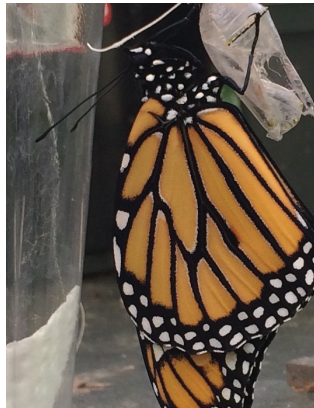


# 2017 ANNUAL REPORT

UPPER HUDSON  
LIBRARY SYSTEM  
Together.  
For Better Libraries.





## UHLS MISSION

We strengthen public libraries in Albany and Rensselaer Counties, providing essential services to connect people and information.

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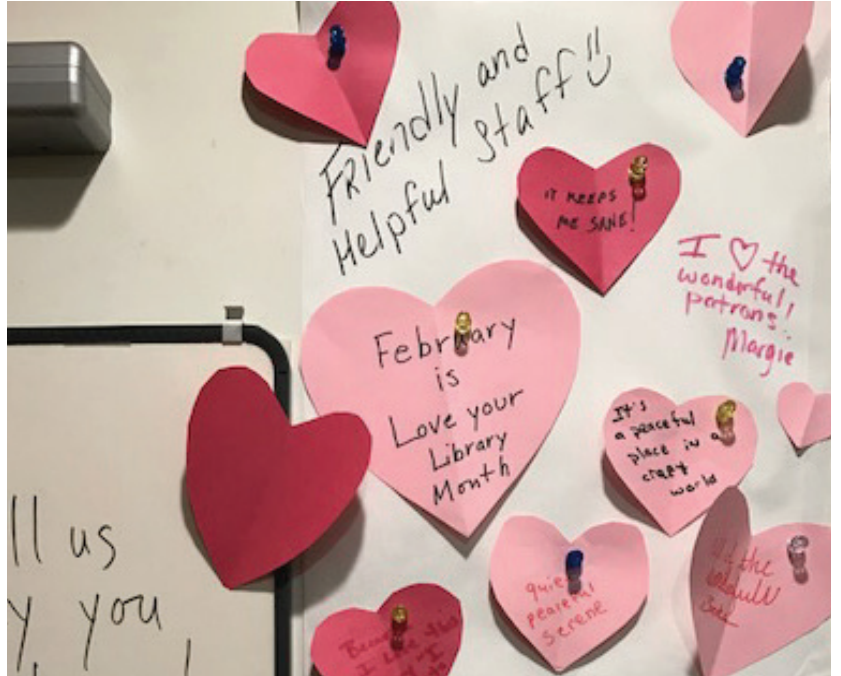
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# WELCOME

Welcome to the 2017 Annual Report for the Upper Hudson Library System. This year we've changed the format of the report. We are continuing to provide the vital statistics on the latest year of service, but we're also highlighting the UHLS member libraries and the transformative work they do in their communities every day. The purpose of UHLS is to leverage New York State funding, along with the member libraries' contribution, to provide the services, the support and leadership, and the connections needed to allow every member library to deliver the highest level of library service possible in their community. The UHLS mission statement explains it well - "We strengthen public libraries in Albany and Rensselaer Counties, providing essential services to connect people and information." This is our only job and it is a job we do largely behind the scenes, so it is only appropriate that our member libraries take center stage in this annual report.

We asked each of our member libraries a series of questions that were designed to give them the opportunity to think about 2017 and share with us what they felt was most important to their library and to their community. Their thoughtful and compelling responses make up much of the body of this report. As I said above, UHLS works behind the scenes with every one of our member libraries, but the System is included in the report too. Throughout the report you will see specific information related to the essential services provided by our hard working UHLS team.

This report can be used in a number of different ways. The statistical tables give a complete picture of the member libraries as measured by a variety of library data points. Member library staff and trustees can look through each section to identify their contributions, but they can also use it as an "idea book" to inspire new activities and projects at their library, or it can be a directory of other libraries to contact to further explore a specific idea or initiative. And I would encourage legislators, funders, and decision makers to spend some time with this report to learn more about the positive difference our public libraries make in every community they serve and the important role that public library systems play in building and strengthening those services.

Fulfilling our mission each year is most definitely a team effort. As illustrated throughout this report, the member libraries make their communities better every day; the dedicated staff at UHLS help to make those local successes possible; and finally the Trustees of the Upper Hudson Library System provide the strong and stable leadership necessary to ensure that the people of Albany and Rensselaer Counties have public libraries that help their communities live, grow, and thrive.

*Tim Burke*

## **UHLS STAFF**

**Timothy Burke**  
*Executive Director*

**Deanna DiCarlo**  
*Manager, Adult & Outreach Services*

**Jona Favreau**  
*Manager, Administration & Finance*

**Mary Fellows**  
*Manager, Youth & Family Services*

**Joe Thornton**  
*Manager, Automation Services*

**Robert Carle**  
**Rawdon Cheng**  
**Anne Pitlyk**  
**Diane Riganti**  
**Joseph Sherry**



# 2017 LEADERSHIP

*We thank the individuals listed below for their dedication and service to UHLS and the member libraries.*

## **2017 BOARD OF TRUSTEES**

Tara Ricard, *President*  
Antonio Booth, *Vice-President*  
Fred Wobrock, Jr., *Treasurer*  
Sarah Goff, *Secretary*

Matthew Finn  
Evelyn Greenstein  
Herb Hennings  
Jill Dugas Hughes  
Janet Ivory  
Susan Keitel  
Michael Poost  
Lisa Scoons  
Yvette Terplak

## **2017 DIRECTORS ASSOCIATION**

Melissa Tacke, *Chair*  
Tim Wiles, *Vice-Chair*  
Natalie Hurteau, *Secretary*

## **DIRECTORS ASSOCIATION REPRESENTATIVES to the UHLS BOARD**

Jill Dugas Hughes, *Finance Committee*  
Matt Graff, *Administration Committee*  
Natalie Hurteau, *Services Committee*

# UHLS Member Libraries

## **Albany Public Library**

Karen Strong, Board President  
Scott Jarzombek, Director

## **Altamont Free Library**

Christine Carpenter, Board President  
Joe Burke, Director

## **Berlin Free Town Library**

David Theriault, Board President  
Sharon Vogel, Director

## **Berne Public Library**

Marion Burghart, Board President  
Judith Petrosillo, Director

## **Bethlehem Public Library**

Mary Redmond, Board President  
Geoffrey Kirkpatrick, Director

## **Brunswick Community Library**

Fred Wobrock, Jr., Board President  
Natalie Hurteau, Director

## **Castleton Public Library**

Olivia Karis-Nix, Board President  
Melissa Tacke, Director

## **Cohoes Public Library**

Carol Clingan, Board President  
Matthew Graff, Director

## **William K. Sanford Town Library**

Craig Blair, Board President  
Evelyn Neale, Director

## **East Greenbush Community Library**

Michael Poost, Board President  
Jill Dugas Hughes, Director

## **Grafton Community Library**

Leanna Sweet, Board President  
Estella Hovnanian, Co-President  
Natalie Hurteau, Director

## **Guilderland Public Library**

Bryan Best, Board President  
Tim Wiles, Director

## **Cheney Library**

Colleen Doyle, Board President  
Carol Gaillard, Director

## **Menands Public Library**

Diana Praus, Board President  
Lenny Zapala, Director

## **Nassau Free Library**

Kurt Vincent, Board President  
Tracey Clague, Director

## **North Greenbush Public Library**

Kenneth Bogdan, Board President  
Daryl McCarthy, Director

## **Petersburgh Public Library**

Christina Hibbs, Board President  
Melissa Lockett, Director

## **Poestenkill Library**

LouAnne Lundgren, Board President  
Marge Morris, Director

## **RCS Community Library**

Marie Sturges, Board President  
Judith Wines, Director

## **Rensselaer Public Library**

Johanna Burnham, Board President  
Jane Chirgwin, Director

## **Rensselaerville Library**

Janet Acker, Board President  
Kimberly Graff, Director

## **Sand Lake Town Library**

Kathy Gundrum, Board President  
Melinda Fowler, Director

## **A. E. Diver Memorial Library**

Teresa Beamish, Board President  
Nicholas Matulis, Director

## **Stephentown Memorial Library**

Scott Menhinick, Board President  
Kim Roppolo, Director

## **Troy Public Library**

Evelyn Greenstein, Board President  
Paul Hicok, Director

## **Valley Falls Free Library**

Ralph Marino, Board President  
Kelly Akin, Director

## **Voorheesville Public Library**

Janna Shillinglaw, Board President  
Gail Sacco, Director

## **Watervliet Public Library**

Kevin Moran, Board President  
Kelly Vadney, Director

## **Westerlo Public Library**

Laura Tenney, Board President  
Sue Hoadley, Director

# YEAR IN REVIEW

## October 2017 | NYLA President | UHLS

The gavel has been passed! The Upper Hudson Library System Executive Director Tim Burke began his term as the 2017-2018 New York Library Association President.



## UHLS - Behind the Scenes

Throughout this report, look for these boxes to see many of the key services and accomplishments of UHLS and its staff from the 2017 year.

## WINTER

### January 2017 | New Logo | Valley Falls

We finalized the new library logo to make our brand clearer in public communications.

### Early 2017 | Reader's Poll | Bethlehem

Bethlehem Public Library was voted "Best Place to Spend a Rainy Day" in Capital Region Living Magazine's readers poll.

### January 2017 | Cake Pan Collection | Poestenkill

We started loaning out cake pans! We have a great collection thanks to the generosity of patrons bringing us their seldom-used shaped pans. We also purchased a few to complement the collection.

### January 2017 | Library Links | Albany

We expanded Library Links - a book delivery service to homebound senior citizens - to every branch in our system giving more city residents access to library books and materials.

### February 2017 | I Love My Library Gala | Altamont

Our 10th annual gala, which raised nearly \$18,000 for the library. This year we honored the Train Station Quilters, a group of community minded crafters who have donated a tremendous amount of time, artistry, and energy to improve their community.

### February 2017 | Construction Starts | Westerlo

A complete reconstruction of the space formerly occupied by the Town Museum to create a new program and community room. The project is funded by a \$75,000 construction grant, matched by \$25,000 raised through local funding.

### February 2017 | Food for Fines Program | Castleton

Patrons gave back to our community with the library's month long program, allowing patrons to "pay" their overdue fines with donations of nonperishable food items and personal care items. They were donated to the Anchor Food Pantry.

**February 2017 | Chocolate Friendly | Poestenkill**

The library was filled with the smell of chocolate! A chocolate fountain, samples of delicious chocolate treats and a bake sale for Love Your Library Month.

**March 2017 | New Furniture | Berne**

Funding from the Friends of the Berne Library made it possible for us to purchase a bistro set for the teen area, and a cozy oversized chair for the children's area.

**March 2017 | Music Launch! | Schaghticoke**

We kicked off a new initiative called Music Launch! that offers free introductory music lessons to local kids.

**March 2017 | Going Wireless | Westerlo**

Thanks to a 2016 Special Legislative Grant from Senator Amedore, we replaced all of our staff and public computers and added a new all-in-one wireless printer. No longer hard-wired to workstations, patrons can now take a public laptop wherever they feel comfortable. The wireless printer is also accessible from personal devices.

**March 2017 | Joint VAFL / SCHG Board Meeting**

We had our first joint board meeting with Schaghticoke with a goal of creating a shared vision for library service in our neighboring communities, resulting in the launch of a shared community calendar on both library websites, and a campaign to increase community participation by publishing events on the calendar.

**SPRING****April 2017 | Drug Take-Back Days | Guilderland**

Two very successful Drug Take-Back Days (April and October) collected enormous amounts of expired, unused, and unnecessary prescription and over-the-counter medications; these events are held in cooperation with the Guilderland Police Department and the Drug Enforcement Agency.

**April 2017 | New Director | Petersburg**

Sharon Hodges retired after being with the library for 35+ years and was succeeded by Melissa Lockett, a former library trustee.

**April 2017 | Open House | Nassau**

Through the NYS Public Library Construction Grant program and matching funds raised by the library, we kicked off the year with an open house highlighting our newly renovated community room, which is now a wonderful space for community meetings and library programs of all types!

