SCPL will provide diverse resources in various media formats.**

2020 - In March, when New York State government closed all libraries, patrons were allowed to sign out materials that could be kept for the duration of the library closure with no accumulation of fines. Online resources were made available via Overdrive/Libby and Hoopla. These platforms have materials for all ages which means children learning at home had reading materials to continue building their literacy skills. Schools made available the technology necessary for virtual learning so these resources should have been accessible to all. Instant cards were set up as well so that all citizens could download these materials. As the year progressed, patrons could reserve materials, be assigned a time for pick-up, and retrieve items via curbside pickup. Reservations could be made at open branches for computer use and other technology needs. Wi-Fi was available outside library branches for the community to use.

2021- Resources expanded for more online e-books for all ages. This was a result of the needs of remote learning and the suspension of curbside pickup. A summer survey of the community indicated that participating patrons largely come to the library for currently published items. Collection development addresses this. Computer use time was restored and then expanded Adult Services Director Mary Ann Warner used her skills as a certified data carpentries instructor to assess collections, evaluate usage across the system to encourage better selection decisions, and also assist in data transfers related to digital content access.

2022- The materials budget decrease led to cuts in spending for all formats this year. Some collections were combined allowing us to reduce duplication of content, while maintaining access. For example, some branch paperback collections were combined with Adult Fiction. We continue to evaluate collections and selection practices as circulation began to bounce back post-pandemic. Hoopla was cut by 6% for 2022, but circulation increased by 37%. Certain formats are rebounding or growing nicely like print and digital fiction and

nonfiction. Others like audiobook and mass market paperback continue the downward trend seen prior to COVID. We hope to fund the Literacy, Foreign Language and branch Adult Nonfiction collections in the coming year.

2023 - A revision in the process of collection development and purchasing began.

- **The Planning Committee will revisit the technology plan annually to ensure up-to-date technology for patrons and staff is included in the library budget.**

2020 - The Technology Committee met to discuss the impact of the budget constraints on the purchasing of new equipment and services. The reduction of branch access by the public put a strain on the WiFi as users congregated in library parking lots and grounds to access broadband for school and recreational purposes. In addition, the County's use of the library as a hub for some other County functions put a strain on existing bandwidth. For these reasons, the committee identified increasing the broadband signal to accommodate the needs of its users as high priority. Replacing older computers and related equipment was also impacted by budget constraints and the reduction of physical access to library branches. Although computers continue to age, which drives the need for replacement, they are also experiencing less wear and tear as branches were either closed or had reduced hours. The Tech Committee decided to lower the priority of replacing computers on a regular basis, continue to monitor each computer for performance and in-warranty repair, and replace them as needed and as the budget permits. Related equipment, such as printers and networking devices will be upgraded at all branches as they have reached or exceeded their lifespan. Color printers at all branches will replace monochromatic printers as patrons have requested and as color printer costs have come down over time. Although the Pandemic has affected the budget and the use of, and need for, technology at SCPL, the Technology Committee continues to balance the needs of its patrons and staff with challenging budget conditions.

The audio visual systems at the Niskayuna and Rotterdam branches were enhanced early in the year. Security cameras to be updated.

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2022 - The pandemic drove many technology considerations as our patrons' needs changed. Prior to the pandemic, many would come to the Library to use our computers to browse our collections, search our databases, and search the Web for job opportunities, news, and events,. During the pandemic, with libraries often closed to patrons, our library enhanced its Web access to be more accommodating to our patrons.

As the pandemic restrictions started to ease and libraries were opening back up to the public, the question became, "How will our patrons use the Library now?". We created a straw poll to get an unofficial sense of the answer to that question. The results confirmed our suspicion that patrons now had the knowledge and equipment to use the library remotely and many prefer to continue to do so.

Routine upgrades on desktops and workstations were conducted in all branches. The networks at Glenville, Niskayuna, Rotterdam, Scotia, and Woodlawn were upgraded allowing for the power and data transfer to be more robust and reliable.

2023 - All branches will have self-checkout stations with the capability to pay account balances with a credit card.

