

# EMBRACING THE UNEXPECTED



UPPER HUDSON  
LIBRARY SYSTEM

Together. For Better Libraries.

**2020 ANNUAL REPORT**  
with statistical charts from 2019 & 2020

**“Our library rocks! Even through  
COVID -19, the library is the soul of  
our community!”**

**RCSC Patron**

# IN THIS REPORT

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2	Welcome from the Executive Director
3	2020 Leadership
4	Member Libraries
5	Adult & Outreach Services
6	Youth & Family Services
7	Anti-Racism Task Force
20	Annual Awards
22	Automation Services

## COMMUNITY REPORTS

8	THANK YOU from the Community
12	LEARNING from the Pandemic
16	Looking to the FUTURE

## BY THE NUMBERS

23	2020 Local Support
24	2020 Materials and Personnel Expenses
25	2020 Circulation
26	2020 Holdings
27	2020 Library Use
88	2020 Programs
29	2020 Resource Sharing
30	2019 Local Support
31	2019 Materials and Personnel Expenses
32	2019 Circulation
33	2019 Holdings
34	2019 Library Use
35	2019 Programs
36	2019 Resource Sharing



# WELCOME FROM THE EXECUTIVE DIRECTOR

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We've all heard the phrase, "When life gives you lemons, you make lemonade!" Along with the optimism built into this saying, it also focuses on two of the most important qualities that a public library needs to be successful in its mission to serve its community – adaptability and creativity. The most successful public libraries are naturally adaptive and creative organizations, staying connected with their community and providing them the new and different services and programs that they want and need. I am proud to say that the ability to embrace new challenges and continue to successfully adapt to a changing environment is a common element among the UHLS member libraries.

And never were these traits put to the test more than during the last year, which will always be remembered as the year of the pandemic, Covid-19, social distancing, mask wearing, quarantining....

Embracing the unexpected is the theme of the 2020 UHLS annual report. We solicited stories, experiences, and pictures from all of the member libraries to clearly demonstrate the adaptability and the creativity of our member libraries and how they turned a whole lot of lemons into lemonade! From pivoting to working from home or working alone in closed libraries; learning how to effectively meet and communicate virtually; creating grab and go's and take home kits; developing full suite virtual programming plans and outdoor programming plans; perfecting curbside services, appointment services, virtual reference and readers advisory services; and so much more, the staff at every library rose to a totally new and completely unexpected challenge and continued to do their job of making a real and positive difference in their communities every day.

The leadership of our member libraries, the Trustees and library directors, also rose to the challenge. They demonstrated other forms of adaptability and creativity in their efforts to continue the leadership and the administration of their library in spite of the current challenges. Fully embracing the UHLS themes of Safe, Smart, Gradual, and Flexible, library boards developed safety plans for reopening and operating their libraries that were specifically tailored to their communities. And they kept current with the rapidly changing guidance, all while monitoring community infection rates and case positivity data! I guarantee you that none of that was in the Trustee Handbook!

And finally I want to acknowledge the team here at UHLS, the dedicated staff and the caring and committed System Trustees who deserve recognition for their own demonstrations of adaptability and creativity in the services and support UHLS was able to provide to our entire library community throughout this very difficult and challenging year.

So let me thank all of you for getting us through this together...now where's that lemonade?

## 2021 Advocacy Day



A handwritten signature in black ink, appearing to read "Tim Burke".

Tim Burke, Executive Director

## EXECUTIVE COMMITTEE

Antonio Booth, *President*  
Susan Keitel, *Vice-President*  
Fred Wobrock, Jr., *Treasurer*  
Sarah Goff, *Secretary*

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Jill Dugas Hughes  
Jackie Marino  
Michael Poost  
Tara Ricard  
Lisa Scoons  
Yvette Terplak  
Arlene Way  
Scott Wyner

Melissa Tacke, *Chair*  
Tim Wiles, *Vice-Chair*  
Joe Burke, *Secretary*

Jill Dugas Hughes  
*Finance Committee*

Sarah Clarke  
*Administration Committee*

Jane Chirgwin  
*Services Committee*

# Upper Hudson Library System Board of Trustees

AS OF DECEMBER 31, 2020

## 2020 DIRECTORS ASSOCIATION

## DIRECTORS ASSOCIATION REPRESENTATIVES to the UHLS BOARD

## UHLS Team

### Timothy Burke

*Executive Director*

### Jona Favreau

*Manager, Administration & Finance*

### Mary Fellows

*Manager, Youth & Family Services*

### Natalie Hurteau

*Manager, Adult & Outreach Services*

### Joe Thornton

*Manager, Automation Services*

### Robert Carle

### Rawdon Cheng

### Amy DuBrey

### Anne Pitlyk

### Joseph Sherry



# UHLS MEMBER LIBRARIES

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## **Albany Public Library**

Matthew Finn, Board President  
Scott Jarzombek, Director

## **Altamont Free Library**

Dan Capuano, Board President  
Joe Burke, Director

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

Angela Ross-Hixson, Board President  
Nicholas Matulis, Director

## **Berlin Free Town Library**

Rebekah Lamphere, Board President  
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## **Berne Public Library**

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## **Bethlehem Public Library**

Mark Kissinger, Board President  
Geoffrey Kirkpatrick, Director

## **Brunswick Community Library**

MartheAnn Gabey, Board President  
Sara Hopkins, Director

## **Castleton Public Library**

Shane Mitchum, Board President  
Melissa Tacke, Director

## **Cheney Library**

Debbie Tudor, Board President  
Sara Yetto, Director

## **Cohoes Public Library**

Carol Clingan, Board President  
Christiann Gibeau, Director

## **East Greenbush Community Library**

Michael Poost, Board President  
Jill Dugas Hughes, Director

## **Grafton Community Library**

Susan Brown, Board President  
Leanna Sweet, Director

## **Guilderland Public Library**

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Tim Wiles, Director

## **Menands Public Library**

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Lenny Zapala, Director

## **Nassau Free Library**

Samuel Whaley, Board President  
Tracey Clague, Director

## **North Greenbush Public Library**

Kenneth Bogdan, Board President  
Mary Klimack, Director

## **Petersburgh Public Library**

Christina Hibbs, Board President  
Anita Wilson, Director

## **Poestenkill Library**

LouAnne Lundgren, Board President  
Mergie Morris, Director

## **RCS Community Library**

Marie Sturges, Board President  
Judith Wines, Director

## **Rensselaer Public Library**

Mary Lou Knox, Board President  
Jane Chirgwin, Director

## **Rensselaerville Library**

Linda Styer, Board President  
Heidimarie Carle, Director

## **Sand Lake Town Library**

Nancy Patton, Board President  
Melinda Fowler, Director

## **Stephentown Memorial Library**

Melanie Arena, Board President  
Kim Roppolo, Director

## **Troy Public Library**

Marie Gavazzi, Board President  
Paul Hicok, Director

## **Valley Falls Free Library**

Ralph Marino, Board President  
Kelly Akin, Director

## **Voorheesville Public Library**

Bryan Richmond, Board President  
Sarah Clark, Director

## **Watervliet Public Library**

Pradip Ganesan, Board President  
Vacant, Director

## **Westerlo Public Library**

Maureen Sikule, Board President  
Debbie Scott, Director

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

Craig Blair, Board President  
Evelyn Neale, Director

# ADULT & OUTREACH SERVICES

Much like our member libraries, UHLS Adult and Outreach Services (AOS) had to quickly adapt to the new virtual world that the pandemic brought. Fortunately, we were already in the digital service business! AOS worked quickly with member libraries to expand the digital content available to all UHLS library users. We worked with member libraries to increase purchasing of digital content in Overdrive and as a result, 2020 saw a 60% increase in circulation of digital content, with “Where the Crawdads Sing,” being the most requested ebook title in our shared collection. Another part of our pandemic response was the introduction of Hoopla to all member libraries and their users. UHLS worked with Overdrive to implement Public Library Connect, a tool that allows school students to access public library digital content using their school library card. Finally, AOS pivoted on an already approved NYS grant project to make available GoToMeeting Virtual platform licenses for UHLS and every member library to conduct virtual programming, staff collaborations and board meetings.

Along with UHLS and our libraries, many of our Outreach partners also went virtual. The AOS department strengthened its relationship with the Albany Guardian Society, providing programming which included an ebook intro session with over 40 people in attendance.

UHLS and all of our member libraries spent the 2019 year preparing to support our communities and encourage a complete count in the 2020 Census. Unfortunately, COVID once again changed the plan, forcing the cancellation of many, if not all, of our programs for the census. Instead, our members did their part by making sure that library Wi-Fi signals were available 24/7 both inside and outside of the buildings and UHLS provided a series of social media advertising posts to remind people of the importance of using their library (...or their library’s parking lot!) to complete their census information.

**809,402  
DIGITAL  
CHECKOUTS**

That’s a **38%**  
increase!

**29% INCREASE**  
in total OverDrive users

In 2020, UHLS added Hoopla as systemwide platform giving users instant access to over **800,000 MORE** ebooks, audiobooks, movies, television shows, comics and albums.

**3,240  
CHECKOUTS  
BY STUDENTS**

through OverDrive, in partnership  
with school districts

**89% INCREASE IN  
ANCESTRY.COM  
USAGE**

UHLS worked with Ancestry.com to provide remote access to this popular genealogy database, for our users. This resulted in **8,756 sessions** from the comfort of library users’ homes.



# YOUTH & FAMILY SERVICES

A three-year-old throws up in Storytime. A teen confides that he has run away from home. Youth services staff are by nature and necessity flexible, and Youth and Family Services engaged our libraries in calling up that flexibility when the pandemic hit. During the first months of the covid crisis, like everyone else, we were dancing as fast as we could, making up the steps as we went. Some of those steps included creating “live” resources to help staff find their footing on everything from video Storytime guidelines to virtual meeting best practices to “take-it, make-it” ideas.