**Early Spring | Going Green Globally | Bethlehem**

The library invited UAlbany business students in the Going Green Globally program to identify areas where sustainability improvements could be made, with many of those suggestions implemented by the close of the year.

**May 2017 | StoryWalk | Castleton**

We collaborated with the Schodack Island State Park to establish a StoryWalk in the park for the months of May through October, with the book selection changing each month. Pages from a picture book are weatherized and placed on poles along a walking path, allowing families to enjoy reading and the outdoors at the same time.

**May 2017 | Spring Market | Poestenkill**

The Friends of Poestenkill hosted a Spring Market, one of the first events in the community in the Spring. The lawn was filled with tables of books, plants, collectibles and many other bargains. The front porch served as the home of the bake sale.

**June 2017 | BRUN Jr. Cards | Brunswick**

We are proud that this card now allows Brunswick youth to go fine free.

**June 2017 | Summer Reading Kick-Off | North Greenbush**

Players from the Tri City Valley Cats and Southpaw stopped by with Assemblyman John McDonald to kick off our summer reading program.

**June & Sept. 2017 | Genealogy Work | North Greenbush**

The Troy Irish Genealogy Society conducted two programs to help patrons explore their genealogy.

**June 2017 | Concert | Schaghticoke**

Our first participant in the Music Launch! program, 9 year old Hannah Coffin, played a stirring concert of original music at the library accompanied by our own humbled director.

### **June 2017 | Summer Reading Program | Castleton**

The library hosted 13 class field trips with the Castleton Elementary School and the library staff made visits to the 6 classes that were unable to visit the library. Thanks to these visits, 87 new library cards were issued to local children.

### **June 2017 | Strawberry Festival | Schaghticoke**

The library board organized a strawberry festival with upwards to fifty local vendors taking part.

### **June 2017 | Pillowcase Project | Valley Falls**

In partnership with the American Red Cross, this program taught youth patrons how to pack an emergency kit in preparation for a natural disaster.

### **June 2017 | Rebranding | Guilderland**

To mark our library's quarter century in its current home and to promote the dynamic nature of the current products and services, we did an across-the-board rebranding project including a new logo, website and web/email domain.

## **SUMMER**

### **July 2017 | Tom & Pat Spohr Centennial Patio | Altamont**

We cut the ribbon for our new outdoor space where patrons can congregate and hold meetings and programs. Made possible through the loving support of the friends and loved ones of Tom Spohr and generous Bullet Aid appropriation from Senator George Amedore.

### **July & August 2017 | Summer Reading | Voorheesville**

Our program was reconfigured to include 3 1/2 day themed weeks - a maker week, an animal week, and a science/flight week - this addressed a real need for working parents.

### **August 2017 | Construction Vehicle Petting Zoo | RCS**

We hosted a multi-agency cooperative which drew hundreds to the library's parking lot.

### **August 2017 | 70th Anniversary! | Stephentown**

Town-wide celebration showcasing all of the amazing things that Stephentown has to offer, including the library.

### **August 2017 | Philip Ehrlich Retirement | Rensselaer**

Philip Ehrlich retired from the library board, after many years of service to the library, UHLS, and the community.

### **August 2017 | Movies in the Park Series | Castleton**

A collaboration with the Schodack Island State Park - a family friendly movie offered every Saturday under the stars!

### **September 2017 | More Hours | Brunswick**

We were able to change and increase the library's operating hours to Monday - Saturday, 10-6PM.

### **September 2017 | Heldercon | Berne**

Superheroes flew in for the adventure of our first comic con.

### **September 2017 | New Director | Stephentown**

New beginnings with the appointment of Kim Roppolo as the new library director.

### **September 2017 | Farmers' Market | RCS**

The library hosted its first farmers' market, with a dozen vendors selling "homemade or homegrown" products to hundreds of shoppers and library patrons.

### **September 2017 | Successful Vote! | Hoosick Falls**

Successful campaign for a local library tax increase, a team effort involving patrons, board members and staff.

## **AUTUMN**

### **October 2017 | Fall Fest | Schaghticoke**

The library once again closed down the streets of Schaghticoke for Fall Fest, showcasing their collection of Hoosick Valley yearbooks to the horror and shame of local parents - and the delight of their children!

### **October 2017 | Staff Development Seminar | Troy**

An all-day seminar led by Valerie Gross has helped the staff incorporate the concept of libraries = education into the public face of the library including our webpage, brochures and other visible library outreach tools.

### **November 2017 | New Logo | Petersburg**

We teamed up with the local high school graphic art students to design a new logo for the library.

**November 2017 | Tutor Space Dedication | Rensselaer**

We dedicated our tutor space as the “Philip A. Ehrlich Learning Center.”

**November 2017 | New Sign | Poestenkill**

An Eagle Scout project gave us a beautiful new sign for the rear of the library where the parking lot is located. The scouts also repainted the sign in the front of the building, installed a new post for the hours sign, and cleaned up the property. Everything looks beautiful!

**November 2017 | Bookkeeper Hired | Altamont**

For the first time in recent memory, a bookkeeper was hired so that the burden of accounting doesn't fall solely on the volunteer board. Welcome Nihla Zarook, you've made a tremendous difference in a very short amount of time!

**December 2017 | Library Open House | Petersburg**

The Trustees held a library open house to reintroduce ourselves to the community.

**December 2017 | Fund Established | Altamont**

The Marijo Dougherty Fund was established to honor a very important member of our community, with the mission of collecting and preserving stories of our community.

**December 2017 | New Library Director | Grafton**

We said goodbye to library director Ronnie Tatro but at the end of the year, we signed an agreement with the Brunswick Community Library to share services and welcomed library director Natalie Hurteau and program manager Sara Hopkins to the Grafton family.

**December 2017 | Book Drive | Sand Lake**

We participated in sending books from our community to the US Virgin Islands following the hurricane. We sent 6 boxes of new and gently used children's books. It was roughly 500 books, weighing almost 190 pounds!



Diver Library Writers Group is our longest running program. Every month writers of all levels of experience come from as far away as Albany to share their work and offer supportive feedback to their peers. For some, writing is a passion, for some a hobby, for some a profession; but each month it seems that everyone draws something of lasting value from our work together. What made this year special was that one of our members, Virginia Eubanks, shared excerpts from a book that she was working on, and that book, *Automating Inequality*, was not only released by St. Martin's Press, but has received much attention and great critical acclaim. I know that each of our writers takes pride in her success, even if our contribution was as small at times as a little encouragement, a pat on the back, during the long slog of producing a book. // Schaghticoke

Healthy Living For Your Brain and Body, presented by the Alzheimer's Association, impressed our senior patrons with information that could be applied immediately to their personal lives. // Petersburg

The *Stephanie Flint Book Club* met monthly during the year, and the Yoga Group held their weekly classes. The Library continued its service to the community by providing private space for tutoring sessions and meeting space for local clubs, committees, etc. // Berlin

## What was your favorite ADULT program?

The most successful program the library hosted this year was the 14th Annual "I Love My Library Dinner." It honored the late Robert A. Fahr, who served as treasurer of the Library Board of Trustees for many years before he unexpectedly passed away in 2016. The event was made possible by the generous contributions of local business owners who provided items for raffle baskets and through the hard work of the Library Board of Trustees who ran the kitchen and served our guests. The event raised more than \$7,000 for the library. // Watervliet

In September we initiated a program to deliver library materials to the homebound. In a great spirit of interdepartmental cooperation, the town Assessor's Office offered to include our brochure in their year-end mailing to seniors and disabled tax payers. // Westerlo

The most important adult program was held in October which was a Naloxone Training for the community. The most fun has to be our Ballroom Dance Classes! // Stephentown

Author Elizabeth Brundage of *All Things Cease to Appear*, spoke about serendipity in finding writing ideas, and it turned out by pure coincidence that the local book group who attended the program had read one of her books for their first meeting! // Rensselaer



In January 2017, we kicked off a new monthly concert series called the SongTeller Sessions. In this series, each month a different performer receives the same list of ten questions, to which they respond through stories and songs. We ask our performers questions like “What was the first album you bought with your own money?” and “What is a song that reminds you of home?” We have held eleven of these concerts thus far and have never had a song repeated. This series gives us an opportunity to bring live music in a non-bar, all-ages environment to our patrons year-round, while taking advantage of our unique space here at the library. The hope is to demonstrate to fledgling musicians that there are many ways of making the creative journey from listener to student to performer. // Altamont

The Monthly Book Club has had steady participation, with a wide variety of topics being discussed. The leader for the month will pick a few choices, and invariably book club members will take not only the one chosen to read that month, but the “losers” as well! // Valley Falls

Literary Libations—part pub crawl and part literary history talk—was hosted several times by the Albany Public Library Foundation as a fundraiser to benefit the library. Attendees met at the library’s Local History Room, in the Washington Ave. Branch, for a brief introduction and display of Albany authors. Participants then toured several pubs in the historic Center Square neighborhood while hearing tales of Albany’s rich literary history. // Albany



Our TED Talk Discussion Series, held monthly, allows for people in our community to gather for stimulating conversation. People in attendance view 2-3 TED Talks together that are united by a common theme, then discuss the talks. Topics in 2017 ranged from math, dance, and language to business, poetry, and mental health. The discussion series provides a great opportunity to encounter new ideas and connect people through conversation. // Castleton

Our favorite adult programs were Kindness Rocks (all ages) and Stretch, Strengthen and Relax a combination of yoga, tai chi and core strengthening exercises. // Sand Lake



Our favorite adult program this year is the Hydrangea Wreath Making program. This project was made possible with funds from the New York State Council on the Arts. We were able to bring three community groups together, Grafton Community Library, Grafton Historical Society, and Grafton Center Cemetery Association. Members of the Grafton Center Cemetery Association helped with the cutting of the hydrangeas. Estella Hovnanian, representing the Grafton Historical Society as well as the Grafton Community Library, was able to give a tour of the cemetery highlighting burials of founding members of the Grafton Community Library. // Grafton

The Library partnered with the RCS Community Business Association to co-host Meet the Candidates Nights for town elections. In previous elections, there had been no community forum for candidates to take questions from the public or state their positions. Attendance was nearly 20% the total number of voters. // RCS



Adults participated in egg painting, basket making, pottery, evergreen centerpieces and jewelry programs. They learned aspects of history during the Albany Railroad, Henry O Studley's Toolbox, and Capitol Renovations programs. Health information where also popular programs on radon, eating smart, and navigating the health care system. A three part series on climate change with NOAA scientist Steve DiRienzo was especially interesting. This part book club, part science café was sponsored by a PLACE grant. // Berne

The Library offered numerous programs to enrich, teach, and entertain. Among them, adults enjoyed learning about the paranormal history of Cohoes, from the Northeast Paranormal Society. Noted author Marnette Graff stopped by to talk about the fourth book in her *Nora Tierney Mystery Series*, *The Golden Hour*. The library offered educational classes about Alzheimer's disease to wrap up the year. // Cohoes

29 libraries | 1,200 square miles | 463,633 population  
2,322,918 people visited UHLS libraries in 2017

A highlight of our programming this year was a collaborative event held with the Sage Colleges. We were able to bring New York Times bestselling author Chris Bohjalian to an audience of nearly 200. Mr. Bohjalian gave a moving and informative talk on his Armenian roots, the Armenian Genocide and the affects that they have had on his writing. The program was successful in increasing the visibility of the library in the community. // Troy

Notable programs in 2017 include a wide offering for National Novel Writing Month and a new monthly adult program called Crafternoons. In Youth and Teen Services we had a great Laser Tag program for Teens and got into STEM with iTry Science Tree House. // Colonie

2017 marked the fourth year of the East Greenbush Farmers' Market, a partnership between the Library and the Greenbush Area YMCA. We joined the Farmers' Market Nutrition Program through the NYS Department of Agriculture and Markets. This incentive program allows participating farmers to receive payment through "Fresh Connect Checks." The Fresh Connect Check program is an excellent way for SNAP recipients, veterans, members and their families to increase buying power and sales at the market. 23 vendors participated at the weekly market, including farms, baked goods, cheese, craft beer, distillery (spirits), flowers, food trucks, and various other makers. The Friends of the Library had a table, where they marketed library programs, sold books and bags, and recruited new members. We also coordinated various children's and adult programs to take place at the market, or on our outdoor patio. This included outdoor musical concerts. One of the most exciting programs incorporated into the Farmers' Market was the Rensselaer County NY Connects Long Term Care Services Expo, where 20 vendors provided resources and answered questions for the community. // East Greenbush