Potential technology projects include upgrading mobile printing option for the public, improving public print/copy/scan/fax equipment and experience, adding a room reservation software with an improved event calendar so the public can easily request a room reservation for all of our bookable spaces online, adding print and PC management software at all locations, and adding a scheduling software to easily document and communicate schedules library-wide.

The Technology Committee was disbanded; the library administration will incorporate updated technology needs into the budget planning process.

Goal Two: Anticipate and meet changing needs of our diverse communities.

- **The SCPL trustees, staff, and partners will ensure that library services and resources meet the needs of the community recognizing diverse cultures, languages, ages, and abilities.**

2020 - See Goal One. In addition, library administration and staff were deployed to help with call centers, coordinating food and other services along with County agencies. Karen Bradley noted that many calls came from familiar SCPL patrons.

2021 - The McChesney Room was identified as the viable option to set up computers for county residents in need of a means to register for a COVID-19 vaccine. KBJ was used as the initial Vaccine POD for the Schenectady County Health Department and continues to be a POD site on Sundays. Staff and volunteers, including library board members, were available to help residents. The KBJ branch was identified as an early voting site. The Youth Services summer reading program held activities in parks throughout the County ensuring that they were accessible to the community if transportation was an issue. Recognizing the connection between access to books and literacy, the STARS program resumed distribution of diverse young children's books at SiCM and Schenectady County Public Health's WIC office in July. Additionally, STARS distributed free, diverse books and literacy activity kits to 150 families through the Schenectady County Public Health Services Schenectady Healthy Families program and to students at Destine Preparatory Charter School.

2022 - After much research, a proposal was made to the Board of Trustees to eliminate fines on overdue materials. This was passed and implemented. Being fine free lifts the barrier for community members to access all library materials and computers. Through the Mohawk Valley Library System, community members may now apply for a library e-card rather than having to come into the building to sign an application. The County Public Health Department continued vaccine PODs in the McChesney Room, especially for children as well as outside at the Green Market on Sundays. STARS made use of volunteers from the Wildwood Programs, which serves individuals with learning disabilities, neurological impairments, or autism. The Wildwood volunteers prepared and delivered STARS books to SiCM, WIC, and added the Office of Children and Family Services waiting room in 2022. STARS also added Baby Cafe participants to its list of book recipients. Due to an increase in demand, 50% more bilingual STARS books were purchased and the early literacy tips in each book were translated into Spanish. The Friends donated children's books to the Schenectady City Schools and the SiCM summer lunch program.

2023 - Recognizing a need for books for the youngest county residents, STARS launched Books for Babies at Bellevue (BBB) in January, 2023. BBB ensures every newborn baby in Schenectady County is gifted with a new, diverse board book, and their caregivers receive

early literacy information before going home with their baby. Our newly written policy of fine elimination which also includes a new upper limit for lost items was brought into alignment within the circulation system. This required working with our staff as well as the staff at the Mohawk Valley Library System. A policy revision was made allowing all County residents to secure library cards regardless of age. New techniques to meet the needs of youth with sensory sensitivity are being piloted in select early literacy classes.

- **The SCPL will continue to collaborate with other community organizations to help meet this goal.**

2020 - Karen Bradley and Devon Hedges handed out winter wear to the community at Vale Cemetery in conjunction with the County Health Public Service project. The library kicked off a Schenectady Strong 2020 Community Art project in collaboration with C.R.E.A.T.E Community Studios and Kids Art Festival. The Karen B. Johnson Branch served as an early voting place for the primary and general election. The McChesney Room and other meeting rooms at the Johnson Branch also served as a site for the Grand Jury during the COVID shutdown. The Schenectady County Manager's office asked us to collaborate and participate in a grant from the Institute of Museum and Library Services that will provide Wi-Fi access in the Mont Pleasant area of the city, as well as enable the library to loan out "hotspots" to those areas of the county where there is also limited access. SCPL, along with other area organizations, was a sponsoring agency for an anti-racism program and culminating event with author Edie Glaude interviewing via teleconference.