In addition to marshaling technical knowledge, we quickly realized that our mission-driven member library colleagues needed connection opportunities, with us and each other, for support. The stress, isolation, and loss of meaning many were experiencing without their young customers was lessened by a Facebook group offering ideas, perspective, and a daily kid joke. Virtual group meetings were held frequently to share information and create connection, and one-on-one meetings happened often.

A successful pandemic pivot involved 24 StoryWalks™, outdoor reading experiences in which a children’s book is deconstructed and the pages laminated and placed on wooden posts along a walking trail. This project offered a new service that doesn’t depend on the library being open, and that can be accessed by families at will and with control of their own safety. Libraries took the opportunity to develop community partnerships to get their StoryWalks™ up around their communities, in parks and one in local business storefronts. A webpage and other marketing materials netted us excellent coverage from the Albany Times Union. Funded by a family literacy grant from NYS, the project involved all UHLS staff in one way or another - from getting the hundreds of colorful pages ready for posting to multiple transfers of 300 18-pound wooden posts - AKA “The Upper Hudson Wellness Program.”

Summer Reading Program is a flagship event for libraries that in 2020 required a major shift. We identified options and helped libraries in their decision-making. Many offered their first online summer reading program, and Amy DuBrey was instrumental in easing the program set up. Virtual presenter information and an array of marketing pieces also helped libraries develop their summer plans.

If, to paraphrase Eleanor Roosevelt, people are like teabags and you can’t tell how strong they are until they’re in hot water, 2020 proved the hardiness of all our member library colleagues!

## 424 StoryWalk pages prepared!





ATF's vision for its work:

**We champion libraries that reflect and equitably serve all people with a dedicated and evolving commitment to board membership, policies, staffing, collections, services, and environments that actively and intentionally promote antiracism.**

The ATF leveraged library staff input from a community forum, survey and one-on-one discussions to develop goals and strategies to move their work forward.

## **ATF MEMBERS**

- Mary Fellows**, UHLS
- Natalie Hurteau**, UHLS
- Tim Wiles**, Guilderland Public Library
- Tracey Pause**, Voorheesville Public Library
- Tor Loney**, Albany Public Library
- Elizabeth Maynard**, RCS Community Library
- Amy McCarthy**, Guilderland Public Library
- Cathy Brenner**, Bethlehem Public Library
- Tracey McShane**, Bethlehem Public Library

## **Anti-Racism Task Force**

The Antiracism Task Force (ATF), formed by the UHLS Board and beginning work in August of 2020, was charged with helping “UHLS member libraries strengthen their library services by identifying and putting into practice strategies that promote full equity of service, focusing on anti-racism.”

These nine volunteer members developed a culture of trust in this sensitive work and together accomplished the following in 2020:

### Pushing out resources for library evolution and staff learning

- Creating a robust website, with content areas of board, collections, marketing, programming, recruitment, staff learning, and upcoming events
- Creating an opt-in antiracism listserv, keeping staff informed about new content on the website, and detail on training opportunities.

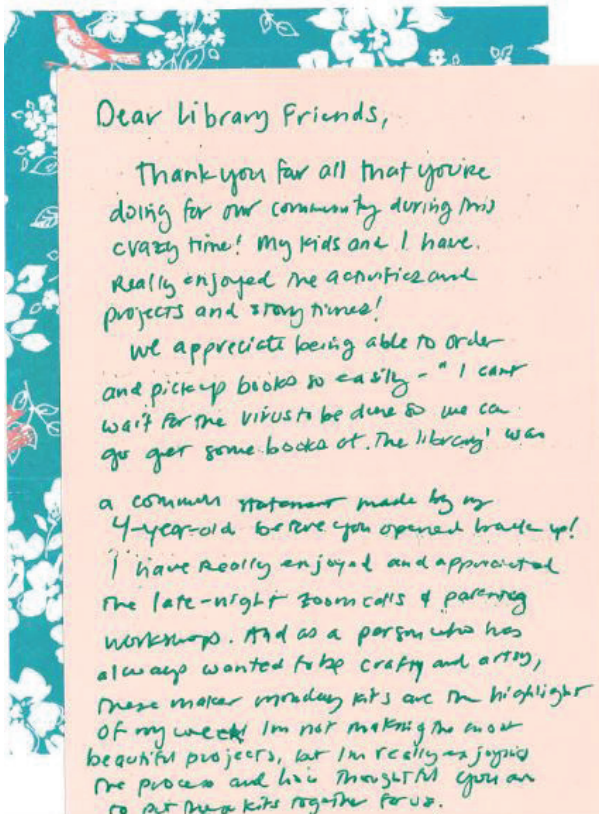
### Facilitating member library staff receipt of antiracism training

- Creating Antiracism Learning Circles, offered in both a beginner and advanced series. Each Learning Circle is open to any library staff member, who joins a facilitated discussion on an article, video, podcast, or book that has been announced in advance.
- Laying the groundwork for ATF facilitation of Project READY: Reimagining Equity & Access for Diverse Youth. Project READY is a 24-module learning experience beginning in 2021.
- Researching and analyzing options for system-wide, individual location staff and board training

# THANK YOU from the Community

Dear Library Friends, Thank you for all that you're doing for our community during this crazy time! My kids and I have really enjoyed the activities and projects and storytimes! We appreciate being able to order and pick up books so easily - "I can't wait for the virus to be done so we can go get some books at the library!" was a common statement made by my 4-year-old before you opened back up. I have really enjoyed and appreciated the late-night Zoom calls and parenting workshops. And as a person who has always wanted to be crafty and artsy, these Maker Monday kits are the highlights of my week! I'm not making the most beautiful projects, but I'm really enjoying the process and how thoughtful you are to put these kits together for us. // Voorheesville

"It's wonderful to be back in a library!" // Grafton

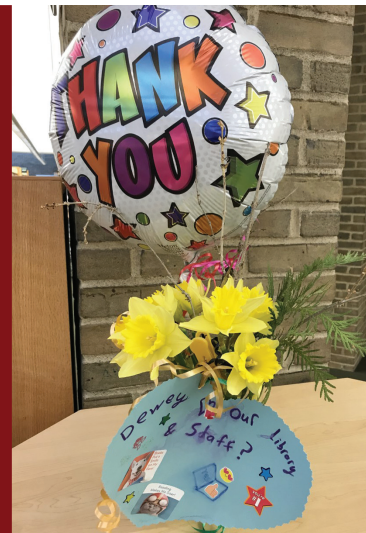


The Nassau Free Library has always been a favorite place of ours, but this year I've been blown away by how everyone at the library has gone above and beyond during a year full of curveballs. From the curbside pick-up to the incredible craft kits for the kids, I've so appreciated all you've done for us this year. Thank you for all you do, you are the best! // Nassau

Our first day opening for browsing by appointment, a patron came in and happily browsed the shelves. As she checked out, we were talking about how great it was to be open again and she began tearing up and said "I don't think you guys know how much you mean to the community." // Altamont

As the library worked to bring back services during the pandemic, the outpouring of support from the community came to us in many forms: handwritten notes of appreciation, a "thank you for all you do" as books were delivered curbside, and small tokens of gratitude like flowers or packaged snacks left for the staff. The implementation of contact-free curbside pickup provided a lifeline for many who were isolated at home, and as a testimonial to its success, more than one of our patrons donated generously to support its continuation. More recently, our Kindness Matters campaign encouraged the community to "pass it on" in an attempt to spread goodwill at a time when it was sorely needed. To our delight, we saw a lot of that kindness make its way back to us through small gestures and encouraging words from our library visitors. // Bethlehem

Best thing I heard this year: After a Saturday morning music lesson, during our free "Music Launch!" program, a piano student stood up from the bench, put his hand on his heart, and almost in shock said, "My heart's racing." He was so excited because he was feeling music in a brand new way. When his grandmother came to pick him up she said, "It's hard for him; he's missing his friends. I'm just so glad he has this right now." Something clicked for him. And when he left I knew he was going home to play more. // Schaghticoke



"So very impressed with the Growing Readers Program, weekly virtual story time, prerecorded story times, and first Saturday crafts. So grateful for the books and resources my daughter has received as a result of these programs. They have been WONDERFUL during Covid!!" "We could not be happier with the services provided by the library during the pandemic. Since the beginning, we have borrowed dozens of audio and kindle books from the Libby app and dozens more CDs, books and even movies from Hoopla. We have participated in story times and the Snow Science program." // Albany

I remember a delightful comment from a patron about the digital addition of Hoopla to our collection. To paraphrase this patron, she said it saved her sanity. She was grateful for the previous membership to Overdrive, but Hoopla really gave her the variety to escape reality. // Berne

(When the library reopened for curbside services) "Three months is too long to go without a new book!" "Thank goodness I can get books again!" (When the library reopened for in-person browsing) "It feels great to be back in the library. I had no idea how much I depended on it." // Poestenkill

"I have to let you know that whoever does the posting for your Library is so thoughtful and witty and pertinent and just plain great. Since March when the pandemic kicked in, I have looked forward to the posts daily - they make me chuckle, laugh out loud, think, and want to repost so others can enjoy them. Thank you for doing this and I look forward to whatever you post next!" // Brunswick

Back in the Fall, I received an email from a woman who attended a virtual program and she attached a photo of an open road to her message. She told me in the email she's a writer and wanted me to know the virtual program she attended inspired her to have the courage to take her first trip alone since her husband entered a nursing home. Not a big trip, just one driving in her car and feeling inspired to write again. Virtual programs are different from physical programs, but they are no "lesser than" in any way. Libraries change lives and provide comforts. // Guilderland