Our Summer Science program focused on Einstein's Relativity: A Primer. Local resident Dr. Mike Lawrence, a nationally recognized and honored physics teacher of over 40 years, reached out to the Library to provide a series on astrophysics. The program was well attended and participants raved about Dr. Lawrence and his ability to explain a complex topic. Dr. Lawrence also presented with a four-part beginners guide to relativity which covered special and general relativity. Each week we had about 25 participants who arrived early, engaged with Dr. Lawrence and asked thought provoking questions. // Rensselaerville

Our favorite Adult Program of the year: Pinterest Wins! Held every month, we help tap into the community's desire for creative programming. Every program is filled to capacity. // Guilderland

Our Adult Yoga Class presents twice a week on Mondays and Wednesdays. We love this program because, not only is it well attended week after week, but it's a service that we provide to our community for free, and is put on by our own Program Manager, Sara Hopkins. Sara says, "If the library can step in to provide this unique education, we can bridge the gap between the very affluent and mobile and those who cannot afford or cannot travel to a studio or gym. Many of our patrons have expressed that the library is their "safe place." Negative language isn't allowed in the library. Rather, we focus on building strength and flexibility in a low-stress environment that focuses on self-care and education. // Brunswick

Rhyming Richie Phillips, supported by Stewart's Holiday Match grant, provided a music event during the summer reading program. Richie had the children come up with a list of words that were then turned into a song. The children also suggested the music and the song was recorded and shared on Facebook. // Rensselaerville

We held many notable children's programs in 2017, but the one that springs to mind was one that we've done in the past: decorating gingerbread houses. The program has grown so popular that we've outgrown the library, and for the second year in a row have taken over the Altamont Masonic Lodge. This year, we had 26 children and 40 adults attend. It's a wonderful event to help ring in the holiday season, and the kids always leave proud of their creations and full of sugar! // Altamont

Our Cool Science STEM learning series for children gives kids an opportunity to explore science and technology hands-on. By conducting an experiment or making a project to take home, kids learn about scientific phenomena such as chemical reactions, polymers, energy, polarity, and prisms, and build technology skills like coding and electronics. Each program also includes a take-home handout with scientific concepts and vocabulary related to the project, and (if possible) how to reproduce the project at home. // Castleton

## Favorite YOUTH & FAMILY programs

Hands down, our favorite – and most popular! – is the Three Little Birds Music and Movement class, held each Monday by Librarian Josalyn Wilder. Turnout is so large – often between 150 - 200 children, parents, and caregivers attending – that we have to hold it in our largest meeting room. The emphasis is on the importance of music in developing literacy skills. Josalyn is Kindermusik certified, but the real success of the program is in the very engaging and charismatic manner she runs the program; a lot of dancing, music, singing that consistently results in a very happy and organized chaos. // Guilderland

Our favorite family programs were Big Truck Day and the Teddy Bear sleepover. Everyone loves a big truck and we all want to be in on the fun of staging our young patrons' stuffed friends in various adventures and mischievousness. The kids love coming the next day to see what their friends were up to alone here at the library. We even show the slide program again at the summer reading wrap-up. // Sand Lake

Storytime continued to be our most popular program. Middle readers enjoyed special vacation programming such as Jr. Chef Challenge, Cloud Scientist, and STEM Exploration. Thanks to a grant from the Arts Center of the Capital Region, Jester Jim kicked off the summer reading programming teaching children how to beat-box. // Berne



Our Harry Potter Celebration was definitely the best program that we had this year. It was held in September to celebrate the 20 year anniversary of the release of the first Harry Potter book. SML was transformed into Hogwart's School of Witchcraft and Wizardry (with Olivander's shop making an appearance too!). We had an amazing turnout of witches and wizards, who were sorted into houses by the Sorting Hat. They then went to Olivander's to find their wand. Professor Dumbledore came to visit and gave everyone a Potions Lesson. Professor McGonagal also attended and helped everyone learn some spells. There was Harry Potter trivia, a Quidditch Game, and a feast in the Great Hall. This program brought out so many people from the community and was a fun way to celebrate a great series of books. // Stephentown

The Annual favorite is Tie Dye Night in July. Approximately 50 people are out on the library lawn tie-dying all types of things – socks, shirts, baby onesies, sheets, fabric pieces, tablecloths, and more! // Poestenkill

Our favorite Youth and Family Program is our Community Event Series. We host about six large, free, community events that include a New Year's Celebration, Saint Patrick's Day Party, Egg Hunt, Summer Reading Program, Fall Fest, Halloween Parade and a Trunk or Treat. We love these programs because not only do we get to collaborate with the local schools, Elks Club, Fire Department, Sheriff's Office and local businesses, but also we usually have about 300 community members at each event. // Brunswick

Lefty, a certified therapy dog, became our primary "read to" dog in 2017. In June, Angus joined Lefty outdoors for the "Dog-Gone Read-A-Thon," attracting a crowd of all ages on a beautiful summer day. We love our "reading dogs." Because dogs aren't judgmental, the children relax and focus on their reading. // Westerlo

Mary Lucey runs the ever-popular Lego Club throughout the year, except for the summer months, when she conducts weekly youth activities during vacation time. // Hoosick Falls



The library's favorite family program is undoubtedly our Summer Reading Kickoff program. We were visited by Mad Science Capital District who put on their special Up, Up and Away! program. The event was well-attended and amazed everyone with a show that incorporated hot air balloons, vortex generators and even a hovercraft that a few of the children were able to ride. // Petersburg

An Elephant and Piggie party smashed all previous records for storytime attendance. We took a winter break storytime slot and turned it into a celebration of all things Elephant and Piggie. We loved it because of the unbridled enthusiasm the kids had for those books. // RCS

Our favorite family program in 2017 was our Maple Syrup program in March. Author Anita Sanchez talked to little ones about how sap is gathered and boiled down into syrup, and then they got to do a taste test! // Rensselaer

The eleven Youth Services Advisory Council and discussion group sessions held throughout the year built community among youth services providers, allowing for free sharing of ideas, loaning of program resources, and development of mentoring relationships.



Automated Services developed a Sierra print template that shows the estimated value of a patron's items on their checkout receipt. This feature is available to any member library.

At the request of some libraries, Automation Services wrote programs to alert the patrons via email about upcoming events, fundraisers, and important elections.



**UHLS purchases and loans to members technology kits for youth programs, including Early Literacy Coding, Makey Makey, Squishy Circuits, and Green Screen.**

**Among new technology introduced to youth services providers was Starling, a wearable device for toddlers, which measures their verbal environment.**

**35,060 email messages via two listservs keep member library staff informed about all things youth services.**

We honored both our military active members and veterans with programs throughout November and December. Activities included collections of left over Halloween candy, which went to the Stratton VA; and military care packages which were sent oversea. Veterans' Day weekend provided an opportunity to show two films: "Hacksaw Ridge" and "Courage Under Fire". We held a family dinner and book discussion for grades 5-9 about Lois Lowry's Autumn Street, followed by hearing Lowry in person at UAlbany. As part of our Teens Care program, young people made treats for families staying at Fisher House. The capstone program showcased middle school and high school students interviewing veterans with special presentations by Iraq veterans, Rob Spohr, a musician and Ryan Smithson, an author. // Voorheesville

With the Star Wars Jedi Academy and Fall Festival, our focus this year was on cross promotion and multi-generational programming. Both programs saw a very large attendance with a nice representation from all generations. // Colonie

The library's most significant achievement in children's programming this year was the addition of the Juice & Jammies Family Storytime. The bi-weekly program was expanded to a weekly program in the fall of 2018. Families are invited to drop in for a story, craft and snack. Our customers particularly enjoyed our Christmas Holiday Juice and Jammies program. // Watervliet

A favorite children's program this year focused on the natural sciences. Highlights included hatching chicken eggs where children watched chicks break free from their eggs. They also learned about the Scientific Method, and maintaining careful observation and record keeping while caring for the eggs. This event was live streamed on Facebook so families could tune in any time to monitor the progress inside the incubator. // Cohoes





We hosted a great summer reading program again in 2017. 50 children and teen programs offered included the Art School of Columbia County, Shadow Puppet Theater workshop, Dyken Pond, Teen Chef, Valley Cats, The Traveling Farm, Teen Lock-In, Tang Museum, CMOST, American Red Cross Babysitting course. // Nassau

We partnered with CDTA to host a special Storytime on a Bus for preschoolers at our Delaware Branch. Participants read books, sang songs, and enjoyed together time, all on a city bus. Bleecker—the library's bespectacled owl mascot—joined in on the fun. The two storytimes were filled to capacity! // Albany

In partnership with the Troy Music Hall, our library offered a Fairy Queen Visit and Story hour featuring Queen Mab from the Enchanted City for ages 4 – 10. The event was held in Troy's Barker Park and included bubbles to play with, banners to draw and stories read by the fairy queen herself. // Troy

The Read It Forward program joined libraries in a low-effort program to reach teens, boosted by a group purchase of 368 books and UHLS marketing and support.

Three selected libraries participating in the Prototype Project on Early Literacy (ProPEL) fulfilled a requirement to speak to community groups about the importance of early literacy and the valuable services of the public library.

While Library storytimes may appear to be just straightforward fun and entertainment, each storytime program includes at least 4-5 preliteracy skills children need to learn from birth to kindergarten. Older participants work on building their emergent literacy skills. Trained library staff led 197 storytimes (average 4 per week) in 2017 with 7,468 children and parents in attendance. In addition, parents and caregivers were taught how to reinforce these skills with their own at-home storytimes. YMCA campers visited the library weekly for storytime. We also provided regular outreach storytimes at the East Greenbush Town Summer Camp, and four local preschools. Our 1000 Books Before Kindergarten program is popular among storytime attendees with 291 check-ins in 2017. // East Greenbush

Our favorite children's program of 2017 has to be our Story Time. We have had Story Time every other Wednesday during the school year for ages. We recently changed it to weekly, added new faces to our readers, and Story Time has blossomed into a vibrant, active, fun-filled learning experience for our youngest library patrons. We are so excited to see where it goes from here! // Valley Falls

# Library programming was ECLIPSED in August!

Our library ordered a hundred pairs of certified viewing glasses, believing that in our small community that would suffice. However when we showed up with bottled water, and snacks to the local ball fields, it was immediately clear that we'd underestimated our neighbors' interest in the event. At first our hearts sunk a bit, that we didn't buy enough eclipse glasses for everyone, but this disappointment faded fast. The most memorable part of the event was not the eclipse itself, nor was it the fact that it was our biggest program ever with over 250 attendees. The best part was how the glasses circulated from person to person, nearly unprompted. Everyone wanted their neighbor to experience the eclipse, to not miss out, adults and children alike. At one point it even felt like 100 pairs of glasses for 250 people was excessive. The way that everyone shared, I think we all would have been satisfied with far fewer. // Schaghticoke



Families attended an eclipse program presented by the Helderberg Sky and Observatory. Community viewing of the solar eclipse was possible with solar glasses provided by a Star\*Net grant. // Berne

We made our own pinhole viewers and marked the event by safely observing the moon's transit with our own scientific instruments. While eclipse glasses were in short supply, our patrons happily watched this celestial show with the handmade viewers, with one young future astrophysicist remarking how "cool" this was and thanking us for providing the viewers. // Cohoes

The craziness did not skip RCS - this event was notable for shattering previous records for most phone calls on one topic. // RCS

**UHLS WILLIAM MEREDITH  
LIBRARY ADVOCATE AWARD:  
BERNARD A. MARGOLIS,  
State Librarian**

As the New York State Librarian and Assistant Commissioner for Libraries, Bernard A. Margolis was a true champion of libraries. He provided strong and effective leadership and vision for the New York State Library, the state's 73 library systems, and New York's 7,000 academic, public, school and special libraries. He tirelessly advocated for increased state support of public libraries, resulting in a growth in state funding for public library construction from \$14 million to \$34 million a year during his tenure. He championed library services for New York's youngest citizens, growing participation in Summer Reading at New York's Libraries to an all-time high of 2.2 million readers in 2017. He fought for increased digital access for all New Yorkers resulting in all of New York's public libraries being able to offer free public internet access and Wi-Fi to all library users. He was "the voice of libraries" in New York State.