2021 - The staff continued to do contact tracing for the County as time allowed. The Bornt Branch was used as a pop-up vaccine POD for the County Health Department as was the KBJ Branch parking lot on Sundays. As the vaccine began being offered to children ages 5-11, the McChesney Room was used as a POD. Assistant Director Hedges attended a Long Term Care Picnic representing the library. The antiracism initiative continued with the library as a partner. The Dreams of Equity initiative held a series of programs at the library, including a presentation by Jason Benitez, and a writing project led by Miki Conn. Book talks were also conducted at library branches to go along with this study. Copies of the community-read book *The Souls of Black Folk*, by W.E. DuBois, were available through the library. Karen Bradley and Kaela Wallman represented the library at the City of Schenectady's Juneteenth celebration. Mont Pleasant Branch served as the presentation site of an award to city officials by Assemblyman Santabarbara for the Craig-Main Connection initiative. SiCM. had a summer lunch program at library branches. Various branches served as summer cooling stations.

2022 - SCPL partnered with the Schenectady County Historical Society on their application to the Capital District Library Council for a \$5,000 grant. Library staff represented the library at a community information table at Juneteenth events and a celebration in Central Park highlighting participation in the NYS summer reading program. The Comic Con

returned drawing a large crowd to the KBJ Branch with activities for all ages, including some centering around literacy and art. SiCM began its free summer lunch program at both KBJ and Mont Pleasant Branches. SCPL's Youth Services Department participated in the Summer Youth Employment ProGear through SJTA. An intern from the Schenectady County Connects program helped at the Whitney Book Corner. Special education students from Schalmont High School's Work-Based Learning Program volunteer weekly during the school year and the summer for the Youth Services Department. Work-Based Learning is a mentoring and hands-on job training program for which the Youth Services Department of KBJ is a site participant.

2023- Partnerships with Catholic Charities and The Schenectady County Department of Health enabled the library to provide emergency, publicly accessible Narcan doses. The library foyer at KBJ and the Phyllis Bornt branch are the locations for these Nalox Boxes. During hours when the foyer is open to the public, anyone in need or hoping to help will have access to two doses of Narcan along with brief, concise instructions on administering the anti-overdosing treatment. Catholic Charities will monitor and ensure adequate supplies. Assistant Director Devon Hedges gave a presentation at the Lighthouse restaurant for about 50 former engineers and researchers from Knolls. Assistant Director Hedges presented to the Schenectady Rotary Club regarding library initiatives; STARS volunteer Meg Levine also presented on that program.

Goal Three: Assure equitable access to the library's resources and services.

- **The SCPL needs to evaluate the hours of operation and staffing for each SCPL branch.**

2020 - Evaluation will be done as the library re-opens and the budget concerns are realized. Administration needed to follow NYS guidelines on re-opening which affects hours and staffing.

2021 - The cleaning staff was brought under the supervision of the library administration. As the library reopened, staffing needs were evaluated and requests to fill orders were placed with the County.

2022 - As the branches reopened, the hours established spread out over the system to ensure availability to the community at various times of day.

2023 - The Director initiated a plan to stabilize and ensure staff availability and accessibility to the public for our advertised operating hours, that they get the help they need when they come in or contact us, and that we have what they're looking for or can help them find it. An overhaul of branch hours of operation was initiated including a new staffing model. This will include some revision in program offerings until the model is fully implemented.

- **We will conduct a feasibility study assessing service delivery to differently-abled patrons.**

2020 - Due to closure, this was not completed as planned with focus group meetings. The staff took the closure opportunity to re-assess collection priorities and update space and funding allocations to meet demands more effectively.

2021 - With many of the programs conducted virtually, those unable to come to the library were able to participate. This opened up potential to continue to provide access to those in living facilities and the homebound. This also applied to children's programming for those with transportation issues who could not visit branches in person. This also allowed for the consideration of maintaining a hybrid format to include individuals with disabilities.

2022 - Virtual programs continue as well as youth services' make-and-take projects. In early 2022 and through the summer, virtual and hybrid events such as make-and-take or grab-and-go projects continued, with a slow transition toward the resumption of regular in-person events. Due to the staff time required, and the costs associated with the make-and-take projects, they were discontinued in late 2022, when decreasing virus numbers allowed for in-person events to fully resume. Adult Programming offered 25 virtual programs in 2022. This increase in offerings was based on the results of an adult programming survey in 2021 that requested more virtual and digital content for our adult patrons. Programming covered science, art, crafts, and history. The crafting programs had a make-and-take component so patrons could participate from home.