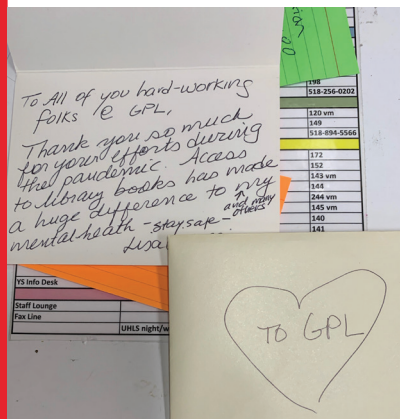
Even though our patrons have a myriad of options for content to watch, they let us know that they really enjoy seeing our familiar faces. As soon as we realized that in-person storytimes would not be possible for a very long time, our Youth Services Librarian, Joelle Adler, began making weekly storytime videos and posting them on our YouTube channel. The grandmother of a preschooler who had been a frequent attendee at our in-person storytimes before the pandemic told us that her grandson loved our storytime videos, and that his face lit up when he saw Joelle come onto the screen! She even let us know that they were watching a storytime, and as it ended, the YouTube autoplay function brought up a storytime from another library somewhere across the country, and her grandson said, "No -- want Miss Joelle!" // Castleton

"Thank you so much for being open and hosting things as it gives us a chance to still go out and do things" and "This was a lot of fun. We will be back to do this again next year". As I said in a previous Manager's Report: The Valley Falls Free Library has been a well-oiled machine, chugging along with very little disruptions or dissent. Our patrons have been happy, our staff has been happy, ergo the Library Manager has been happy. // Valley Falls

"We're so glad you're back," and "I missed coming in (to the library building)." - Pick up was just not enough for our browsers and those who just needed to talk. Regarding our Facebook page: "It had just what I needed when I needed it." // Sand Lake

"Completely comfortable and happy going to the library in person today. Staff is making an obvious effort to provide options to all and has been offering creative events and activities for the community. Thank you!" "Library staff is warm and welcoming. They are always ready to help. They have met the challenges of the pandemic with creative problem solving and a positive attitude." // RCSC

Yesterday a friend and I went to the SML Story Walk on the Corkscrew Railtrail. It was fantastic! The 2 of us, each 70 years old, had as much fun with it as any 7 year old would! It was great fun!!! // Stephentown





In the fall of 2020, a man came in to get a library card. Now in his 70's, he let us know that he hadn't had a library card since he was a child. Bored and looking for things to do during the pandemic, he thought he'd get more into reading. Ever since getting his card, he's been coming in once a week to check out a stack of books! // Castleton

We have gotten a few comments from patrons which have been very rewarding to receive. During our period of curbside-only services, someone called just to ask us, "Where do you get all of your amazing ideas for kids' crafts?" Comments like these are especially rewarding, as most ideas come directly from the ever-creative mind of our YA librarian who works so hard to create programs our young patrons will enjoy. Similarly, we have received a flood of positive responses from patrons admiring our other staff librarian's paper crafts--so many, in fact, that we have built recent in-person programming around these crafts! Every program session so far has been fully-booked. Also, from anonymous patrons on our user survey: "We appreciate all the craft kits for children and the steady curbside service throughout the past year! Keep up the great work!" "The library is great! The grounds always look fantastic and the inside of the building is always fresh, bright and clean." Comments like these demonstrate the warmth of our community, and make us feel so proud to be librarians! // Hoosick Falls

We had a Boston teacher who was here to isolate with older family members where there wasn't any internet access. She came to the library at least five days a week and taught her classes from her car in our parking lot. We also had a woman who "attended" her Boston classes from our parking lot. They were very appreciative and gave us lovely accolades. There were many other folks, even service people, who parked routinely here to deal with their emails, dispatchers, updates, etc. // Petersburg

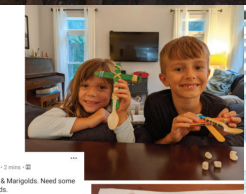
"I was interested in an online program today and could not access it. I sent a message, got a quick response and then Ray called me!!! What a great response and he tried answering my questions! What a great resource you have. I am in South Carolina" // Cohoes

On March 14th, the Library closed our building doors temporarily to help combat the spread of the Coronavirus in our community. Though our physical location was closed, the library staff continued to work hard to provide services remotely. Interest in Libby and our digital collections in particular rose to an all-time high during this period. Reflecting on this time period and the impact of remote resources, one local teacher wrote us, "So...as I reflect, I am so grateful that we had our trip to you just the week before we had our last day with the kids. What amazing timing that I could remind them to use LIBBY while at home! I am grateful we were able to have the lesson with you. We did not know just how much we would all be depending on REMOTE resources!!!" // Colonie

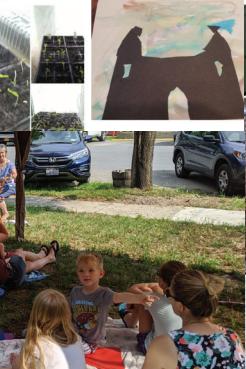
"Miss Jen and Miss Molly are great. Story time is something that my kids look forward to every week. We love the arts and crafts story time packets. This is an excellent program!" "You are both so friendly and amazing and when I think back on this very difficult year, I will always be grateful and remember you two awesome librarians for putting a bright spot in the week." // East Greenbush

BECAUSE LIBRARIES  
BRING PEOPLE TOGETHER  
EVEN WHEN WE HAVE TO  
STAY APART.

LIBRARYRETRANSFORM.COM



Frank Bender  
Library Curator, Zinnia & Margoldis. Need some sun. Thanks for the seeds!



# LEARNING from the Pandemic

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I learned that our staff is even more creative, adaptable, flexible than I ever knew before. I learned that they have an incredible ability to solve logistical challenges that happen when you reinvent every aspect of what we do on the fly—all libraries have done this in the past year, but only a few did it while also under major construction. I learned that their care and concern for the safety of our patrons and staff is deeper than I thought possible. // Guilderland

We learned that our community would meet us for whatever services we could provide. When we were closed for 15 weeks under the executive order, they came by and took the Wednesday giveaways and learned how to download our ebooks and audiobooks. When we were able to reopen in June and provide limited services, they sanitized their hands and kept browsing and technology sessions short. We couldn't host storytimes in the building, so they attended them in the park. As the weather turned and COVID cases spiked, they worked with our by-appointment model and joined us on Zoom for presentations and programs. And now that spring is here, they tell us how happy they are to again walk in the door. // RCSC

I learned from my community that the people are extremely generous. It was a few days after the school closed from the pandemic, a staff member knew the children were not getting their necessary breakfast and lunch. She suggested the library become a food drop off site. The response was overwhelming. The food distribution came to an end when the building was forced close along with other public places. That was the beginning of "Hugs from the Hilltowns" which is still dispersing food to anyone who needs it. // Berne

We started an at home delivery service for folks who might not feel comfortable in public due to the pandemic, and ended up helping a wonderful library friend who was struggling through chemotherapy, by delivering books to her door when she was having some of her hardest moments. It occurred to me that were it not for re-imagining our services due to the pandemic, we might have missed this opportunity to lend a hand to a friend in need. We plan to keep providing home delivery moving forward. // Schaghticoke

What we discovered about our staff at the Troy Public Library is that they are truly dedicated and that they were more than willing to find new ways of providing public library service to the community during a pandemic. In spite of the stress and the difficulties involved in overcoming technical problems, the staff performed well during a very difficult year. // Troy



We learned that even as a large organization, we were able to adapt quickly to meet the needs of our community under challenging circumstances. This past year, staffers often wore a number of different hats, such as parking lot attendant and "book runner," to keep our curbside service running smoothly and efficiently even in the face of staffing shortages and other logistical challenges. Knowing that we can be flexible and "quick on our feet" when the need arises has given us the confidence to tackle a number of big projects this year, from implementing a new calendar to migrating our website to the cloud. Staff also quickly adapted to using new digital tools to work and communicate with our patrons. More than anything, library staff came together as a team with one clear purpose: serving our community in a meaningful way during a difficult time. // Bethlehem

Our community was amazingly supportive of everything we did, as was our Board. From one Board member: "I think there will be more sense of the library as a durable strong community force - it came back for the community and dealt with covid at the same time."// Sand Lake



Our community went out of their way to express thanks to the library for storytime videos, take-home crafts, and custom book bags. We ended up with a stack of thank-you notes several inches deep! We also learned just how dedicated and creative our amazing staff is. We had to change our entire business model in a very short amount of time and the staff really went above and beyond our expectations. // Brunswick

I have been amazed at how well we all have worked together to keep the library open and as safe as we can make it. The Stephentown Library and the Stephentown Community are very lucky to have such dedicated staff and Board Members. Everyone has pitched in with great ideas from new programming to advertising to fundraising to keep the library active and relevant in these times. We also learned that online bake sales work pretty well!!! // Stephentown

I learned that our community, staff and board were resilient and stalwart, with a “can do” attitude, no matter what was happening in our pandemic world. I learned that the library is not just a building, but a living, breathing resource that functioned remarkably well outside of the physical space. The walls of the library don’t define us... the people do. // Valley Falls

I’ve long known that community members in Castleton/Schodack are friendly and support the library, but I was touched by the degree to which our patrons conveyed their appreciation for everything we’ve done during the pandemic. Whether it was curbside service, in-person visits, take-home craft kits for kids and teens, or reference questions we answered over the phone, we heard again and again how grateful people were for the services that we provide. Likewise, I’ve always known that we have a great staff, but I was impressed by the compassion, flexibility, and patience of our staff members as we adapted to new modes of operating. // Castleton