## 2017 UHLS ANNUAL AWARDS

**VOLUNTEER OF THE YEAR: JACKSON MURPHY, East Greenbush**

Local celebrity, Film critic, NY Emmy award winner, Jackson Murphy has been giving back to his library for the last five years – since he was in high school! Now a college student, he has been responsible for bringing an impressive list of successful library programming to the East Greenbush Community Library. Whether it's the monthly movie screening, movie trivia night, or his signature event The Day Before the Awards Film Festival, Jackson organizes and presents all of these programs for the library. He brings new and interesting films along with his very experienced perspective and that of his colleagues, to the conversations, and the patrons just love him. He's a truly dedicated volunteer and a joy to work with. When we decided to expand the Before the Awards program this year to include the Rensselaer Public Library to accommodate the increased demand, Jackson didn't blink....he just said "how can I help?" We are proud to work with such a wonderful young person.



**VOLUNTEER OF THE YEAR: ED LANGUISH, Westerlo**

The designer, project manager and hands-on constructor of our new Community Room – all as a volunteer! Ed first came to us in March 2015 with floor plans and big ideas. He not only inspired us to think big, he convinced us that our dreams could come true. A community benefactor stepped forward to provide us the financial resources to complete the transformation. Ed guided us through finalizing the design, helping with grant applications and assembling the construction team. In April 2018 – three years later! – with Ed still leading the way, we have opened our new community room and have also revitalized and transformed our entire facility.

### **TRUSTEE OF THE YEAR: WATERVLIIET TRUSTEES**

Kevin Moran, Tina Buonaiuto, Dave Wheatley, and Tracy Wheatley, as trustees for the Watervliet Public Library, secured the future of library service in their community by spearheading a campaign that led to a successful public vote on library funding. In the first ever public vote on library funding in the city, the voters approved a secure annual operating budget of \$150,000, almost four times more than the previous annual municipal appropriation. The new budget allowed the library to expand programming for children and adults, increase hours, strengthen broadband/wi-fi capability, and hire a full-time library director. These trustees have also created a technology funding partnership with the Watervliet Arsenal and organized a long running "Love My Library" fundraising dinner to benefit the library. These trustees, many of who have served for more than a decade, have created a future for the library and for their community.

### **YOUTH & FAMILY PROGRAM OF THE YEAR: RUBBER DUCKY CLUB, Bethlehem**

In May 2017, the library launched Rubber Ducky Club, an ongoing educational program that lets parents and preschoolers work together to grow with all of the basic early literacy skills - reading, writing, talking, singing and playing - with tons of fun and cool prizes along the way! Almost every storytime, activity, or visit to the library involved an "early literacy moment" that was counted toward the next milestone and, of course, there were lots of special Rubber Ducky programs throughout the year. An adorable logo branded all of the marketing materials - from membership cards to goal prizes and completion certificates. Since its launch, we have recorded more than 18,000 early literacy moments. The Rubber Ducky Club recognizes that early literacy growth comes through a variety of activities, and our youngest patrons and their families have enthusiastically embraced this program



### **ADULT PROGRAM OF THE YEAR: THE FEDERALIST PAPERS, Bethlehem**

The Federalist Papers series, which was supported by a grant from Humanities NY was created to capitalize on the current fascination with all things related to Alexander Hamilton and the timely concept of checks and balances in government. The series included four programs with noted humanities scholar Giacomo Calabria, who guided the audience through some of the most important and influential essays from the Federalist canon. The programs in the series consistently packed the house with patrons commenting on the timeliness of the discussion. The talks were also recorded and broadcast on our public access channel and website. The Federalist Papers series encouraged among our community members exactly the kind of civil intellectual discourse that the country's founding fathers envisioned for a free society and also served as a valuable reminder of why and how our government was created in the first place.

## Acknowledging our Member Library CHAMPIONS!

Director, Carol Gaillard, retired after 18 years of service. Margaret Pine and Susan Hoffman run our monthly book sale. Jane Verderosa helps with administrative tasks. This is a huge time saver for other staff and much appreciated. All Upper Hudson Library drivers are very friendly and helpful. They have a tough job in the winter time and a big thank-you goes to them as well. // Hoosick Falls

We thank all of our Trustees, Friends, staff, and volunteers for providing the enthusiasm, dedication, and care that makes CPL a special place. Special thanks are due to Albert Eriole, who retired in February 2018 after 8 years of stellar service to our library. Albert's smiling face and his willingness to chat and share a laugh with our patrons made him a well-loved member of our team. We wish Albert all the best in his retirement! We also wish to extend special thanks to New York State Senator Kathy Marchione. She is a strong advocate for libraries, and her support to us through additional State Education Aid funds has made wonderful educational programming possible at our library that we would not otherwise be able to offer. // Castleton



We would like to acknowledge longtime Board Member, Mary Ellen Schroder, who recently stepped down from her position on the Board. Mary Ellen was a staunch advocate for the library for many years, assisting in writing grants to keep our programming for children up and running. Mary Ellen will be missed! // Valley Falls

The Library would like to acknowledge volunteer Bruce Scott. In addition to always showing up at the book sale or chicken BBQ when the call goes out, Bruce also takes tremendous initiative. He conceived of, organized and ran a vendor fair as a fundraiser for the Library that doubled as a great community event. // RCSC

The library would like to acknowledge Bethlehem residents Joe and Naomi Storch for their commitment to making cutting-edge technology available to the community by creating the Krakower-Storch Family Technology Fund, which matches up to \$1,000 in other donations each year over five years. The money has allowed the library to purchase some exciting new tech tools for patron use, including the Oculus Rift virtual reality headset. Many thanks also go to the Friends of Bethlehem Public Library, who provided the match in 2017, in addition to funding numerous programs, author events and additions to our Library of Things. // Bethlehem

We would like to make a special thank you to Assemblyman Phil Steck who has supported the library, providing two grants from the State and Municipal Facilities Program (SAM) each for \$500,000. In addition we are grateful for the grant we received from the NYS Library Construction program and the grant we received from Stewarts. We had 27 partners for Fall Festival and over 50 businesses that donated toward the Summer Reading Program. We couldn't do all we do without the support of our community and some wonderful volunteers including 71 enthusiastic and energetic young adults who worked tirelessly to make the summer successful! And of course we have a BIG thank you for our Friends of the Library who work tirelessly. This year the Friends continued their fundraising efforts with their first large onsite book sale in April that was in addition to the weekly Booknook that is held at the Crossings. They also hosted their first audience participation Murder Mystery program in October. Written and directed by staff member Carol Jones, it was performed by local players. This sold out event was a huge hit. // Colonie

With the changes in the library administration this year, our entire library support system has had to adapt and grow, including the Town of Petersburg. The library would first like to acknowledge Sharon Hodges for the many years she dedicated to the library. While here, she saw the library grow from one small room to a two level complete library facility with multiple workspaces. Our Board of Trustees has gone through significant changes over the past year and have become stronger and more dedicated to the success of the library. Last, but not least, much credit goes to the library staff and volunteers who have had to deal with this year's changes on a daily basis but have stepped up to the challenges and made our library an incredible place for patrons to visit! // Petersburg

We thank our Board of Trustees for their hours of hard work during the course of the year, as well as the dedication of our staff and volunteers. // Berlin

Thank you, thank you, thank you, Coleen! In every library there are multiple volunteers critical to the health and survival of the organization, from board president on down. But at our small library, treasurer is really by far the most demanding volunteer position. So much to keep track of throughout the years. Directors coming and going—each with different organizational “styles.” We are very grateful to Coleen Ryan for doing the job that nobody wants to do, consistently, professionally, and with a great attitude. Thank you again, Coleen. And sorry for that awful 990! // Schaghticoke

For 16 years, Laurene Teachout was a dedicated member of the SML staff. She started out as a Library Assistant and eventually became the director of the Stephentown Memorial Library. She earned her Master's Degree in Library Science while serving as the director. Laurene moved onto new things in 2017 and the Stephentown Community is extremely grateful for all the time, energy, and hard work that she gave to our library. // Stephentown



From our dedicated Board of Trustees – President Christine Carpenter has been a strong and dynamic leader for the library and Trustee Linda Cure, who is our all-star of library renovation projects. From our wonderful staff – Ann Cartmell, our longest serving staff member and the institutional memory of the staff. From amazing volunteers – Elfie Erickson, rain or shine she is our most dedicated volunteer. And Steve Terplak. If there's a job to do big or little, he does it. We couldn't run our library without our volunteers. From our entire community of library supporters - Ellen & Dick Howie are truly the patron saints of the Altamont Free Library and our biggest cheerleaders. // Altamont

Mary-Ellen Piché is a true APL champion. She served on the library's Board of Trustees for five years, three of them as president, and left board service in 2017. Piché used her business acumen and leadership skills, honed by her time as the CEO of the VA Medical Center, to ensure the library board ran efficiently and effectively. She was instrumental in the passage of our annual budget votes during her time on the board, and led the group that brought former longtime APL librarian Scott C. Jarzombek back to Albany to serve as executive director. Though no longer a trustee, Piché continues to work with APL on several initiatives to implement continuous improvement to our processes, programs, services, and engagement with the community. // Albany

We'd like to acknowledge Librarian Dustin Wilder's singular focus on and unflagging dedication to collection development, a behind-the-scenes activity that has resulted in a top-notch collection for our customers. // Guilderland

The Nassau Free Library has a strong and active Friends group that helps to provide resources and support to the library. The Friends acquired new museum passes for the library and also provided the library with funding to help subsidize fees for those who attended the American Red Cross Babysitting Course. Our monthly Nassau Free Library newsletter was distributed at our local elementary school, and paid for by the Friends. // Nassau

As always, we are thankful for the continuing dedication and hard work of our staff, volunteers, and trustees, as well as the support of our patrons and our community. Special thanks to Nancy Bush, coordinator of the BEST tutoring program, and her many student and adult volunteers. // Sand Lake



The Grafton Community library would like to acknowledge its small but hardworking, dedicated staff. The library has had a lot of change over the past few years and its staff, Angela and Amy, are loyal, dedicated employees. They are some of the most knowledgeable, reliable, hardworking and friendly library workers I have ever seen. Every library should have an Amy and Angela. // Grafton

Supporting our programs through deeds and funds are the Friends of the Library. While they engage in fundraising through the year, it is their annual Spring Bake Book and Bloom Sale and Autumn Affair events that draw the most crowds and raise the most revenues for the Library. I can personally attest to the plants on sale, and saw a bumper crop of peppers last summer. Thank you, Friends. // Cohoes

Sue McLaren - Trustee Emeritus/Volunteer - she has been the backbone of this library since the 1960's. She was the force behind turning the Poestenkill Reading Room into the Poestenkill Library. She was instrumental in getting us the beautiful home we have today. And to this day, she volunteers on Friday mornings, talking about what direction we should head for the future. Truly, the library would not exist if not for Sue. // Poestenkill

The Brunswick Community Library puts on many quality programs and that is all thanks to our Program Manager, Sara Hopkins. Sara teaches our Adult Yoga Class, Tots Class, and STEAM Class. The Library would like to acknowledge Sara for all of her hard work, collaboration, outreach and passionate spirit. // Brunswick

We lost beloved Public Relations Assistant and Farmers' Market Coordinator, JoAnn Jakiela in 2018. The many years she fought with spirit and courage will remain her permanent legacy to all those privileged to have known and worked with her. We mourn her loss and look forward to dedicating our 2018 Farmers' Market in her memory. // East Greenbush

We would like to acknowledge our dedicated Board President and longtime library patron Evelyn Greenstein for her leadership and tireless support of the Troy Public Library. We would also like to acknowledge State Representative John McDonald for his support of our efforts to obtain a State and Municipal Facilities Program (SAM) grant. // Troy

Funding from the Friends of the Berne Library made it possible for us to purchase a bistro set for the teen area and a cozy, oversized chair for the children area. The movies on DVD were moved to new custom shelving units. With the help of volunteers, the DVDs were categorized by genre. Patrons can now easily find movies they like. // Berne