2023 - The Board of Trustees and The Friends, with a generous donation of books and transportation help, represented SCPL at Brookdale Senior Living on Union Street, Niskayuna with a clean out and upgrade to the resident's library. Books are also provided to Trinity Presbyterian in Scotia in support of its jail ministry as well as Schenectady City elementary schools providing children with reading books.

Goal Four: Promote literacy in all its forms.

- **The SCPL will implement the Family Place Library model at the Hon. Karen B. Johnson Library.**

2020 - This was tabled until such time as SCPL recoups from the COVID shutdown.

2021 - Implementation of the Family Place Library model was placed on hold pending staff hiring and temporary services budget for 2022.

2022 - Plans began in order to accomplish this goal. Despite an empty staff position in the YS Department, the librarians with Family Place Library training credentials began to

implement the model at the KBJ Library. Library circulation staff is being trained and Stay & Play is being offered at the Bornt and KBJ libraries.

2023 - Implementation continues.

- **The SCPL will maintain literacy partnerships with other community organizations.**

2020- Kaela Wallman reached out to various organizations for grants for the STARS program including the Schenectady Zonta Club. Stewarts presented a \$1000 grant to the Mont Pleasant branch to honor a grand opening of a store and also awarded the Woodlawn Branch a \$1000 grant. A MVLS Foundation Dream- and-Do grant of \$1000 was received. SCPL collaborated with C.R.E.A.T.E Community Studios and Kids Art Festival to allow the community to share, via writing or other visual means, feelings about the challenges of the global community.

2021 - The Youth Services Department received a MVLS \$4,500 grant for seven of the branches that paid for summer outreach to the community and programming needs stemming from the pandemic. Zonta Club granted \$5,000 (submitted to the Friends account) for the STARS program to continue at WIC and SiCM.

2022 - The Youth Services Department received a MVLS \$4500 grant for nine locations that paid for summer programming and support materials. MVP donated \$11,430 to STARS for the installation and one year of materials to fill a STARS shelf at Schenectady County's Office of Children and Family Services. The Adult Programming Department forged new community partnerships in 2022 with The Adirondack Kelly Center run by Union College, The Electric City Barn - a subdivision of the Albany Barn, the Schenectady County Historian, Glenmont Job Corp, and the Niskayuna Town Historian. Additionally, the library benefited from a Digital Literacy Grant that MVLS received to teach digital literacy skills to our adult patrons.

2023 - The Summer Reading theme of "All Together Now" provided programming partnership opportunities with Animal Protective Foundation, Cornell Cooperative Extension's Sustainable Living Center at Central Park, the Arkell Museum, miSci, Tang Museum, CREATE Community Studios and NiskyNow. MVLS awarded summer grants funds to SCPL for a smoothie bike for Bornt & Mont Pleasant libraries as well as funding for coding classes at the Central Library. Youth Services' STARS program received funding from private institutions and individual donors including the Judith Stein Family Fund, First Reformed Church of Schenectady, the Dake Family -Stewart Shops, the Friends of SCPL, 1st National Bank of Scotia, and MVP. Library staff was represented at the Books for Babies event at Bellevue Hospital expanding access to books for babies.

- **The SCPL will continue to promote all forms of literacy.**

2020 - Many of the literacy programs were put on hold due to the system being closed. A summer reading program for all ages was conducted with virtual sessions centering around story times, craft and STEM projects, and presentations by community experts. Grab-and-go bags of supplies were put together to be used with online virtual workshops for children. Teens were also provided with age-related programs. These virtual programs continued even when branches began a limited opening. Story walks in local parks were set up in which stories were turned into illustrated posters able to be read by park visitors. Staff effectively used social media and the library website to update the community on new purchases and progress in reopening. Initiative was taken to keep the community enriched with programming even though in-person events could not be held.

2021 - The story walks continue in various county locations. The Schenectady County ABC Hunt was conducted throughout the county. The summer youth program conducted diverse programs, as did the teen writing program. A Youth Services newsletter promoting activities was sent out on a regular basis to communicate with the community.