People/patrons, and staff are resilient, patient, and kind. // Grafton

Because we are a small, rural community, our patrons who are reliant on print materials were especially affected during the months the library was closed, as well as those individuals who needed to send faxes or make copies. We did our best to minimally serve their needs (from mid-March through mid-June) by making home deliveries when possible and/or scheduling individual appointments for material pick-up, fax transmission or copying. The Director and Board of Trustees pulled together when developing and implementing re-opening Phase 1 in mid-June when we opened for curb service and Phase 2 in mid-July when we decided we could safely re-open our facility to the public, adhering to strict Covid-19 guidelines. Through the cooperative efforts of the Staff, Board of Trustees and Patrons, the library managed to successfully get through the roughest months of the pandemic. // Berlin

We learned that our building was uniquely equipped to provide almost uninterrupted services because of the foresight of including a drive-thru window in the building design. Our employees rallied together to quickly navigate uncharted waters, ramping up both their technical skills and creativity to deliver conventional programs and services in new ways. The community was receptive to all that we had to offer and very appreciative of our efforts to provide some normalcy and reprieve. We are resilient, able to learn new things with vigor, can embrace stepping out of our comfort zone and, in turn, we have become stronger together. // East Greenbush

Staff - I have the best, most adaptable, caring library team. Throughout this whole crazy adventure, they have just gone with the flow of what needed to happen and/or what needed to be done. They were always willing to make the changes necessary to get items out to the patrons. There was never any pushback, only a willingness to move forward. I am a very fortunate director to work with such an amazing group of people. Trustees – This is a totally supportive and cohesive Board of Trustees. They acted quickly to put whatever was necessary into place. The open communication we share helped everyone stay apprised of the current status and ready to act on the next step without time being spent bringing people up to date. We made smooth transitions into each phase of reopening. Community – So wonderfully supportive of the library and very understanding of the decisions which were made during each phase of this journey. I wish we could have seen everyone's smile as they walked through the door when appointments opened. But we could see it shining out of their eyes. It made patrons appreciate the value the library holds in the community and how much the routine of going to the library is a part of their lives. We all have taken for granted that the library exists in the community and that we can access it as needed. // Poestenkill



2020 was a year with an asterisk. Normal was “new”. It laid ruin to decades of tradition as the library was forced to close its doors and one annual benchmark after another was cancelled in deference to public safety. And for this small, rural library, the biggest question we faced was whether or not we could still be a community gathering place without actually gathering. And the answer was “Yes.” We learned that the library was more than its four walls, its collection, its traditional events and programs. It was its people – patrons, staff, and trustees – and their resilience and flexibility in the face of isolation and change. When we closed our doors in March, we replaced circulation with book giveaways, our community bulletin board with a weekly community newsletter, and public computer use with boosted 24/7 wifi. Our weekly children’s Story Time morphed into online videos and Take & Make project kits. Poetry group became Zoom Poetry. Our Hilltown Conversations Group became the Conversation Volunteers, providing a helpline for isolated residents who needed grocery and medical runs, books and jigsaw puzzles, or simply conversation. We installed a StoryWalk in the town park. And even though most of our traditional fundraising events were cancelled, our community of supporters ensured that our funding goals were met. Our rallying cry was “We Are Community” and we certainly were. That was the lesson of this pandemic. In the face of so much that was no longer “normal”, it was the only thing that didn’t change. We Are Community. And that is how we kept smiling behind our masks. // Rensselaerville

We learned that our community is very tight-knit. Information is communicated more often by word-of-mouth and people want to experience each other in a more tactile way. So, online programming wasn’t a real draw. But, once we moved pick-ups from curbside to our vestibule, staff and patrons alike were happy to have interactions with each other – library related or not. One family that moved from New Jersey was so impressed with our setup, they marveled at how comfortable they were with using our library. This made us feel that all of our planning and preparation was worthwhile. // Cohoes

We always knew that our community supported us, but we didn’t know how much they supported us. Over the past year, we were not able to hold several of our annual fundraisers, and we were becoming worried about the effect that our lack of fundraising would have on our operations. We wrote an appeal letter to our community for the first time in many years, explaining our predicament, hoping to make up a portion of the revenue we would have normally taken in from the fundraisers we couldn’t hold. The response was overwhelming. Not only did we take in the amount we had expected to receive from the cancelled 2020 fundraisers, we took in nearly everything would have taken in for the 2021 fundraisers as well! // Altamont

This was a year that brought incredible challenges, but also showcased the dedication and innovation of our staff, leadership, and Board. As one patron wrote, “We all love that library, the staff, and all the programs you run. What an amazing job you all did throughout Covid (and still). I am always so proud when I tell people about the work you all did for all those months. I have only maintained some measure of sanity because of lots and lots of reading this past year. I had a near panic when I thought I wouldn’t be able to access any materials during shutdown. What a true treasure you all are. Honestly.” // Colonie

Rensselaer Public Library learned, or possibly re-learned, how deep the digital divide is. We purchased Hotspots, enhanced our parking lot WiFi and coaxed our printer to print directly from smart phones. We worked to help the school connect with their parents and students. We were a drop-off point for school lunches, and got to watch a teacher parade go by our building while we held up signs. Coming back to “normal” will bring a lot of valuable services to the community that can’t be replaced by computers. // Rensselaer



Our library learned how incredibly versatile it can be, as well as how much our community members care about each other. In the face of adversity, our staff rose to the occasion by creating virtual content and take-home crafts. One of our staff members even published her own children’s books using photographs of plants, animals, and Hoosick Falls scenery. Prior to COVID-19, our library also hadn’t established a social media presence. Now, our patrons learn about our programs through social media, and we have had the privilege of welcoming new users to our building as a result. Our volunteers shonr brightly, as well. During our closure, a group of extraordinary volunteers worked hard to beautify our property by tending to our gardens, removing dead shrubs, and planting new growth. Within the past month, another group of wonderful gardeners pulled weeds, removed leaves, mulched, and tended to our flower beds. We could not be happier with their work. Finally, throughout the duration of the pandemic, our library board has consistently acted as a unit of passionate, caring individuals who are dedicated to the safety and wellbeing of their community members. The board has been incredibly responsive and flexible in the face of constant change. In sum, every member of our Cheney Library team went above and beyond to ensure the continuation of our services. We could not be more grateful to all of those who make our library what it is. // Hoosick Falls



We learned how flexible everyone can be. We moved through our reopening steps with very little friction. Patrons appreciated whatever services we were able to provide and frequently went out of their way to thank staff for being available. // Voorheesville



# Looking to the **FUTURE**

The library is an important part of the community. One way to reach out is to continue to provide virtual storytimes. There are community members who normally do not join the library's face to face storytimes, but follow the virtual stories. In order to reach this audience, the plan is to extend the virtual storytimes as the Berne Public Library slowly opens up to a normal library schedule. // Berne

We will be 20% larger in space, with a utility bill that is 20% lower because new equipment is more efficient. We will double our meeting room and study room space. We will have an operational cafe in the library, along with feature areas which include a fireplace made of historical wood salvaged from local landmark buildings, and a 540-gallon freshwater tropical aquarium which will inspire young children to learn about and appreciate the beauty of nature, while also allowing adults a meditative space to read, relax, and renew. We will have an expanded parking lot, and our first ever sprinkler system—a potential lifesaver. // Guilderland

The pandemic reminded me that the library board and staff at Diver are made up of some of the most sincere, thoughtful, helpful, caring, compassionate people I know. It was a challenging year, and I want to thank everyone for their effort and support, and commitment to serving our community in the heartfelt way that we do. // Schaghticoke



A lot has changed at Menands during the pandemic; including the retirement of our beloved director Lenny. Coming out of this trying time, we are all looking forward to offering new and exciting programs to our patrons, as the pandemic gave us lots of time to come up with new ones. We hope to see all of you soon! // Menands

More technology will be used. Once programs can be offered we will coordinate more technology classes. // Grafton

When we conducted our community survey back in February 2020, we received a lot of responses that indicated that people are too busy to visit the library, or the times programs are offered aren't convenient. We discovered that parenting programs offered late at night were very convenient. We learned that on-demand programs get traffic at all hours of the day. Our patrons got a lot more comfortable using Hoopla and OverDrive. We are currently exploring other streaming/digital borrowing options. Curbside pickup is a highly valued service, and one not likely to go away; people like the convenience and speed of picking up a preordered bag of books. We will continue to provide these services as well as look to expand curbside pickup hours, even after we're open fully. We also learned how nice it is to tell patrons that they don't owe late fines - we are now (mostly) fine free! // Voorheesville

COVID-19 has led our library to truly embrace social media and other forms of digital outreach. While patrons and library staff alike miss dynamic in-person programs, take-home kits have been a hit, and they will not disappear, even after the pandemic has concluded. Due to a challenging situation, we have embraced new ways of delivering services, and have welcomed new users who have discovered convenient avenues for connecting with our library. These are users we will work to retain by continuing to offer resources which meet their needs. // Hoosick Falls

Staff is more tech-savvy, and communicates more effectively after working first entirely from home and then 50% from home. Our confidence and trust in one another has increased. // RCSC



We were able to make a lot of changes in the interior of our library during the pandemic. When Tim Wiles, Director of Guilderland Library put out the word to other libraries in UHLS of old furniture needing a good home due to their renovation, we snapped up the opportunity to pick up 2 bookshelves and 10 wooden chairs. Our maintenance person retrofitted LED lighting into one of the shelves and made it shine! Patrons love the New Books Shelf and are instantly drawn to it when they walk through the doors. For a small library with a small budget, this donation is an enormous gift that keeps on giving! // Nassau



We love story time even virtually! Thank you!