At Rensselaerville Library, we'd specifically like to acknowledge two people local resident Tim Miller, a retired history teacher, local judge, and the husband of a past library trustee passed away suddenly in January. The donations in memory of raised over \$2,000 for the library. Diana Frangos, a newly elected Trustee, took on the job of rejuvenating the library gardens to create a vibrant and beautiful space for outdoor programming. Linda Styer, a Trustee who has taken on several new fundraising projects for the Library, including the Huyck Preserve trail run/walk, the Midway to Mardi Gras block party, and our outreach partnership with the Medusa Fire Department. // Rensselaerville

Sherry Burgoon, Mollie Lampi, Jennifer Hampston, Karen Klevanosky, Stella Suib, Patty Miller, Dennis Ulion, Sharon Patrie, and the recently retired Margery Zucker are the executive committee of the Friend of the Library. Their tireless efforts have resulted in establishing the Friends as a 501c3, initiating ENCORE! Books as used book shed for our community, providing funding for our entire summer reading program, the children's book discussions, and other special initiatives. // Voorheesville

## Couldn't do it without COMMUNITY SUPPORT!

Through the NYS construction grant program we replaced the stone stairway behind the library to provide access to our lawn and garden area. We began the cleanup of the gardens and removed trees to provide library programming space and community access to our beautiful property along the Tenmile Creek. To celebrate all the work that was accomplished, we obtained a grant from the Arts Center of the Capital Region to provide a Garden Concert with Black Mountain Symphony. We also used the event to raise funds for future garden work. // Rensselaerville

The library is currently working on implementing a public library construction grant to replace/repair the doors and windows at the Lansingburgh Branch Library. // Troy



A special legislative grant from Senator George Amedore brightened up the library. The funding paid for the installation of LED lighting in the entranceway. It also allowed us to purchase ipads and STEM kits, that brought shining smiles to our technology hungry patrons. The NNLM MAR supplied a grant of a more serious nature. Three staff members were trained as Consumer Health Information Specialists in order to help patrons with medical research. We also received three ipads to aid with these on-line searches. // Berne



The library's fundraising focus was for the early literacy play space it is building in 2018. We raised nearly \$20,000 with the greatest amount of support coming from the Bender Family Foundation and Senator Amedore's office. // RCS

Diver Library is indebted to the Wentorf Foundation for once again fully funding our Summer Reading Program. When I started at Diver four years ago, I diverted some resources to the SRP, and the program blossomed. However, I knew then that it would not be financially sustainable without a new revenue source to support it. Four years later, the Wentorf Foundation has now funded three summers worth of fun and learning, and community building. And we can't thank them enough! // Schaghticoke

The Guilderland Library Foundation's "Jazzy GPL" Quarter-Century Celebration and Cocktail Reception in October was a huge success, bringing community leaders and library users and supporters into the Library, which had been transformed into an event space. It was an opportunity for everyone to see all the many new things the library does, products and services never envisioned when the library was designed and built so long ago. It was an eye-opener for many in the community. // Guilderland

This year the Library expanded the scope of the annual appeal. We asked the Town, volunteers and UHLS to help us create a larger list of community members to send our appeal out to. We were able to increase our list of names from 500 to nearly 6,000, resulting in almost double the amount of donations we received this year. // Brunswick

Our best-known fundraiser is the Valley Falls Village Wide Yard Sale, held every June. It has evolved from a small “Trash and Treasures” sale on the library lawn with a map to other yard sales in the village to a Bake Sale, Perennial Plant Sale, and “renting” spots on the library lawn for those people needing a space to sell their goodies. We are fortunate to receive grants from local foundations such as the Wentorf Foundation, and Stewart’s Holiday Match. These grants support our library programming. // Valley Falls

The Albany Public Library Foundation is an integral partner in our fundraising efforts. The APL Foundation secures grants that help fund our programs, like the Raising a Reader early literacy effort. And the organization’s fundraising efforts—including the Literary Legends Gala, Literary Libations events, and annual campaign—add to the library’s revenue. // Albany

As many libraries do, we rely on the financial support of our donors. In 2017 we were able to raise over \$27,000 through the sale of 70th anniversary merchandise, Celebrate Stephentown merchandise, fundraising events, and our Annual Appeal. // Stephentown

Our library has been supported by both local patrons who donate to our library, as well as larger donations provided by Stewart’s Shops, Capital Power, Hoosick Falls Credit Union, Taconic, and WGY that are put toward our Summer Reading Program. This year we will seek to increase our local support as well as apply for a construction grant to be used for a new roof and a few other updates. // Petersburg

We received \$95,917, which includes a NYS Construction Grant for \$41,901, and \$54,016 in grants and donations. This included \$20,884 from the Friends of the East Greenbush Community Library, \$26,516 from the Ruth Hurr Estate, and \$1,331 in memory of beloved library staff member, JoAnn Jakiela and various other small gifts and grants. Construction Grant funds were used for phase 1 of our emergency efficiency facilities upgrade. Other donations allowed us to provide a weekly Farmers’ Market, and a robust summer reading program which included a weekly scavenger hunt to six local businesses to find library mascot “Sully.” We were able to provide a record 131 summer learning programs for children, teens, and adults; hosting a total of 6,364 attendees. We began lending blankets and lawn chairs at our events. We placed Outreach Baskets (filled with free children’s books, and library brochures) in the waiting rooms of local businesses, government offices, and medical facilities. Grant funds were also used to maintain our fish tank, purchase museum passes, and provide free musical concerts to the community. // East Greenbush



The library received a New York State Construction grant that significantly offset the cost of an HVAC overhaul that has been years in the planning. Our community partners are many and include Bethlehem Seniors Services, which co-sponsors the popular Coffee and Conversation series; Five Rivers Environmental Education Center; and the Center for Disability Services. As always, our Friends of the Library remain steadfast in their support, and a membership campaign earlier this year greatly increased their base. Through a collaboration with STAR\_Net, the library was one of 7,000 unique locations to receive 1,000 solar eclipse glasses to distribute to the community for free. We also purchased additional glasses to give away and coordinated eclipse programs for all ages. // Bethlehem

We thank all of the individuals and organizations that have donated funds to support our library. The Friends of Castleton Public Library continually offer support to our library both financial support and also volunteers. The Friends gave us \$4,000 in 2017, which helped to fund our museum pass program and our monthly Family Movie Night, boosted our collections, and provided crucial support for our Summer Reading Program. We would also like to thank the Stewart's Shops Holiday Match Program and the Castleton-Schodack Kiwanis Club for their support, which provided financial support for children's programming at our library. // Castleton



We were the recipients of a \$5,000 Bullet Aid appropriation from Senator George Amedore, which we are using to upgrade our public and staff computers and wi-fi network. In 2017, we received a \$750 Stewart's Shops Holiday Match Grant which we used to purchase a bicycle repair station. We were also, sadly, the beneficiaries of several memorial contributions. In 2017, we received notable contributions in memory of important members of our community. Contributions in honor of Todd Pulliam allowed us to dramatically increase our offering of museum passes, and will sustain those museum memberships for years to come. // Altamont

Our Chapter 414 vote passed overwhelmingly in November. We were able to increase our annual budget by \$12,000. The Holiday Lights Appeal was very successful. The Friends were able to present the Board of Trustees with a check for just over \$7,000. // Postenkill

We received a grant from Stewarts to help with summer reading and for a miSci Museum pass. // Sand Lake

Physical delivery remains an essential daily service that fosters system-wide interdependence by facilitating the lending of materials across our two counties. Our three drivers stop at every member library and UHLS every weekday (that's nearly 200 stops per week), and in 2017, our three drivers picked up, sorted, and delivered 2,661,680 (that's over 10,000 items per day).

UHLS Staff researched online meeting software and selected and learned GoToMeeting. This tool will enable remote attendance at all UHLS meetings and presentations, and will also help us to perform quick training sessions remotely for library staff.



The grants we received in 2017 were from the following generous community partners:  
 Harry Weir Foundation  
 Rensselaer County  
 Reynolds Foundation  
 Stewart's Shops  
 Buckley Estate  
 Howard Haynes Trust  
 // Hoosick Falls

Thanks to our generous community, Westerlo had a successful year!

\$5,000 gift from Hannay Reels Inc. \$3,000 Special Legislative Grant  
 \$2,500 from the Tenney Foundation  
 \$1,200 ProPEL (Prototype Project on Early Literacy) Grant for children's furniture  
 \$500 grant from Stewart's Foundation  
 \$200 grant from Bank of Greene County Charitable Foundation  
 \$313 raised from annual Book & Bake Sale  
 \$15,30 in small donations and memorial gifts  
 // Westerlo

The Friends of the Rensselaer Library hold an annual book sale, an Election Day bake sale, and other fundraising efforts through the year to provide programs and items beyond the Library's budget. They purchased a 3D printer in 2017 to be used in our science education programs. // Rensselaer



## What is UNIQUE about your library?

The relationship we have with the community is what makes our library truly unique and special. The Brunswick Community Library has a small staff, but we always comes from a place of “Yes!” Yes, we will sit with you as we go step by step on how to create a resume or use Overdrive. Yes, we will go fine free because we believe in community sharing and will never shame you. Yes, we will join the PTSA and assist at book sales and school dances. Yes, we will build bookcases on wheels to create more space for more programs. Yes, we will offer up our backfield to host community programs. Yes, it is okay to be loud and play in the library. Yes, we would love to help you. Yes, this is your safe place. Yes, this is your community living-room. // Brunswick

Our library’s space was built as a roller rink. // RCS

The Troy Public Library has two locations, the Main Library in downtown Troy and the Lansingburgh Branch on 114th Street in Lansingburgh. Both buildings are over 100 years old (Lansingburgh was built in 1820) and both buildings are listed on the National Historic Register. // Troy

My wife and I are having a baby; by the time that this is printed we’ll have a baby, hopefully. And the outpouring of support and surprise gifts from our patrons has been shocking. From J, who is divorced and has no kids: a handmade Christmas tree skirt. From R, who I send occasional faxes for: a knit baby blanket that took first prize at the Schaghticoke Fair, still with the blue ribbon pinned to it. From M, who has less money than my wife and I do: pea soup. She left the library and ran home to pick it up because one night my wife mentioned offhandedly that she wasn’t feeling well, and that she had no idea what we were going to have for dinner. These are just a few stories. I don’t know that this phenomenon is unique to our library; rather, I suspect that it’s common to libraries in general, and probably any organization that both practices and preaches sharing in the heartfelt way that we do. // Schaghticoke

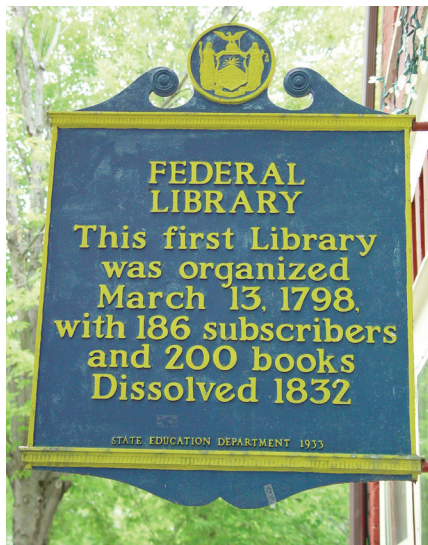
Albany Public Library embraces the idea of continuous improvement. We have developed a culture unafraid to take risks, and willing to learn from failures. APL has a long tradition of thinking outside the box and being innovative, while paying attention to the needs of the community we serve. // Albany

In a patron survey conducted last year, 94% of the respondents rated the library’s customer service as “excellent” and 6% rated it as “good.” Our Board of Trustees recognizes that such high ratings clearly reflect the courtesy and dedication of the library’s staff. I think the helpfulness of the staff makes our library truly unique and special. // North Greenbush

The Federal Library established in Rensselaerville on March 13, 1798 with 200 books. // Rensselaerville



As a small library in a small community, the staff at Castleton Public Library really get to know the people of all ages who visit the library. We know people by name, can suggest books, movies, services, and programs they might enjoy, and talk to people about changes or improvements they'd like to see. Being in a small space can sometimes be a challenge, but it has also served as an opportunity to get out into the community and meet people where they are -- at schools and preschools, parks, businesses, senior housing and nursing homes, and at local events and farmers' markets. We strive to be a dynamic part of our community and bring activity, learning, and interest to Castleton's Main Street. // Castleton