2022 - The story walks continued off-site, and diverse programming was held in local community parks and at all SCPL libraries during summer reading. Youth Services continue to inform the community about available activities and resources through the library website and the department e-newsletter sent to community members. A large variety of adult programs have been conducted. The Chapters newsletter and the library website again list programs and services for all ages at all branches.

2023 - The story walks continue as well as pop-up story times in the Central Park garden; diverse programming in parks and branch libraries were held once again for the summer reading program. Youth Services continue to inform the community about available activities and resources. Adult offerings continue with books clubs in each branch as well as off-site for social interaction. Quaker and Rotterdam Branches began a Homeschool Hour. The Chapters newsletter and the library website again list programs and services for all ages at all branches.

Goal Five: Encourage lifelong learning

- **The SCPL will continue to provide a variety of cultural, educational, and recreational programs to individuals of all ages.**

2020 - See Goal Four. The Friends offered the noon programs via Zoom and promoted them through email blasts, their newsletter, and Events Calendar. Future 2021 winter programming, Great Discussions and Beat the Snow will be conducted in a similar manner.

2021 - The noon programs coordinated by The Friends continued in hybrid fashion; the Reels program resumed; Beat the Snow music concerts, a Friends initiative, were held. An adult programming librarian was in place and planned programs including a late Fall author program. A survey was conducted by the adult services librarian to gather community information on the types of programs desired going forward. The Youth Services Department conducted virtual story hours, STEM and STEAM activities via YouTube with take away kits to complete the project, a Schenectady County ABC hunt focusing on various landmarks throughout Schenectady County, story walks in parks, a summer reading program with outdoor programs in various parks, and writing projects for Teens.

2022 - The adult programming librarian continues to plan a wide variety of programs which are communicated via an online newsletter, as well as in Chapters and on the library website. A \$10,000 ALA Rescue Plan Humanities Grant was applied for and received. The grant allowed for close to 30 Humanities based programs that promoted continued education. Programming included: a film showing and talkback with director of *Whitewashed: The Racism Project*, a film in comedy-series, a living memoir writing workshop, history programming, civic programming, book discussions, and a panel discussion about the Russian War on Ukraine. The Youth Services Department continued a vibrant offering of classes for babies, preschool, school-age, and families ranging from STEM/STREAM sessions, to more traditional literacy-focused events. A special emphasis on teen programs emerged in 2022, per the County's strategic initiative, with the resurrection of Teen Writing Club, Teentober, Stranger Things Mystery Room, and Teen Grab-and-Go kits. Youth programs similar to adult events are communicated via an online newsletter, the Friends newsletter, the SCPL Youth and Families Facebook group, in Chapters and on the library's website.

2023 - Book-a-Librarian either by sign-up or drop-in allows one-on-one assistance to learn various technical skills and/or how to access online resources and reading materials. Technology classes, book clubs, and craft session continued. Beat the Snow concerts and REELS continued as well. Author visits continued with Willie Deane, Tony Hillery, Tiffany Jackson and Jeff Sharlet; author Jerry Craft was the main event for a day of summer reading celebration for all ages. STEAM and STEM activities were conducted for children of all ages, literacy activities, exploration sessions for toddlers, and early literacy for babies. Adults experienced writing, art, crafting, music, and lectures.

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- **We will adequately invest in appropriate educational materials for all ages.**

2020 - Investment was made in online materials that could be accessed by the community which were so needed, especially by families with virtual learners. The Friends reopened its used bookstores and organized five smaller sales in order enhance access to materials.

2021 - The Friends of the Library provided funding for an updated collection of materials at the Woodlawn Branch. Through the survey conducted by the Board Planning Committee, community members indicated that their main reason for coming to the library was to access new and popular books. This showed the need for continuous spending to ensure an adequate collection for all branches in this area. The Friends contributed revenue for additional purchases of digital content since limited access to the print collection was available all year.

2022 - The Friends of the Library contributed \$3000 to the educational materials fund for the purchase of e-content designated for children and teens. This is a welcomed addition to the digital resources available to youth who have grown accustomed to accessing those resources during the pandemic. With a grant awarded through the American Library Association, the American Rescue Plan, and the National Endowment for the Humanities, the Adult Programming Department was able to purchase film equipment. This equipment was used to produce a local history miniseries that provided virtual programming. The equipment will be used in the coming years for continued adult educational programs.