At the start of the shutdown, we began online facebook clubs (such as a cooking and a gardening club) to help people socialize during the pandemic. Even though our building is now open, the clubs are still going strong and many of our patrons have grown closer as they share photos and talk about their projects. This is fabulous, as it can help us reach busy and house-bound patrons who are still stuck at home after the pandemic. // Brunswick

We are going to have more modes of service than ever before. We'll keep home delivery for the folks that want it. We'll keep Grab & Go Service for the folks who want it. We'll keep doing virtual programming and investing in more digital media for the people who want those things. We'll definitely keep doing outdoor programs, because those are the best kind of programs. Overall, we'll be more responsive to the needs of our community than ever before. // Altamont

We will be focused on engaging with the members of our community, not just interacting with them through a transaction. This will help us to become a better library to our neighbors, and to also adjust to their specific needs post pandemic. We had already begun to do this, but now we are being more deliberate to let them know that we are THEIR library. // Cohoes

Being a rural library can be hard when it comes to getting people to attend programs. With the implementation of virtual meetings and events, SML will now be able to offer programs to more people. We held a two part class on WW2 and were able to get double, if not triple, the participation that we would have gotten if it was at the library. I foresee being able to reach people from many parts of the country which is a great. // Stephentown

North Greenbush Public Library staff and patrons were so excited for the library to re-open to curbside service in June. Our staff truly missed our patrons. From June until the end of December, we delivered almost 2,300 bags to our "Grab N Go" contact-less pick up table in the front hall! Grab 'N Go has been very popular and it is a service we will continue to offer post COVID. // North Greenbush

We have closer bonds with many people in the community because we were here and able to help, even at a distance. We have forged closer ties with our Town government, even working in collaboration for the Summer Reading Program. Library staff took the opportunity to do a really thorough weeding. // Westerlo

We've added some new services, such as curbside pickup service and take-home craft kits, that we'll continue to offer going forward. // Castleton

Thinking you can handle a worst-case scenario is a lot different than knowing it, and now we know it. We head into the future with a vast collection of digital skills we didn't have a year ago. We also have confidence in our own resilience as an organization and an understanding that our library is so more than just our building and the books within it. // Bethlehem

Better able to adapt in times of crisis; hopefully more focused on not just the needs of the community as a whole, but the patrons as individuals. // Sand Lake



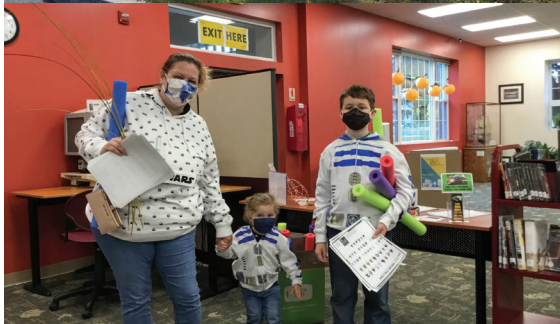
Many library members have come to love and appreciate the convenience of our drive-thru window services for quick grab and go craft projects and holds pickup. New services, such as our online readers advisory for adults and kids book bundles continue to be a hit – fostering a new love of reading for our youth and rekindling existing ones for avid readers through the discovery of fresh reads curated just for them by our librarians. Community connections will continue to thrive through our Monday Night Book Chat on Facebook, with its loyal following of book lovers chatting about what they have been reading lately which culminates into a shareable pick list for everyone to enjoy. The pandemic required us to quickly develop a slate of virtual programming, something we did very little of before, which proved to be immensely popular and revealed a previously unmet need in our community for alternate forms of programming, so we'll continue to offer virtual programming alongside in-person events. // East Greenbush

I think the operations will be more streamlined, and able to pivot no matter the circumstances. Policies and plans were created and updated that // Valley Falls

We realized how much patrons liked the item pick up. That grab & go service will continue. We are even more appreciative of seeing patrons come through the door. We are realizing how many of the cleaning protocols put in place are just a good thing to do on a regular basis. // Poestenkill

Having come to Watervliet Public Library towards the end of the pandemic, I have learned that Watervliet is a community in the true sense of the word. The library is seen as a center of information, where people call and come to us first when seeking information about everything from where to get a vaccination to finding a place to live. Our library was able to be an overflow waiting area for hundreds of community members as they waited for their vaccinations at two of the Vaccination Stations at the Senior Center that we share the building with. This gave members of the community of Watervliet, who had not been inside our library before to see our library for the first time, and I was there to answer any questions they had about our current services and how to get a library card. Many people commented on how nice our new addition is and that they were looking forward to coming in now that they were vaccinated. Having our library share a building with our city's senior center will open many opportunities for cooperative planning and programs as we move forward. // Watervliet





# 2020 UHLS ANNUAL AWARDS

## ADULT PROGRAM OF THE YEAR: DEAR STRANGER, RCS Community

In response to the physical isolation brought on by the pandemic, the library implemented this program to encourage community members to write anonymous letters, addressed simply Dear Stranger, where they shared their news, their thoughts, and their feelings. The letters were dropped off at the library and mailed anonymously to another participant. Each letter was also archived by the library and the local historical society.

From the nomination letter, “The program utilized some of our oldest technologies, the U.S. Postal Service and paper and ink to bring people together in a way that newer technologies couldn’t. When invited to revert to analog modes of communication, people were willing to dig deeper into their lives to forge connections with members of the community that they might never meet.”

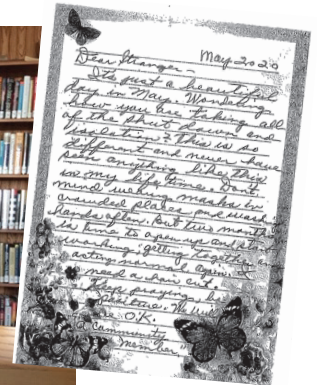
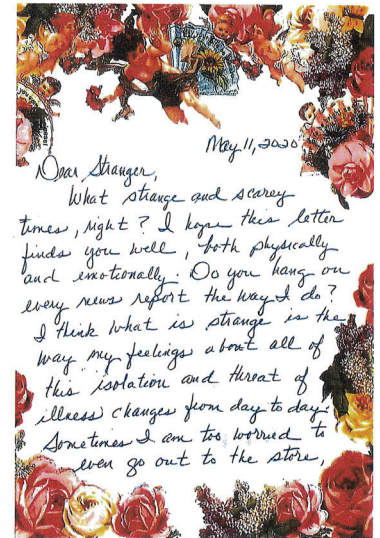
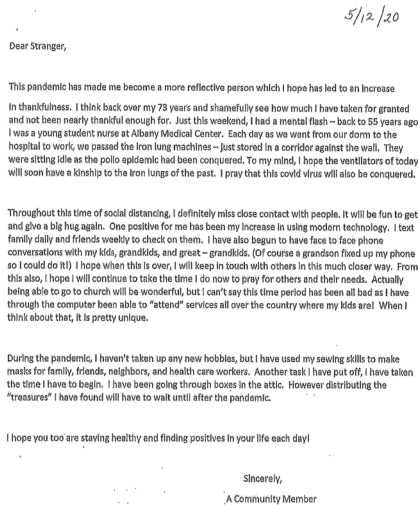
The Upper Hudson Library System commends the RCS Community Library for giving its community an opportunity to share their feelings, learn about their neighbors, and create a unique documentary record of a challenging time for everyone.

## TRUSTEE OF THE YEAR: MAUREEN SIKULE, Westerlo

The Upper Hudson Library System salutes Maureen Sikule for her exemplary service as a Trustee of the Westerlo Public Library.

As President of the Board of the Westerlo Public Library, Maureen has successfully led the library through a number of “big picture changes”, including construction projects, a director transition, and the pandemic; but her most significant accomplishment has been the negotiation of a transfer of financial management responsibilities to the library from the municipal government, giving the library more independence and direct control over its funds, and helping to establish the library as an equal partner with the Town.

The Upper Hudson Library System honors Maureen Sikule for her vision and dedicated leadership to ensure that the Westerlo Public Library can continue to expand and enhance its services and programs for the community.



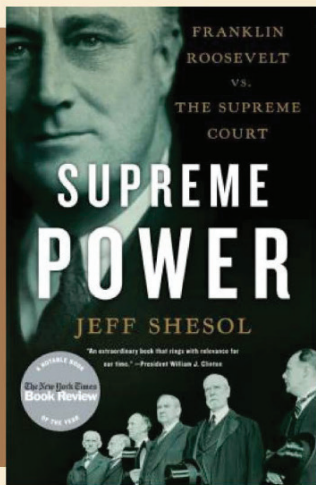
## **VOLUNTEER(S) OF THE YEAR: JONATHAN SKINNER & ROGER GREEN, Albany**

The Upper Hudson Library System recognizes Jonathan Skinner and Roger Green for their outstanding volunteer service to the Albany Public Library. Their dedication, commitment, and sustained leadership has made a positive difference for their Library and for their community.

Jon has for many years been the spark plug for the long running APL Friends weekly Tuesday Book Talks program. Contacting authors, negotiating schedules, and organizing each week's event, he has been able to sustain and grow this keystone program for Albany Public Library. But when the pandemic shut down the in-person Book Talk sessions, APL Friends Past President Roger Green immediately volunteered to serve as the program's virtual host which enabled the program to smoothly and successfully transition to a virtual environment. The APL nomination letter refers to Jon and Roger as "...our dynamic duo...tireless advocates who represent Albany Public Library wherever they go."

The Upper Hudson Library System honors Jonathan Skinner and Roger Green for being truly outstanding exemplars of volunteer service to their library and to their community.