What makes the Grafton Community Library unique is its board's dedication to the library. The board was brave enough to reach out to Brunswick Community Library and talk about the idea of shared services, so that the library and community could have quality, staff and services. The Grafton Board is a working board with a determined goal to make the library the community hub. // Grafton

This one room library is more like a local watering hole for the old and the young to come and socialize, so don't come in expecting it to be quiet! // Valley Falls



We are one of the newest libraries in the system (established in 1986), but parts of our building are very OLD! Our nonfiction room was once a separate timber-frame building, constructed in the late 1700s. And, while our library is small, the key that opens the front door is one of the largest! // Westerlo

Our library is unique in that we are right across the street from the Amtrak station and the Megabus depot. We get a lot of travelers stopping in for help with tickets or to relax while waiting for their train. // Rensselaer

We are a library in a small country community. Because of our size, we do know most of our patrons by name and know their reading preferences. There often is a friendly exchange of non-library topics and a personal connection that forms. Lots of patrons share things with us, because they feel comfortable with the staff and there is a caring on both sides. For lots of folks it is not just about getting a book, but also to have a short chat as well. A unique dynamic that probably only happens in smaller libraries and small communities. // Hoosick Falls

In 2012, Altamont Free Library moved into our new home in the historic Altamont Train Station. Listed on the National Registry of Historic Places, the Altamont Train Station was built in 1897 and served as our community's train station until 1963. Between 2005 and 2012, a massive volunteer-led fundraising and renovation campaign went was waged to transform the train station into a modern, accessible, and beautiful public library. Much of the work of the renovation was done by community members, quarterbacked by former AFL director Judith Wines and a team of dedicated board members. The members of the Altamont community are justifiably proud of the hard work they did that turned their vision into reality, and the library serves as a starting point for just as many journeys as it ever did in its old life. // Altamont

The Voorheesville Public Library is devoted to reading and literacy, with programs focused on the developmental milestones of all ages. We give back: We collect for the local food bank. We run a Teens Care program in which young people make items, such as telemetry bags, for local institutions and the community. Our Friends' group gave some of their materials to local teachers and needy school districts rather than sell them in their annual book sale. We provide free classes and resources on Medicare, technology, crafting gardening, among other areas. We look to support our community residents and to heal our world in any way that we can. // Voorheesville

Dedicated Trustees, volunteers, and staff continued to bring the support, services and programs to the community of Nassau in 2017. This collective work truly makes the Nassau Free Library the "Heart of the Community." // Nassau



We are located on a community campus, called "Community Way" which includes the public library, YMCA, and Senior Living facility. We have sidewalks that connect us to the High School and Buses that transport the Middle School students to our location daily. These pedestrian friendly walkways have also enabled us to be creative with the use of our parking lot - the hub of our Farmers' Market which is open annually, June-October, in coordination with the YMCA! // East Greenbush

What's unique about us is our Pop-Up Library: Providing a new dimension to Library Outreach, Librarian Ann Wemple-Person has brought the library to the community. With her leadership, and the support of her colleagues in Programs and Services, as well as staffers in Circulation, Administration, and Information Technology, we've done a wealth of outreach programs in 2017, reaching HUNDREDS of patrons. // Guilderland

It is easy to expound on the "specialness" of the Cohoes Public Library, but that specialness is not due to the building, the books, or even the mastodon on display. Rather that specialness is generated by the people and community of Cohoes. Our staff who work diligently and patiently with our patrons, our Trustees who work hard to help guide and support the Library, and the Friends who work to promote and fund the Library. // Cohoes

Our library is unique in the fact that we have a very dedicated group of patrons who support the library wholeheartedly. We also have a staff that sees the library not only as employment, but as a home where they invest their time and energy to make it a wonderful, comfortable place for all in the community. We make it a point to greet all who walk through the door by name whenever possible. // Petersburg

Poestenkill Library prides itself on being a comfortable, stress-free, pleasant place to visit in our community. It is a very social place, there is no shushing in this library. // Poestenkill

The Stephentown Memorial Library is the hub of the little town of Stephentown. We see more and more people coming through our doors every day to borrow materials, participate in programs, and access the fastest internet service in town. We are not only a library but we are a community center. SML has partnered with the Town of Stephentown to create and implement a thriving Youth Program. We run a summer camp for any school age child who lives in Stephentown, as well as an annual Easter Egg Hunt and Halloween Party, all free of charge. The number of children who participate in these events keeps growing every year. // Stephentown

Our library is unique in that it was rejuvenated with its newfound public funding, which followed on the footsteps of an expansion project made possible by state construction grant funding a few years ago. The library continues to find ways to deliver even better services to all our residents. // Watervliet

As the second largest service area in the System, there are many things that make the William K. Sanford Library Unique. Our relationship with the Town of Colonie, our vibrant business community and diverse population as well as an award winning Youth Services department and one of the most comprehensive, community-driven, and cutting edge digital literacy programs for adults and seniors in the region. And we are the only library in the system that circulates vinyl records and record players! // Colonie

We are the home site for the Rensselaer Plateau Alliance library collection which includes books from the home library of regional artist Wayne Trimm. We also house a small but lovely collection of local art including both a Will Moses and a Grandma Moses print. // Sand Lake

Bethlehem Public Library works very hard to provide everyone in our community the opportunity to easily access online resources for work, education or entertainment, and this includes offering Internet and computer access beyond our building's physical footprint. In addition to the Wi-Fi access at the library, we also provide year-round free Wi-Fi at the town pool and park – a service that we are extending to the Five Rivers Environmental Education Center this spring in a partnership with the State of New York. Patrons can even borrow Wi-Fi hotspots and laptops so they can have their Internet on the go! // Bethlehem



## Share your favorite LIBRARY PATRON stories!



Young children were vibrating with excitement over receiving a prize for presenting their reading logs. One four year-old brought his in regularly and made a point of engaging with the same youth librarian to discuss what he had read. Having formed a bond with her he returned just recently to announce “I am in Preschool!” as he pumped both fists in the air and exchanged a high five. // Troy



For over a year, one of our staff has been assisting a Navy veteran in establishing eligibility for Agent Orange-related medical care from the Veterans Administration. Working with the veteran, our staff has meticulously assembled records of the ship logs and other documentation so he could coordinate the findings with his shipmates. Progress has been slow, but the VA is beginning to pay attention. // Westerlo

“I’ve always liked the fact that (Altamont is) a small library in a historic space whose staff reflects the community values of friendship and solidarity.” // Altamont

“Thank you so much for being here. I feel so much better now.” From a stressed patron who was having a bad morning and looking for tax filing extension forms. // Sand Lake



“When I was young, going to the Library meant using the card indexes to find the book(s) you wanted. You could sit quietly reading, doing your homework... but not much else. The Library, today, is as far different and exciting as the Library of my generation was a place of quiet contemplation! It seems there are activities for every age group... projects, events, parties even! The Library today has become a gathering place for all age groups... a place for activities, fun, information with computers (even a 3D one) as well as a place to sit quietly and read.” // RCS

When Jane Sobel Klonsky talked about her book *Unconditional*, which features senior dogs and their owners, we discovered that one of our library patrons had his story in her book. What a coincidence, we all loved that. And the patron was present at the event. // Hoosick Falls



One day a middle school student, and a very helpful volunteer, walked through our door. Usually excited and bright, she seemed gloomy. As we talked it came out that she had failed a Science test that day. Science is really challenging for her; school is really challenging for her. Another of our regulars was present too, an ex-teacher. He asked to review the test with her. She was reticent at first, and then she agreed. I saw the gentleman frown at the exam. At the top of the page the girl had written in big letters "I'M STUPID!" He asked her to come with him. He sat her down, and I overheard him tell her this, "I come in here, and you're helping kids on the computers, and you're sorting books, you're helping your little sisters, you're helping everyone. I listen to you talk. You're not stupid. Actually, I think you're very bright, and I should know. I was a teacher. I need you to promise me that you'll never write that again, what you wrote at the top of this page, because...well, because it's just not true." And when they emerged, she had tears in her eyes and she was smiling, and quickly resumed being her normal infectiously excited self. And as she was leaving she did promise the man that she would not write those words again. // Schaghticoke

Anyone who has visited our library basement knows it to be like going down into Alice's Wonderland hole. This year, Maureen, a new visitor to the Valley Falls Free Library, fell in love with our little library, and asked permission (ASKED permission!!!!) to tidy up our basement. What followed was a total transformation of the piles of books, paperbacks, movies and paraphernalia into a space that is welcoming and almost clutter free! Maureen has recruited two friends, Joan and Brunhilde, to help her maintain order in what would continue to be chaos, if not for her. Our patrons, truly, rock our world. // Valley Falls



A patron had been working on her Master's Degree via online courses for a few years and she and her husband traveled out of state for the graduation ceremony. Her two college-age children were not able to attend but planned to watch the ceremony online. The daughter was at home, in a part of town, that has spotty internet service. When it came time to watch the ceremony, there was no connection. The daughter remembered that the library had 24/7 Wi-Fi service, so she drove down and watched her mother's graduation – in her car, in the parking lot, while the library was closed. We were so glad we were able to provide the resources for that to happen. // Poestenkill

Hazel Beebe, 93, who lives at neighboring Atria Delmar Place, says making the near daily trek to our library gives her a sense of independence, and she always feels welcome. "It's my place to get out," she says, adding that it's her goal to get over at least once a day, although "if I want to come back more times, that's fine. I can walk over; I'm my own boss." Her daughter, Barb, says the library has meant life and liberty for her mother, who moved into the assisted living facility and spent a year-and-a-half of rehab to get back on her feet. "She's thankful every day that she's able to be there and access the library," says Barb. // Bethlehem



A library patron, recently retired, knew only the basics of her family's ancestry. After taking an adult education class on genealogy, and learning about the online databases Ancestry.com and Family search, she made some family connections and started ordering microfilm of birth, marriage, and death records from the Family History Center in Utah (Guilderland is an affiliate library). During the last year, her very small family tree has grown to more than 7,000 people, going back further than six generations in Italy. A DNA kit has led her to even more unknown relatives! Her advice, wisdom shared by many genealogists, is: "Start with what you know, and work backwards from yourself!" // Guilderland

A father shared with us how integral the library has been for his young son in building his initial foundation in becoming ready to read. His son was less than a year old when his parents signed him up for the early literacy component of our summer reading program, which encourages parents and caregivers to read to young children and engage in activities with their little ones that build crucial early literacy skills. The man and his wife felt their son might be a little too young to absorb these skills, but participated anyway – and were very happy that they did! Participating in the program set their habits to read frequently with their son and the importance of establishing a strong foundation for their son's early literacy skills through talking, rhymes, songs, and play. The father told us that, at one year old, reading together is one of his son's favorite activities, and his son enjoys "reading" his board books as part of his independent play. // Castleton

"Dear Ms. Brown, Thank you so much for the goodies and Christmas decorations. There are 11 of us from Stratton Air National Guard base here right now and about 40 more from other units around the states and the world. We are sharing with everyone! We really appreciate your thinking of us especially with the holidays coming up. Have a blessed day." // Voorheesville

Albany has a growing and vibrant refugee and immigrant population, many of whom make good use of the resources provided by the library. One of our Washington Ave. Branch youth services librarians shared this thank you note from a mom who visits weekly with her young son to attend storytimes and participate in the Raising a Reader early literacy program. The mother wrote: "Thank you so much for helping us inculcate a love for books in Hadi. We loved coming to story time with you, and being warmly welcomed. As a student-parent, I have had limited resources for Hadi's early childhood development, and I am very grateful to you and APL for the support you provide for parents like me." // Albany



Did you know that you can find more than just books at a library book sale? About four years ago during our annual book sale, the library brought two people together who fell in love, got married, and are now living happily ever after. One of our volunteers was helping out at the book sale when a gentleman drove by the library. As he was passing SML something told him to turn around even though he was not looking for books. He came inside the library and bumped into our volunteer. The next thing they knew, they were talking and making plans to see each other again. Every year since, during our book sale, the happy couple comes to celebrate the day of their first meeting and they even bring cake for all to share. // Stephentown



This past year one of our beloved patrons, Dorothy "Dollie" Berger lost her husband, Elmer. Dollie has been a frequent library user, but since the passing of her husband, she now visits the library at least once a week. Dollie is a spitfire octogenarian and routinely tells the library staff that they are her angels, sends them beautiful cards with generous donations and always signed with the quote "The kindness of others makes a better day." Dollie has voiced on more than one occasion that coming to the library is her reason for living. The library staff adore Dollie, and always make sure to check in with her and see how she is doing. // Brunswick

I received a handwritten note from a patron named "Mark" who said that he was attempting to get back into work after a five-year hiatus. The employment applications at Walmart and Home Depot were online, and since Mark had no computer training experience, he was hesitant. Fortunately, our librarians assisted Mark in getting online and provided answers to many questions over a three-hour period. Mark was excited to learn that he was invited to interview at both locations. Two weeks later, Mark was employed by Home Depot. In his words "I couldn't have done it without the help of the staff members in E.G. Library. My life has definitely changed and I'm learning new material while getting paid, 'amazing'. Thank you!" // East Greenbush

## PUBLIC SPEAKING: GET BETTER AT IT

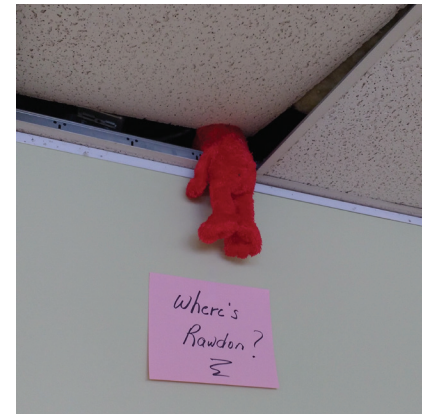
Youth & Family Services provided a 9 session series for 10 motivated students to learn strategies on how to become a better public speaker. Each speaker was filmed so that they could identify movement habits to work on. Visible changes in the students' skills were seen, which was exciting! Automation Services supported the program by purchasing equipment (SD card, tripod, microphone), created a web page for the project and edited videos.