2023 - Youth Services collections had significant increases in usage following renovation work or relocating. Woodlawn, Bornt, Rotterdam all saw circulation increase by more than double, as did the Parent & Teacher collections at the Hon. Karen B. Johnson Central Library.

Goal Six: Provide spaces and resources for people to come together as a destination center.

- **The SCPL will conduct an annual branch library facilities review.**

2020 - Due to the Coronavirus, and the closing of all library facilities, the 2020 facilities walk-through was not done. This will resume in April of 2021.

2021 - This was conducted in May of 2021.

2022 - This was conducted in April of 2022.

2023 - This was conducted in April of 2023.

- **Based on the facilities review a project plan will be developed to address identified needs.**

2020 - Status of construction projects is as follows:

Mont Pleasant - Construction project of new library and parking was totally completed including punch list, paving, and re-construction of the 6th Street entrance.

Woodlawn - Paving project is complete.

Rotterdam

2021 - Potential reconfiguration project with no additional money is needed.

Niskayuna

2021 - Potential parking lot reconfiguration and handicap accessibility.

No other projects were recommended to the Finance Committee. Cleaning of windows and carpets were done as per schedule in 2020 and were put on hold until 2021 finances unfolded. Second floor renovations were put on hold indefinitely.

2021 - **Status of construction projects is as follows:**

KBJ- A beautification project was completed around the building using Esther Swanker bequest funds to clean and add landscaping. A damaged window in the children's area was replaced.

Scotia - The addition was projected to be completed by the end of 2021 as well as the rehabilitation of the building including new furnishings. The new roof was completed.

Woodlawn - Inside and outside renovations were completed.

2022 - **Status of construction projects is as follows:**

Glenville -LED lighting installed, furniture updates

Karen B. Johnson - Reform Architects have met with Library Administration and the Building Committee to prepare plans for the second floor

Niskayuna - Library parking lot reconfiguration; new circulation desk and LED lighting installed, HVAC replaced, LED lighting installed

Quaker Street - HVAC replaced, LED lighting installed

Rotterdam - The project includes new flooring, circulation desk, public computer desks, updated children's area, new furniture throughout various sections, including program room tables and chairs, HVAC replacement, LED lighting installed

Scotia - Reopened in January with the completion of the renovations and expansion addition for community and library programs and meetings, LED lighting installed, furniture updates, window replacement

Woodlawn - Roof replaced.

Additional- KBJ and Branches – County will contract for landscaping. Metroplex will continue to do the weeding, etc. at KBJ until landscaping firm is found. The carpets and windows will be cleaned before year's end at all branches except for Rotterdam carpets as they are new. EV stations were installed at all branches.

The following projects were identified for 2023 as a result of the annual facilities tour:

Bornt – New Chain Link fence

KBJ – New roof, Cooling tower replacement, Interior paint.

Scotia– Sidewalks (need to coordinate with the village), Deck and new plants.

Glenville – Roof replacement, sidewalks, HVAC replacement, roof replacement

Niskayuna – Interior paint

Quaker – Siding near back door;

Rotterdam – Interior paint, Security Panel Upgrade

Woodlawn – Parking barrier, Door crash bar

2023 - **Status of construction projects is as follows:**

All Branches - carpet cleaning and window washing by County completed; LED lighting begun and into 2024, fire alarm protection system considered into 2024

Glenville - sidewalk upgrade, new sign, and other outside improvements, roof replacement

Karen B. Johnson - Roof replacement completed; Landscaping in place; basement and second floor clean-outs, renovation of 2nd floor begun with electrical work and moving of some staff offices, drop-ceiling installation, HVAC system replaced; public area tile and grout cleaned.