The Friends and Foundation of Albany Public Library present:



former journalist  
**Gene Damm**  
reviews  
**Supreme Power**

Tuesday, March 16  
12:00pm - 1:15pm



## **YOUTH & FAMILY PROGRAM OF THE YEAR: NURSERY RHYME & FAIRY TALE ADVENTURE DRIVE THROUGH FAMILY STORYTIME, Voorheesville**

In response to the pandemic shut down of in-person summer reading activities, the staff of the Voorheesville Public Library were determined to find a way to provide a safe, interactive, in-person activity for kids and families. With lots of creative energy, volunteers, community partnerships, and even some live animals(!), the drive through story time was born. Set up in the high school parking lot, carloads of families were greeted by Mother Goose to begin a driving tour past live performances of sixteen different classic fairy tales and nursery rhymes. Over 300 visitors enjoyed their drive through story time; the high school drama club got a chance to perform before an audience; the local 4H were able to showcase their furry friends; and the library saved summer reading in Voorheesville!

The Upper Hudson Library System commends the Voorheesville Public Library for a uniquely creative program, enriched by community partnerships, that made a memorable difference to the families of Voorheesville.

Once upon a time .... or so the story begins. Jump in your car or your magical carriage, buckle up your seatbelts or hitch up your faithful horse, and join us for a magical nursery rhyme and fairy tale adventure! Familiar characters acting out scenes from nursery rhymes and fairy tales will be on display throughout the high school parking lot for families to drive through and enjoy. Social distancing protocol will be instituted. Will Little Bo Peep find her sheep? Will Little Boy Blue Blow his horn? Will Jack and Jill tumble and be able to get back up again? Will Humpty Dumpty ever be put back together again? Will Chicken Little be able to go out again without fear of the sky falling? REAL ANIMALS will be part of the show!



# AUTOMATION SERVICES

UHLS Automation Services is always there to assist our member libraries and their users and although the pandemic did not change that, it did change a lot of what we did in 2020. Most importantly was the challenge of making many major changes to Sierra in order to accommodate closed libraries, limited hours, quarantining of material, and curbside pickup, among other service adaptations. And then monitoring those changes and renewing them as the pandemic extended far beyond anyone's expectations. Just an example of some of the pandemic adjustments in Sierra....thousands of patron expiration dates were extended, allowing users to access digital material even when they could not visit, or in some cases even call, their libraries to renew their cards. Due dates on all outstanding loans were extended several times so patrons wouldn't be fined for overdue items that they had no practical way of returning on time. We also extended the expiration dates of all items on the libraries' hold shelves to make sure the items would be there for the patrons when the libraries reopened. A new 'hold pickup' notice was created for every library to accommodate all of the specific pandemic-related changes to their operations, such as temporary phone numbers, curbside pickup instructions, and new and constantly changing library hours. UHLS sent literally tens of thousands of emails on behalf of the member libraries to inform patrons about pandemic-related changes. We also had the unique and very challenging task of creating a new "branch" for the East Greenbush Community Library so they could effectively manage their pandemic-inspired Drive-thru window service.

On the hardware and networking side, we prepared and supported laptops for all UHLS staff to use when they made the transition to working from home. We worked on researching, negotiating, purchasing, and configuring GoToMeeting licenses for all member libraries to enable them to hold board meetings, staff training, public programming, and other meetings virtually. We also devised a solution to provide access to Ancestry.com from outside the library buildings, a service generously offered by Ancestry, but which took more than a little negotiation and programming to come up with a workaround.

Because much of the work of the Automation Services Department has always been done remotely, the pandemic change for our department was relatively minimal. Rawdon's responsibilities require frequent visits to all the member libraries to support their IT infrastructure. Because the buildings were mostly closed, Rawdon's trips became much less frequent, but in true Rawdon fashion he found plenty of new, innovative projects to take on. Rob has always preferred in-person training sessions, and when they became impossible he quickly adapted to, and now really enjoys, GoToMeeting sessions for his trainings. This is certainly one of the pandemic adjustments that will probably continue long after the pandemic ends.

Frankly, I can't say that I learned much new about our team or the UHLS staff as a whole, because they've always been creative and adaptable, and they all handled the rapid and extreme changes over the past year professionally and gracefully, as usual.

~ 3,000  
IT help desk  
questions  
answered

1,374,693  
checkouts  
& renewals

most requested  
**ITEM :**  
Where the  
Crawdads Sing  
by Delia Owens  
(857 requests)

#1 NEW YORK TIMES BESTSELLER

WHERE



THE

CRAWDADS

SING

A NOVEL

DELIA OWENS

"Painfully beautiful... At once a murder mystery, a coming-of-age narrative, and a celebration of nature." —THE NEW YORK TIMES BOOK REVIEW

# BY THE NUMBERS // 2020 Statistical Summaries

## LOCAL SUPPORT

Library	Population	2019 Local Support	2020 Local Support	Change in Local Support	Per Capita Support	Per Capita Ranking
Albany	97,839	\$9,266,300	\$8,798,716	-5%	\$89.93	6
Altamont	1,720	\$123,500	\$125,500	2%	\$72.97	7
Berlin	1,880	\$10,850	\$10,850	0%	\$5.77	29
Berne	2,794	\$49,027	\$57,877	18%	\$20.71	20
Bethlehem	27,878	\$4,129,509	\$4,270,664	3%	\$153.19	2
Brunswick	11,941	\$158,610	\$160,941	1%	\$13.48	25
Castleton	1,473	\$147,735	\$164,111	11%	\$111.41	4
Cohoes	16,168	\$202,728	\$177,234	-13%	\$10.96	27
Colonie	81,591	\$2,808,015	\$2,892,255	3%	\$35.45	12
East Greenbush	16,473	\$1,984,176	\$2,032,767	2%	\$123.40	3
Grafton	2,130	\$44,350	\$44,350	0%	\$20.82	19
Guilderland	36,131	\$3,798,557	\$3,893,455	2%	\$107.76	5
Hoosick Falls	6,924	\$99,490	\$99,940	0%	\$14.43	24
Menands	3,883	\$134,716	\$139,089	3%	\$35.82	11
Nassau	4,789	\$113,870	\$113,870	0%	\$23.78	18
North Greenbush	12,075	\$313,562	\$319,883	2%	\$26.49	16
Petersburgh	1,525	\$62,864	\$61,467	-2%	\$40.31	10
Poestenkill	4,530	\$75,400	\$75,400	0%	\$16.64	22
RCS	14,064	\$580,000	\$596,158	3%	\$42.39	9
Rensselaer	9,392	\$112,695	\$119,438	6%	\$12.72	26
Rensselaerville	1,843	\$52,016	\$53,642	3%	\$29.11	15
Sand Lake	8,530	\$142,283	\$145,057	2%	\$17.01	21
Schaghticoke	592	\$41,515	\$41,515	0%	\$70.13	8
Stephentown	2,903	\$95,000	\$95,000	0%	\$32.72	14
Troy	50,129	\$1,128,601	\$1,183,414	5%	\$23.61	17
Valley Falls	5,804	\$39,932	\$39,932	0%	\$6.88	28
Voorheesville	7,208	\$1,139,890	\$1,151,289	1%	\$159.72	1
Watervliet	10,254	\$150,474	\$150,474	0%	\$14.67	23
Westerlo	3,361	\$79,843	\$110,059	38%	\$32.75	13
<b>AVERAGES</b>	15,373	\$933,983	\$935,322	0%	\$47.07	

## MATERIALS and PERSONNEL EXPENSES

Library	2019 Total Expenses	2020 Total Expenses	% Change Total Expenses	2020 Material Expenses	% Materials of Total Expenses	% Staff of Total Expenses	Per Capita Materials Expenses	Per Capita Ranking
Albany	\$9,434,474	\$8,605,831	-9%	\$644,445	7%	59%	\$6.59	7
Altamont	\$159,707	\$159,315	-0%	\$8,988	6%	45%	\$5.23	9
Berlin	\$53,728	\$42,064	-22%	\$1,759	4%	74%	\$0.94	27
Berne	\$54,489	\$68,693	26%	\$6,667	10%	48%	\$2.39	18
Bethlehem	\$3,901,646	\$3,998,863	2%	\$517,993	13%	74%	\$18.58	1
Brunswick	\$199,138	\$176,288	-11%	\$14,160	8%	72%	\$1.19	26
Castleton	\$199,725	\$157,508	-21%	\$18,995	12%	66%	\$12.90	2
Cohoes	\$218,199	\$187,783	-14%	\$37,658	20%	67%	\$2.33	21
Colonie	\$2,936,765	\$2,869,706	-2%	\$313,297	11%	75%	\$3.84	13
East Greenbush	\$2,066,667	\$2,038,432	-1%	\$139,181	7%	58%	\$8.45	5
Grafton	\$144,990	\$72,930	-50%	\$3,837	5%	49%	\$1.80	22
Guilderland	\$3,753,327	\$3,801,016	1%	\$361,218	10%	66%	\$10.00	4
Hoosick Falls	\$96,160	\$118,298	23%	\$5,106	4%	46%	\$0.74	29
Menands	\$128,362	\$119,843	-7%	\$17,123	14%	64%	\$4.41	10
Nassau	\$149,698	\$116,454	-22%	\$11,375	10%	75%	\$2.38	19
North Greenbush	\$236,936	\$240,498	2%	\$51,108	21%	72%	\$4.23	11
Petersburgh	\$73,809	\$68,517	-7%	\$3,619	5%	63%	\$2.37	20
Poestenkill	\$93,073	\$105,624	13%	\$18,174	17%	47%	\$4.01	12
RCS	\$603,875	\$629,154	4%	\$34,730	6%	63%	\$2.47	17
Rensselaer	\$121,182	\$130,064	7%	\$16,656	13%	67%	\$1.77	23
Rensselaerville	\$132,501	\$137,709	4%	\$12,654	9%	46%	\$6.87	6
Sand Lake	\$154,463	\$145,127	-6%	\$32,146	22%	75%	\$3.77	14
Schaghticoke	\$57,807	\$54,141	-6%	\$3,151	6%	50%	\$5.32	8
Stephentown	\$108,903	\$112,248	3%	\$8,078	7%	44%	\$2.78	16
Troy	\$1,394,726	\$1,221,184	-12%	\$67,049	5%	63%	\$1.34	24
Valley Falls	\$58,701	\$64,940	11%	\$4,723	7%	47%	\$0.81	28
Voorheesville	\$1,103,897	\$1,030,629	-7%	\$85,601	8%	78%	\$11.88	3
Watervliet	\$192,168	\$105,873	-45%	\$12,877	12%	56%	\$1.26	25
Westerlo	\$89,661	\$101,911	14%	\$11,978	12%	53%	\$3.56	15
<b>AVERAGES</b>	\$962,716	\$920,022	-4%	\$84,977	9%	65%	\$4.63	