**Item Types project:** Automation Services began a major project to reduce the number of, and simplify the use of, Sierra Item Types in our system. This work will ease the difficulty of cataloging and of maintaining library loan policies in Sierra. It also may lead to a more standardized set of loan policies among the libraries.

## BEHIND THE SCENES

UHLS purchases supplies for all libraries, coordinates State supplies and services, purchases and facilitates the loan of program kits and program supplies, facilitates booking of presenters, and serves as a resource and clearinghouse for information. Result? A total of 53,480 kids and teens registered for the Summer Reading Program and/or attended programs at UHLS libraries during summer 2017.

Coordinated Outreach Services added 200 large print format titles to the rotating collections to enable our member libraries to better serve seniors and patrons with eye strain, dyslexia, low vision, as well as others who benefit from large print formatting.



Rawdon worked with the directors and boards of several libraries to develop technology plans for their new, renovated, or reconfigured libraries. He also continued to expand and refine the implementation of the thin-client computing at our small libraries.

In 2017 we facilitated the selection of, and inclusion in Encore, of seven review sources: Booklist, AudioFile, Library Journal, Publishers Weekly, School Library Journal, VOYA, and Kirkus.



The Adult Services Advisory Council (ASAC) met quarterly in 2017, and in the fall we introduced a brand new way for our members to share valuable programming information with other regional librarians: the Adult Program Swap. More than brainstorming or a collective sharing of ideas like ASAC's Program Go-Round, the swappers provide specific information about program costs, materials, marketing, challenges, and successes. Each meeting has a theme, like arts & crafts, health & wellness, food & drink programs. We rebranded ASAC's program blog to the "Capital Region Program Swap" in support of this collaboration between UHLS, SALS, MVLS, and SCPL, and this ongoing CE also supports the UHLS Plan of Service goal to offer "Collaborative Efforts with Other Library Systems."

# BY THE NUMBERS // 2017 Statistical Summaries

“I can’t imagine having more useful information in a few short pages than what I get on our library’s econtent activity from UHLS every quarter. I wish I could get this kind of report about our other collections, our meeting rooms, our fundraising efforts, our.....!”

A special thank you to Deanna, Diane, Anne and all involved in interlibrary loan. The new service is fantastic and we have been able to reach more people and provide better service. (POS Satisfaction Survey)

“One day last week, there was a big storm. Based on the predicted weather, Kenroy asked me if he could come in a second time that day, in the evening, to pick up the next days bins in advance of the storm. I thought this was wonderful customer service on his part. I just wanted to let you know that I appreciate Kenroy for actions like this, and also for being a good guy in general, always pleasant to deal with.”

UHLS Youth Services Advisory continues to be a vital support resource for librarians working with children and teens. (UHLS YS Survey, 9/17)

## LOCAL SUPPORT

Library	Population	2016 Local Support	2017 Local Support	Change in Local Support	Per Capita Support	Per Capita Ranking
Albany	97,839	\$8,460,788	\$8,287,994	-2%	\$84.71	5
Altamont	1,720	\$98,785	\$97,247	-2%	\$56.54	8
Berlin	1,880	\$10,350	\$10,500	1%	\$5.59	29
Berne	2,794	\$42,030	\$46,154	10%	\$16.52	20
Bethlehem	27,878	\$3,906,500	\$3,949,580	1%	\$141.67	2
Brunswick	11,941	\$146,294	\$148,481	1%	\$12.43	24
Castleton	1,473	\$119,325	\$124,325	4%	\$84.40	6
Cohoes	16,168	\$181,570	\$200,000	10%	\$12.37	25
Colonie	81,591	\$2,580,929	\$2,659,085	3%	\$32.59	12
East Greenbush	16,473	\$1,833,895	\$1,872,932	2%	\$113.70	3
Grafton	2,130	\$31,600	\$32,100	2%	\$15.07	22
Guilderland	36,131	\$3,531,819	\$3,597,618	2%	\$99.57	4
Hoosick Falls	6,924	\$49,940	\$49,940	0%	\$7.21	27
Menands	3,883	\$129,006	\$133,659	4%	\$34.42	11
Nassau	4,789	\$108,870	\$108,870	0%	\$22.73	16
North Greenbush	12,075	\$304,341	\$307,384	1%	\$25.46	14
Petersburgh	1,525	\$58,137	\$59,768	3%	\$39.19	10
Poestenkill	4,530	\$64,984	\$66,642	3%	\$14.71	23
RCS	14,064	\$548,870	\$559,284	2%	\$39.77	9
Rensselaer	9,392	\$97,695	\$103,633	6%	\$11.03	26
Rensselaerville	1,843	\$47,296	\$49,296	4%	\$26.75	13
Sand Lake	8,530	\$134,342	\$135,650	1%	\$15.90	21
Schaghticoke	592	\$36,515	\$36,515	0%	\$61.68	7
Stephentown	2,903	\$47,722	\$51,056	7%	\$17.59	19
Troy	50,129	\$971,783	\$1,019,800	5%	\$20.34	17
Valley Falls	5,804	\$34,432	\$34,932	1%	\$6.02	28
Voorheesville	7,208	\$1,115,716	\$1,115,551	-0%	\$154.77	1
Watervliet	10,254	\$41,000	\$195,900	378%	\$19.10	18
Westerlo	3,361	\$76,234	\$77,540	2%	\$23.07	15
<b>AVERAGES</b>	15,373	\$855,544	\$866,601	1%	\$41.89	

# MATERIALS and PERSONNEL EXPENSES

Library	2016 Total Expenses	2017 Total Expenses	% Change Total Expenses	2017 Materials Expenses	% of Materials of Total Expenses	% of Staff Total Expenses	Per Capita Materials Expenses	Per Capita Ranking
Albany	\$8,766,290	\$8,829,783	1%	\$632,175	7%	58%	\$6.46	8
Altamont	\$120,177	\$134,164	12%	\$12,821	10%	54%	\$7.45	7
Berlin	\$56,300	\$50,940	-10%	\$2,461	5%	61%	\$1.31	26
Berne	\$50,920	\$53,958	6%	\$7,006	13%	61%	\$2.51	18
Bethlehem	\$3,633,392	\$3,858,754	6%	\$470,748	12%	76%	\$16.89	1
Brunswick	\$173,287	\$233,314	35%	\$20,361	9%	54%	\$1.71	24
Castleton	\$133,058	\$136,713	3%	\$14,246	10%	76%	\$9.67	4
Cohoes	\$194,039	\$205,314	6%	\$42,799	21%	61%	\$2.65	17
Colonie	\$2,619,349	\$2,838,931	8%	\$264,494	9%	76%	\$3.24	15
East Greenbush	\$1,845,578	\$1,842,156	-0%	\$137,499	7%	64%	\$8.35	5
Grafton	\$67,677	\$55,188	-18%	\$3,446	6%	65%	\$1.62	25
Guilderland	\$3,032,349	\$3,460,549	14%	\$369,390	11%	72%	\$10.22	3
Hoosick Falls	\$82,875	\$82,713	-0%	\$4,144	5%	66%	\$0.60	29
Menands	\$136,766	\$122,449	-10%	\$21,592	18%	62%	\$5.56	10
Nassau	\$134,623	\$136,990	2%	\$10,072	7%	64%	\$2.10	21
North Greenbush	\$316,662	\$364,917	15%	\$77,052	21%	48%	\$6.38	9
Petersburgh	\$68,355	\$60,439	-12%	\$7,908	13%	72%	\$5.19	12
Poestenkill	\$79,289	\$88,399	11%	\$15,283	17%	56%	\$3.37	13
RCS	\$665,747	\$566,281	-15%	\$31,758	6%	70%	\$2.26	19
Rensselaer	\$114,249	\$111,912	-2%	\$16,633	15%	77%	\$1.77	23
Rensselaerville	\$125,855	\$116,790	-7%	\$9,741	8%	55%	\$5.29	11
Sand Lake	\$218,656	\$149,048	-32%	\$27,329	18%	73%	\$3.20	16
Schaghticoke	\$48,467	\$52,778	9%	\$4,541	9%	51%	\$7.67	6
Stephentown	\$77,693	\$90,872	17%	\$6,344	7%	54%	\$2.19	20
Troy	\$950,794	\$1,145,481	20%	\$89,665	8%	68%	\$1.79	22
Valley Falls	\$52,864	\$63,791	21%	\$7,224	11%	48%	\$1.24	27
Voorheesville	\$1,018,390	\$1,092,349	7%	\$103,695	9%	74%	\$14.39	2
Watervliet	\$127,630	\$77,026	-40%	\$10,984	14%	78%	\$1.07	28
Westerlo	\$76,177	\$75,487	-1%	\$11,079	15%	72%	\$3.30	14
<b>AVERAGES</b>	\$861,638	\$899,913	4%	\$83,879	9%	66%	\$4.81	

“The staff at UHLS does a wonderful job supporting all libraries. Thank you for that.” (UHLS YS Survey, 9/17)

“You do a great job. Thank you for your advocacy on our behalf.” (UHLS YS Survey, 9/17)

# CIRCULATION

Library	Population	2016 Circulation	2017 Circulation	Change in Circulation	Per Capita Circulation
Albany	97,839	971,199	758,044	-22%	8
Altamont	1,720	31,137	30,350	-3%	18
Berlin	1,880	9,450	9,594	2%	5
Berne	2,794	18,641	20,108	8%	7
Bethlehem	27,878	670,393	738,279	10%	26
Brunswick	11,941	38,407	47,140	23%	4
Castleton	1,473	23,185	27,958	21%	19
Cohoes	16,168	37,936	44,910	18%	3
Colonie	81,591	628,042	588,301	-6%	7
East Greenbush	16,473	404,136	446,927	11%	27
Grafton	2,130	10,649	15,926	50%	7
Guilderland	36,131	522,232	522,115	0%	14
Hoosick Falls	6,924	22,557	24,557	9%	4
Menands	3,883	27,727	21,861	-21%	6
Nassau	4,789	20,237	21,110	4%	4
North Greenbush	12,075	100,435	103,631	3%	9
Petersburgh	1,525	19,320	16,997	-12%	11
Poestenkill	4,530	17,449	17,460	0%	4
RCS	14,064	63,930	65,364	2%	5
Rensselaer	9,392	22,475	22,731	1%	2
Rensselaerville	1,843	12,878	15,658	22%	8
Sand Lake	8,530	38,380	44,367	16%	5
Schaghticoke	592	8,841	10,217	16%	17
Stephentown	2,903	21,726	20,210	-7%	7
Troy	50,129	166,946	169,567	2%	3
Valley Falls	5,804	8,563	11,624	36%	2
Voorheesville	7,208	107,504	116,555	8%	16
Watervliet	10,254	20,556	23,034	12%	2
Westerlo	3,361	17,908	20,380	14%	6
<b>AVERAGES</b>	15,373	148,881	137,068	6%	9

UHLS Automation Services configured *Sierra* and advised six libraries on the implementation of their *MyCard* programs, which limit juvenile patrons to three items at a time with no fines. We continually refine Loan Rules and other *Sierra* settings to improve the flow of items among the libraries.