Niskayuna - Interior painting completed; LED lighting Landscaping plan developed, new furnishings,

Quaker Street - HVAC system installed by County; garden improvement

Rotterdam - Landscaping plan developed; painting anticipated into 2024

Scotia - sidewalk upgrade; charging station installation

Woodlawn - Landscaping plan developed; Staff door replacement

2024 - The following projects were identified as a result of the 2023 tours:

Glenville - Landscape project

Mont Pleasant - canopy

- **We will provide safe, clean spaces for our staff and patrons.**

2020 - Up to the COVID closure, the Safety Committee met to address strategies to ensure the safety of staff, patrons, and facilities. Training of staff to handle various situations was recognized as a priority need. The Safety Committee also met to plan for the re-opening, including addressing concerns such as contact tracing, maximum occupancy, following state guidelines, and safety incidents that might arise. Reopening demanded sanitizing all aspects of the library which needed to follow local and NYS guidelines and for which new policies were written. Carpet cleaning and window washing is an ongoing goal for each branch, as well as custodial maintenance.

2021 - The Policy Committee wrote an extensive reopening plan for all branches taking into consideration the handling of materials, cleaning, and staff confidence that a safe work environment exists. This was created taking into consideration the guidelines from local and state agencies. Security officers were assigned to the KBJ, Mont Pleasant, and Bornt branches on a regular basis. The cleaning staff is now under the direction of the library administration allowing for more direct contact as to what needs to be done at the branches to keep them clean and maintained. Devon Hedges worked with PESH for building safety risks. The Bornt Branch carpets were cleaned in June.

2022 - Staff members attended the first De-escalation for Vulnerable People training. The library facilities were toured with the Adirondack Cabling, Inc. representative for security camera and equipment upgrades. Safety walkthroughs of all locations were held with the Emergency Management Team and Employee Safety Coordinator. The Safety Committee began to meet again. All branches are expected to have carpets and windows cleaned by the end of the year except Rotterdam as they are new.

2023 - Homeless Training funded by the Friends was rolled out with positive feedback.

- **We will solicit feedback from each community branch in order to access needs.**

2020 - On hold as all branches were closed.

2021 - The Branch Committee resumed meetings in the Fall. Focus groups that were discussed to be held at each branch were on hold until staffing and COVID stabilized.

2022 - The Branch Committee resumed meetings with branch representatives to assess specific needs of each branch. A plan has been developed to hold community meetings in 2023 from which ideas will be gathered in creating the next long range plan of service as well as to introduce the newly hired executive director to the community.

2023- The Branch Committee met in early 2023, but a decision was made to suspend with this committee in the future. Community meetings were placed on hold until such time as a decision is made on a format for a new long range plan of service.

Goal Seven: Develop partnerships in the community in support of our vision and goals.

- **The SCPL will continue to develop relationships with other community organizations in order to meet its goals.**

2020 - See Goal Two.

2021 - See Goal Two

2022 - See Goal Two

2023- See Goal Two

- **The SCPL will strengthen these relationships in order to expand its resources.**

2020 - As part of the County Call Center, library administration and staff directed citizens to proper help and services needed during the COVID shutdown, many of whom were recognized as library patrons. Work on a grant for access to the Foundation Directory Online was begun in partnership with miSci. The Mont Pleasant branch was used as a cooling station during the summer for the residents of the area.

2021 - Cooling stations were continued during the summer.

2022 - Cooling stations were once again continued along with the summer lunch program; the County Public Health Services Department conducted community vaccination pods at the KBJ Branch along with the Latinos collaborative at the Bornt Branch. Funding was received for projects including \$25,000 in Legislative aid to the Scotia Branch, We collaborated with The Schenectady County Historical Society on their application to the Capital District Library Council for a \$5,000 grant. Grant applications to MVLS resulted in \$75,012 in grant funds for the Glenville projects, including roof replacement and hardscape renovation.

2023- Cooling stations were continued during the summer as well as summer lunch sites at KBJ and Mont Pleasant. A blood drive was conducted by the Schenectady County Health Services Department in the libraries as well as COVID tests being made available to the public. The Bornt and KBJ served as early voting centers.

Goal Eight: Insure a sound financial foundation for the SCPL so that it may continue to provide materials and services to the community.

- **We will prepare an annual budget that adequately meets the goals of the SCPL.**

2020 - Due to the consequences of the COVID shutdown, the Finance Committee built the 2021 budget within guidelines set by the County as they followed the process that has been used over the past several years. Unexpected expenses were incurred as the reopening plan occurred. A Board of Trustees Bequest Committee was formed to plan expenditures of funds that have been left to the library.