## CIRCULATION

Library	Population	2019 Circulation	2020 Circulation	Change in Circulation	Per Capita Circulation
Albany	97,839	691,022	294,566	-57%	3
Altamont	1,720	32,463	20,063	-38%	12
Berlin	1,880	9,050	7,487	-17%	4
Berne	2,794	20,731	15,395	-26%	6
Bethlehem	27,878	697,194	562,155	-19%	20
Brunswick	11,941	62,073	51,850	-16%	4
Castleton	1,473	34,447	23,694	-31%	16
Cohoes	16,168	32,527	23,887	-27%	1
Colonie	81,591	538,778	394,200	-27%	5
East Greenbush	16,473	408,622	296,285	-27%	18
Grafton	2,130	11,457	9,101	-21%	4
Guilderland	36,131	503,553	320,092	-36%	9
Hoosick Falls	6,924	27,410	16,524	-40%	2
Menands	3,883	20,096	15,079	-25%	4
Nassau	4,789	22,984	17,349	-25%	4
North Greenbush	12,075	87,976	48,619	-45%	4
Petersburgh	1,525	16,021	11,401	-29%	7
Poestenkill	4,530	18,808	13,565	-28%	3
RCS	14,064	71,314	55,458	-22%	4
Rensselaer	9,392	24,085	17,321	-28%	2
Rensselaerville	1,843	14,230	10,949	-23%	6
Sand Lake	8,530	48,528	36,437	-25%	4
Schaghticoke	592	8,267	6,178	-25%	10
Stephentown	2,903	18,922	10,515	-44%	4
Troy	50,129	176,516	96,298	-45%	2
Valley Falls	5,804	14,441	12,917	-11%	2
Voorheesville	7,208	106,364	78,884	-26%	11
Watervliet	10,254	23,935	13,301	-44%	1
Westerlo	3,361	21,054	11,590	-45%	3
<b>AVERAGES</b>	15,373	129,754	85,902	-30%	6

## HOLDINGS

Library	Population	2019 Holdings	2020 Holdings	Change in Holdings	2020 Per Capita Holdings
Albany	97,839	375,919	426,823	14%	4
Altamont	1,720	77,488	120,487	55%	70
Berlin	1,880	76,544	119,230	56%	63
Berne	2,794	81,502	122,583	50%	44
Bethlehem	27,878	205,735	231,275	12%	8
Brunswick	11,941	75,213	116,987	56%	10
Castleton	1,473	74,925	117,062	56%	79
Cohoes	16,168	93,647	136,309	46%	8
Colonie	81,591	228,521	259,019	13%	3
East Greenbush	16,473	158,854	200,918	26%	12
Grafton	2,130	73,844	116,564	58%	55
Guilderland	36,131	213,390	221,409	4%	6
Hoosick Falls	6,924	79,457	122,142	54%	18
Menands	3,883	79,247	94,215	19%	24
Nassau	4,789	89,089	131,120	47%	27
North Greenbush	12,075	132,340	172,346	30%	14
Petersburgh	1,525	91,737	134,216	46%	88
Poestenkill	4,530	75,968	118,405	56%	26
RCS	14,064	85,176	98,838	16%	7
Rensselaer	9,392	89,199	132,419	48%	14
Rensselaerville	1,843	82,963	125,009	51%	68
Sand Lake	8,530	94,159	136,997	45%	16
Schaghticoke	592	72,451	115,045	59%	194
Stephentown	2,903	81,680	123,892	52%	43
Troy	50,129	192,865	234,716	22%	5
Valley Falls	5,804	72,591	115,640	59%	20
Voorheesville	7,208	106,308	125,371	18%	17
Watervliet	10,254	77,851	120,815	55%	12
Westerlo	3,361	75,144	118,633	58%	35
AVERAGES	15,373	114,269	152,017	33%	34

## LIBRARY USE

Library	2020 Resident Borrowers	2020 Non-Resident Borrowers	Internet Filtering	# Public Computers	# Public Computer Sessions	2020 Reference Transactions	Annual Hours Open	Total Annual Attendance
Albany	67,765	157	N	24	31,446	51,478	4,118.50	181,459
Altamont	2,023	49	N	2	1,000	1,490	2,180.00	1,896
Berlin	563	0	N	3	138	43	714.00	2,680
Berne	1731	35	N	8	208	789	1,600.00	5,450
Bethlehem	22,304	105	N	35	28,904	64,038	2,498.00	212,982
Brunswick	4,058	6	N	8	295	4,502	2,288.00	10,217
Castleton	614	802	N	0	144	1,285	1,254.00	2,849
Cohoes	3,940	21	N	8	1,141	370	944.00	7,937
Colonie	35,257	120	N	6	6,169	28,159	3,124.00	92,817
East Greenbush	7,601	2,947	N	25	5,608	25,986	1,690.50	65,378
Grafton	923	1	Y	5	123	752	1,352.00	2,487
Guilderland	14,690	217	Y	39	16,846	18,514	669.00	152,065
Hoosick Falls	1,709	0	N	6	2,500	79	1,976.00	6,177
Menands	1,469	4	N	3	319	1,712	1,612.00	5,403
Nassau	1,407	154	N	3	116	650	1,820.00	1,300
North Greenbush	4,003	13	N	2	376	2,340	2,440.00	6,670
Petersburgh	870	4	N	4	1106	1113	960.00	3,281
Poestenkill	1,122	57	N	3	35	34	1,638.00	2,743
RCS	5,561	269	N	13	4,862	3,124	3,120.00	26,455
Rensselaer	4,429	20	N	13	1,988	2,060	1,988.00	5,180
Rensselaerville	767	26	N	6	135	268	666.00	2,429
Sand Lake	3,034	1	Y	4	449	442	1,051.00	7,035
Schaghticoke	615	1	N	8	300	699	1,040.00	2,905
Stephentown	1042	20	N	6	215	2,231	1,326.00	2,063
Troy	25,164	656	N	19	6,192	3,794	5,200.00	31,433
Valley Falls	580	7	N	3	166	783	1,400.00	4,811
Voorheesville	3,895	46	N	6	2,639	5,192	3,214.00	34,980
Watervliet	2,894	54	N	15	1,250	3,600	1,136.00	3,642
Westerlo	917	17	N	3	53	280	1,560.00	1,848
<b>AVERAGES</b>	7,619	200		10	3,956	7,786	1,882	30,571

## PROGRAMS

Library	Adult Programs	Adult Attendance	Young Adult Programs	Young Adult Attendance	Childrens Programs	Childrens Attendance	Other Programs	Other Attendance
Albany	724	4,330	153	1663	512	6,161	100	1349
Altamont	21	314	5	27	20	104	0	0
Berlin	2	22	0	0	8	24	0	0
Berne	35	280	4	8	61	228	13	132
Bethlehem	167	2,356	93	2,036	520	14,819	40	4,785
Brunswick	10	700	10	62	10	700	3	500
Castleton	19	216	9	59	56	436	4	653
Cohoes	146	5878	0	0	19	856	1	211
Colonie	132	2,382	82	784	259	10,768	0	0
East Greenbush	170	2,742	39	552	150	6,455	186	2670
Grafton	22	70	10	33	14	218	0	0
Guilderland	362	4,408	78	379	259	14,771	17	702
Hoosick Falls	20	41	14	71	23	169	0	0
Menands	12	77	0	0	41	177	0	0
Nassau	28	232	6	62	16	142	2	60
North Greenbush	3	57	0	0	14	142	0	0
Petersburgh	20	83	0	0	10	46	0	0
Poestenkill	3	45	0	0	12	109	0	0
RCS	91	526	36	104	318	4,612	0	0
Rensselaer	12	55	13	61	29	204	0	0
Rensselaerville	14	33	3	4	42	891	3	146
Sand Lake	40	371	2	16	12	57	2	19
Schaghticoke	16	51	14	33	50	247	2	49
Stephentown	29	286	11	50	32	217	12	200
Troy	138	1,768	32	450	172	1,835	5	31
Valley Falls	54	249	0	0	61	543	13	126
Voorheesville	86	2,235	89	1,011	184	7,677	22	668
Watervliet	45	315	3	9	21	147	3	16
Westerlo	14	123	0	0	29	140	0	0
<b>AVERAGES</b>	84	1,043	24	258	102	2,514	15	425