**Mango:** 8,372 language courses used

**GVRL:** 1,246 full text retrievals

**OverDrive:** 373,828 checkouts (up 12% over 2016)

Downloadable audiobooks made up more than half of the circulation of physical + digital audiobooks combined at 22 libraries!

**Ancestry:** 63,986 successful text + image retrievals

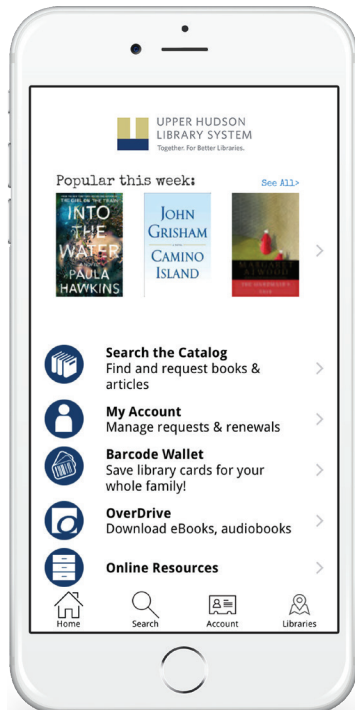
**Flipster:** 37,902 magazine views / downloads (3% increase over OverDrive magazines in 2016)

UHLS turned on Patron Self-registration on January 1 and edited the Encore home screen and login screen to point users to it. We also wrote programs to facilitate the libraries' handling of online registrants and to delete online accounts that have not been converted to real accounts within fourteen days.

In collaboration with Guilderland Public Library, UHLS coordinated public book donations for the hurricane-ravaged US Virgin Islands.

## UHLS Mobile

In June, we launched a mobile app with branded menus for each of our 29 member libraries. The app includes an automated scroll of top titles, catalog search and account access, access to the library's calendar of events, location, hours, and contact information, integration with OverDrive and other digital services, and a scanner feature that allows users to scan ISBN barcodes to see whether our libraries have a title and request it right from the app.



## HOLDINGS

Library	Population	2016 Holdings	2017 Holdings	Change in Holdings	2017 Per Capita Holdings
Albany	97,839	337,766	348,443	3%	4
Altamont	1,720	58,317	63,383	9%	37
Berlin	1,880	61,658	62,432	1%	33
Berne	2,794	64,399	66,239	3%	24
Bethlehem	27,878	167,603	177,985	6%	6
Brunswick	11,941	60,077	61,199	2%	5
Castleton	1,473	60,581	61,284	1%	42
Cohoes	16,168	78,058	79,273	2%	5
Colonie	81,591	232,110	220,109	-5%	3
East Greenbush	16,473	146,961	147,133	0%	9
Grafton	2,130	61,087	61,470	1%	29
Guilderland	36,131	224,708	226,030	1%	6
Hoosick Falls	6,924	65,586	66,359	1%	10
Menands	3,883	66,478	65,330	-2%	17
Nassau	4,789	75,297	76,170	1%	16
North Greenbush	12,075	118,863	120,600	1%	10
Petersburgh	1,525	76,008	76,774	1%	50
Poestenkill	4,530	62,112	62,059	-0%	14
RCS	14,064	71,540	72,544	1%	5
Rensselaer	9,392	71,944	73,891	3%	8
Rensselaerville	1,843	67,108	68,343	2%	37
Sand Lake	8,530	79,190	79,622	1%	9
Schaghticoke	592	57,536	58,255	1%	98
Stephentown	2,903	65,658	66,794	2%	23
Troy	50,129	191,635	185,414	-3%	4
Valley Falls	5,804	57,650	58,631	2%	10
Voorheesville	7,208	95,844	97,652	2%	14
Watervliet	10,254	61,487	62,188	1%	6
Westerlo	3,361	60,271	60,510	0%	18
<b>AVERAGES</b>	15,373	99,915	100,901	1%	19

To date, the app has been **download 6,800 times** and we have over **200 unique users daily** conducting 688 queries.

Library	2017 Resident Borrowers	2017 Non-Resident Borrowers	Internet Filtering	# Public Computers	# Public Computer Sessions	2017 Reference Transactions	Annual Hours Open	Total Annual Attendance
Albany	69,011	146	N	57	45,360	140,408	15,464.00	792,832
Altamont	1,794	48	N	5	7,140	1,479	2,946.00	14,790
Berlin	436	36	N	4	2,217	362	1,120.00	7,699
Berne	947	509	N	7	1,152	236	1,664.00	13,860
Bethlehem	19,524	75	N	68	41,015	82,402	3,704.00	346,717
Brunswick	3,365	3	N	4	1,763	7,986	2,432.00	26,622
Castleton	567	624	N	4	1,791	5,355	2,392.00	14,168
Cohoes	3,041	18	N	10	11,000	2,400	2,132.00	63,000
Colonie	29,511	99	N	20	31,216	40,927	3,328.00	238,234
East Greenbush	6,058	2,255	N	32	22,870	36,832	2,280.00	213,386
Grafton	846	3	Y	3	1,305	823	1,212.00	6,376
Guilderland	15,382	162	Y	61	26,877	40,334	3,407.00	218,216
Hoosick Falls	1,258	180	N	5	4,112	234	1,976.00	12,777
Menands	1,282	4	N	3	840	2,975	1,612.00	10,260
Nassau	2,111	332	N	5	549	752	1,820.00	9,927
North Greenbush	3,252	8	N	2	1400	5,200	2,440.00	40,500
Petersburgh	824	4	N	4	993	753	1,248.00	5,900
Poestenkill	910	52	N	3	589	759	1,638.00	8,933
RCS	4,472	212	N	12	7,392	6,123	2,972.00	39,910
Rensselaer	3,468	15	N	12	7,220	4,743	2,288.00	27,081
Rensselaerville	706	7	N	6	619	508	1,560.00	5,832
Sand Lake	2,430	1	Y	4	2,482	2,674	2,470.00	20,310
Schaghticoke	330	161	N	8	1104	1,309	1,352.00	6,483
Stephentown	823	16	N	10	2,236	4,500	1,872.00	12,277
Troy	21,814	536	N	30	28,398	24,544	5,200.00	72,714
Valley Falls	362	27	N	5	905	769	1,820.00	7,095
Voorheesville	2,981	229	N	7	5,841	17,587	3,201.00	61,550
Watervliet	2,174	1	N	9	5,528	4,600	1,976.00	17,000
Westerlo	724	11	N	3	605	454	1,508.00	8,469
<b>AVERAGES</b>	6,910	199		14	9,121	15,104	2,725	80,101

**Advisory Councils:** Monthly meetings of the Cataloging, Circulation, and Technology Advisory Councils to collaborate on system projects and to share system problems and solutions.

**Automation Services Training:** Rob provided new director training, *Sierra* workshops, and ad hoc training to the staffs of many libraries.

# PROGRAMS

Library	Adult Programs	Adult Attendance	Young Adult Programs	Young Adult Attendance	Children Programs	Children Attendance	Other Programs	Other Attendance
Albany	2,069	20,113	664	5512	1,825	30,991	0	0
Altamont	65	3,118	2	12	152	2,516	0	0
Berlin	15	274	7	53	10	79	10	49
Berne	41	395	11	54	73	1,014	18	686
Bethlehem	240	4,486	113	3,243	845	22,271	25	4,470
Brunswick	182	2,798	18	160	105	2,060	33	1262
Castleton	119	653	22	159	186	1,844	21	662
Cohoes	60	600	1	4	23	385	10	100
Colonie	684	8,359	132	13,701	472	24,113	0	0
East Greenbush	246	4,900	58	1,009	369	16,061	350	1190
Grafton	104	513	80	81	111	638	10	10
Guilderland	337	6,515	52	748	395	13,286	13	2125
Hoosick Falls	122	748	36	238	124	589	0	0
Menands	33	221	90	331	100	500	0	0
Nassau	32	704	13	146	95	925	12	347
North Greenbush	10	160	0	0	52	725	0	0
Petersburgh	79	682	3	44	71	4240	7	31
Poestenkill	16	90	0	0	52	442	0	0
RCS	102	678	38	194	477	6,325	0	0
Rensselaer	99	255	24	84	40	657	0	0
Rensselaerville	108	780	19	25	41	288	0	0
Sand Lake	43	358	3	17	70	829	11	286
Schaghticoke	27	84	6	154	89	1139	6	812
Stephentown	54	380	7	51	72	1,091	3	340
Troy	475	3,737	128	1,116	276	2,207	0	0
Valley Falls	28	466	0	75	70	499	3	250
Voorheesville	226	2,168	79	1,275	234	8,040	0	0
Watervliet	90	600	3	40	45	556	0	0
Westerlo	27	84	6	39	56	364	0	0
<b>AVERAGES</b>	198	2,239	56	985	225	4,989	18	435

A new reading program software with book recommendations, Beanstack, was made available free to member libraries in 2017 through the Family Literacy Grant.

# RESOURCE SHARING

Library	MATERIALS RECEIVED		MATERIALS LOANED	
	2016	2017	2016	2017
Albany	119,540	118,884	143,611	142,873
Altamont	10,742	9,078	7,033	7,393
Berlin	1,889	1,657	3,219	3,016
Berne	5,549	4,178	5,089	5,210
Bethlehem	88,613	84,021	67,737	70,671
Brunswick	12,160	13,975	4,950	4,928
Castleton	8,214	9,477	5,415	5,505
Cohoes	8,933	9,465	5,337	4,785
Colonie	51,051	80,724	34,715	64,155
East Greenbush	39,132	56,730	28,505	47,420
Grafton	5,470	5,323	4,175	4,086
Guilderland	54,791	55,771	90,467	89,147
Hoosick Falls	7,967	9,039	4,327	4,429
Menands	3,478	2,793	8,052	7,790
Nassau	8,698	8,011	5,883	5,985
North Greenbush	13,411	13,795	14,018	14,991
Petersburgh	5,766	4,679	7,551	7,379
Poestenkill	3,561	3,842	6,616	6,126
RCS	15,607	17,028	11,611	11,763
Rensselaer	6,154	5,309	7,157	7,864
Rensselaerville	4,140	5,606	5,138	5,622
Sand Lake	11,084	11,722	11,055	11,472
Schaghticoke	2,575	3,727	1,487	1,455
Stephentown	5,433	4,883	5,140	4,731
Troy	36,495	34,479	30,320	31,067
Valley Falls	5,538	5,846	3,237	2,657
Voorheesville	16,617	16,654	22,677	26,444
Watervliet	8,340	8,621	3,392	3,629
Westerlo	5,857	5,189	5,783	5,487
<b>AVERAGES</b>	<b>19,545</b>	<b>21,052</b>	<b>19,093</b>	<b>20,968</b>

1129 messages relating to rotating collections and resource borrowing connected member libraries and shared resources.

Our interlibrary loan service provided 2,460 items & borrowed 1,141 items.

130 rotating collections traveled among 24 libraries, filling the large print, audiobook, music, and movie needs of patrons across UHLS.

In 2017 UHLS implemented the *Boopsie* app for our catalog.

UHLS purchased 403 books for Albany Co. Jail and 209 books for Rensselaer Co. Jail with DLD's Inter-Institutional Aid Grant. Total: 612

As a result of UHLS relationships with publishers, 1272 new youth books were previewed and distributed to member libraries.

Through a shared purchase agreement, we distributed 15,600 issues of *BookPage*, the popular readers advisory magazine, to 26 libraries (31 locations).

Three libraries hosted and 4200 people interacted with an exhibit on nano technology, loaned to UHLS through a partnership with the Children's Museum of Science and Technology.

We distributed 300 "Libraries Are Education" buttons to members of the library community and the NYS legislature at Library Advocacy Day.



**STAY IN  
TOUCH**

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[www.uhls.org](http://www.uhls.org)



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**Designed by Jona Favreau**