2021 - A budget was submitted for 2022 following the process established by the Finance Committee and library administration. Included was staffing that was needed to sustain branch hours and the revenue needed to meet the demand for materials. Advocacy was done by the administration for this budget as well as at a County Legislature meeting.

The Bequest Committee began allocating money for various projects including landscaping and clean up at the KBJ branch. Also, additional bequests were received.

2022 - The 2023 budget was built based on staffing needed to meet the needs of the community, as well as taking into consideration the work undertaken by the current staff. The technology committee included funding requests, as did the facilities committee for proper upkeep of the buildings. Bequests and anonymous donations were made to the library.

2023 - Adequate staffing is a budget priority in order to carry out the SCPL mission and long range plan goals. An updated Civil Service list was acquired from which candidates are interviewed for vacant positions.

- **We will collaborate with the Friends of the SCPL to enhance private contributions.**

2020 - The support of the Friends was needed as the re-opening moved forward. Small books sales were held; the bookstores were reopened with limited hours to raise revenue for this year. Revenue is recognizably less than in previous years. Online sales also continued.

2021 - 2022 - The Friends revenue raising projects were reinstated including the Spring and Fall book sales, online sales and re-opening of the bookstores. Several bequests were made to the Friends and generous expenditures were made to the library for materials

including an allocation to the Youth Services for the STARS program. The Friends of the Library provides all of the funding for Youth Services and Adult programming as well as staff development.

2023 - Members of the community kept the library in mind with their final estate planning with several bequests received this year. The Friends continue the book sales, online sales, and bookstores in order to provide funding for programming and other needs outside the library's regular municipal budget.

- **We will assess SCPL's staffing to ensure that we meet the goals of this long range plan of service.**

2020 - This was tabled until such time as SCPL recuperates from the COVID shutdown.

2021 - The summer survey conducted addressed the hours and days that the community would like the branches open. This along with staff resignations determined the amount of staff needed to be hired to meet minimum standards as well as the long range plan. The community members participating in the survey were complimentary about the service staff provided as well as their appreciation of the staff and the library system itself.

A Search Committee was established in collaboration with the County Manager to find a replacement for the retiring Library Director.

2022 - The Search Committee continued its work by evaluating applications, conducting interviews, and recommending a final candidate for the position of executive director which resulted in filling the position. Canvassing is still being done in order to fill specific staff positions.

2023 - The Executive Director reworked administrative staff roles to provide a more efficient organization. A new staffing model for the branches which is in the planning stages will require filling a number of positions.

Goal Nine: The SCPL Board of Trustees will ensure we are in compliance with any NYS Library regulations.

- **The Board of Trustees will conduct an annual policy review.**

2020 - The Policy Committee drew up a reopening policy to support the steps library administration and staff had to take and follow for resuming services.

2021- Updates to the by-laws were done confirming that the number of Trustees is set at 15 appointed by the Schenectady County Legislature. Additionally, the by-laws were amended to state that three consecutive unapproved absences would be deemed a resignation, and

that the vacated seat will be filled by a new board member for the duration of the unexpired terms/s.

2022 - An amendment was made to Section 6.1 (Lending) and 6.2 (Fines and Fees) of the Board of Trustees Policy Manual.

2023 - The Policy Committee amended Section 6.1 (Lending) and 6.2 (Fines and Fees) that centered around types of library cards issued by SCPL. Additionally, the Committee added Section 2.2 to the Policy Manual that affirms the American Library Association Bill of Rights.

- **We will review the 2021 new standards and work to ensure compliance.**

2020- We determined that the new minimum standards would be met within the best of our ability in and around reopening. Board of Trustees members were provided a document of the standards and the status of our compliance as well as what needed to be done to meet them. For the most part, SCPL met these standards with delegation to committees to firm up compliance. Doug Bixler, design and marketing professional, updated the system's website to meet the standards.

2021-2023 The library staff and board continue to follow the guidelines to be in compliance in all areas. For more information go to <https://www.nysl.nysed.gov/libdev/ministan.htm>