## RESOURCE SHARING

Library	MATERIALS RECEIVED		MATERIALS LOANED	
	2019	2020	2019	2020
Albany	110,078	61,090	136,249	61,259
Altamont	10,463	7,142	6,978	5,428
Berlin	1,638	1,426	3,281	2,509
Berne	4,169	2,636	5,492	3,821
Bethlehem	87,258	63,224	65,857	47,571
Brunswick	17,695	14,180	4,984	7,938
Castleton	11,111	6,567	5,922	5,046
Cohoes	7,147	6,173	6,899	3,251
Colonie	64,225	57,017	59,993	42,599
East Greenbush	56,508	45,962	42,056	27,895
Grafton	4,235	2,560	3,596	2,561
Guilderland	54,347	33,099	88,026	88,190
Hoosick Falls	11,060	5,748	4,164	3,315
Menands	3,172	2,714	7,998	6,038
Nassau	7,007	3,731	5,884	5,744
North Greenbush	13,634	8,438	17,034	16,398
Petersburgh	5,324	2,857	7,559	6,842
Poestenkill	4,315	2,962	5,824	7,312
RCS	16,020	10,973	11,536	9,018
Rensselaer	5,029	3,178	8,670	7,490
Rensselaerville	4,733	4,224	7,233	6,488
Sand Lake	12,470	8,935	11,079	7,835
Schaghticoke	2,572	1,052	1,396	1,266
Stephentown	3,923	2,457	4,968	7,076
Troy	34,831	18,961	30,298	18,897
Valley Falls	5,561	3,823	2,578	2,315
Voorheesville	16,357	12,528	27,546	20,128
Watervliet	9,011	4,411	3,442	2,455
Westerlo	4,184	3,385	5,445	3,357
<b>AVERAGES</b>	20,279	13,843	20,413	14,829

# BY THE NUMBERS // 2019 Statistical Summaries

## LOCAL SUPPORT

Library	Population	2018 Local Support	2019 Local Support	Change in Local Support	Per Capita Support	Per Capita Ranking
Albany	97,839	\$9,147,357	\$9,266,300	1%	\$94.71	6
Altamont	1,720	\$120,500	\$123,500	2%	\$71.80	7
Berlin	1,880	\$10,500	\$10,850	3%	\$5.77	29
Berne	2,794	\$50,823	\$49,027	-4%	\$17.55	20
Bethlehem	27,878	\$4,018,723	\$4,129,509	3%	\$148.13	2
Brunswick	11,941	\$151,610	\$158,610	5%	\$13.28	25
Castleton	1,473	\$129,725	\$147,735	14%	\$100.30	5
Cohoes	16,168	\$199,397	\$202,728	2%	\$12.54	26
Colonie	81,591	\$2,712,267	\$2,808,015	4%	\$34.42	12
East Greenbush	16,473	\$1,951,144	\$1,984,176	2%	\$120.45	3
Grafton	2,130	\$32,125	\$44,350	38%	\$20.82	19
Guilderland	36,131	\$3,678,731	\$3,798,557	3%	\$105.13	4
Hoosick Falls	6,924	\$99,490	\$99,490	0%	\$14.37	24
Menands	3,883	\$135,000	\$134,716	-0%	\$34.69	11
Nassau	4,789	\$108,870	\$113,870	5%	\$23.78	16
North Greenbush	12,075	\$310,458	\$313,562	1%	\$25.97	15
Petersburgh	1,525	\$61,164	\$62,864	3%	\$41.22	10
Poestenkill	4,530	\$75,400	\$75,400	0%	\$16.64	22
RCS	14,064	\$569,910	\$580,000	2%	\$41.24	9
Rensselaer	9,392	\$111,950	\$112,695	1%	\$12.00	27
Rensselaerville	1,843	\$51,496	\$52,016	1%	\$28.22	14
Sand Lake	8,530	\$139,563	\$142,283	2%	\$16.68	21
Schaghticoke	592	\$41,515	\$41,515	0%	\$70.13	8
Stephentown	2,903	\$53,284	\$95,000	78%	\$32.72	13
Troy	50,129	\$1,026,031	\$1,128,601	10%	\$22.51	18
Valley Falls	5,804	\$39,932	\$39,932	0%	\$6.88	28
Voorheesville	7,208	\$1,129,309	\$1,139,890	1%	\$158.14	1
Watervliet	10,254	\$150,577	\$150,474	-0%	\$14.67	23
Westerlo	3,361	\$78,780	\$79,843	1%	\$23.76	17
<b>AVERAGES</b>	15,373	\$909,849	\$933,983	3%	\$45.81	

## MATERIALS and PERSONNEL EXPENSES

Library	2018 Total Expenses	2019 Total Expenses	% Change Total Expenses	2019 Materials Expenses	% Materials of Total Expenses	% Staff of Total Expenses	Per Capita Materials Expenses	Per Capita Ranking
Albany	\$9,010,722	\$9,434,474	5%	\$670,955	7%	54%	\$6.86	7
Altamont	\$163,480	\$159,707	-2%	\$13,275	8%	45%	\$7.72	6 (tie)
Berlin	\$56,636	\$53,728	-5%	\$2,101	4%	58%	\$1.12	25
Berne	\$52,104	\$54,489	5%	\$6,748	12%	60%	\$2.42	18
Bethlehem	\$3,735,653	\$3,901,646	4%	\$522,964	13%	76%	\$18.76	1
Brunswick	\$214,164	\$199,138	-7%	\$19,234	10%	64%	\$1.61	24
Castleton	\$143,343	\$199,725	39%	\$17,503	9%	52%	\$11.88	3
Cohoes	\$218,148	\$218,199	0%	\$39,522	18%	57%	\$2.44	17
Colonie	\$2,783,464	\$2,936,765	6%	\$316,550	11%	73%	\$3.88	11
East Greenbush	\$2,016,984	\$2,066,667	2%	\$141,684	7%	57%	\$8.60	5
Grafton	\$58,001	\$144,990	150%	\$4,318	3%	25%	\$2.03	21
Guilderland	\$3,519,665	\$3,753,327	7%	\$360,685	10%	66%	\$9.98	4
Hoosick Falls	\$91,351	\$96,160	5%	\$5,585	6%	57%	\$0.81	27
Menands	\$124,617	\$128,362	3%	\$24,474	19%	59%	\$6.30	8 (tie)
Nassau	\$136,627	\$149,698	10%	\$7,766	5%	58%	\$1.62	23
North Greenbush	\$290,062	\$236,936	-18%	\$42,210	18%	74%	\$3.50	13
Petersburgh	\$60,889	\$73,809	21%	\$8,894	12%	59%	\$5.83	9
Poestenkill	\$85,451	\$93,073	9%	\$15,513	17%	53%	\$3.42	14
RCS	\$741,963	\$603,875	-19%	\$34,409	6%	66%	\$2.45	16
Rensselaer	\$120,676	\$121,182	0%	\$19,151	16%	71%	\$2.04	20
Rensselaerville	\$160,454	\$132,501	-17%	\$11,612	9%	48%	\$6.30	8 (tie)
Sand Lake	\$159,419	\$154,463	-3%	\$31,083	20%	71%	\$3.64	12
Schaghticoke	\$58,631	\$57,807	-1%	\$4,571	8%	47%	\$7.72	6 (tie)
Stephentown	\$122,832	\$108,903	-11%	\$9,813	9%	45%	\$3.38	15
Troy	\$1,367,974	\$1,394,726	2%	\$91,982	7%	55%	\$1.83	22
Valley Falls	\$52,213	\$58,701	12%	\$5,566	9%	52%	\$0.96	26
Voorheesville	\$1,120,649	\$1,103,897	-1%	\$97,788	9%	73%	\$13.57	2
Watervliet	\$150,389	\$192,168	28%	\$21,279	11%	31%	\$2.08	19
Westerlo	\$80,295	\$89,661	12%	\$13,551	15%	60%	\$4.03	10
<b>AVERAGES</b>	\$927,478	\$962,716	4%	\$88,303	9%	62%	\$5.06	

## CIRCULATION

Library	Population	2018 Circulation	2019 Circulation	Change in Circulation	Per Capita Circulation
Albany	97,839	722,568	691,022	-4%	7
Altamont	1,720	31,797	32,463	2%	19
Berlin	1,880	9,815	9,050	-8%	5
Berne	2,794	20,958	20,731	-1%	7
Bethlehem	27,878	710,965	697,194	-2%	25
Brunswick	11,941	55,711	62,073	11%	5
Castleton	1,473	33,075	34,447	4%	23
Cohoes	16,168	36,867	32,527	-12%	2
Colonie	81,591	537,586	538,778	0%	7
East Greenbush	16,473	444,098	408,622	-8%	25
Grafton	2,130	12,475	11,457	-8%	5
Guilderland	36,131	513,080	503,553	-2%	14
Hoosick Falls	6,924	25,300	27,410	8%	4
Menands	3,883	20,320	20,096	-1%	5
Nassau	4,789	21,526	22,984	7%	5
North Greenbush	12,075	98,162	87,976	-10%	7
Petersburgh	1,525	16,988	16,021	-6%	11
Poestenkill	4,530	17,869	18,808	5%	4
RCS	14,064	70,198	71,314	2%	5
Rensselaer	9,392	28,766	24,085	-16%	3
Rensselaerville	1,843	14,869	14,230	-4%	8
Sand Lake	8,530	47,496	48,528	2%	6
Schaghticoke	592	9,949	8,267	-17%	14
Stephentown	2,903	22,301	18,922	-15%	7
Troy	50,129	177,592	176,516	-1%	4
Valley Falls	5,804	15,524	14,441	-7%	2
Voorheesville	7,208	118,662	106,364	-10%	15
Watervliet	10,254	22,692	23,935	5%	2
Westerlo	3,361	21,285	21,054	-1%	6
<b>AVERAGES</b>	15,373	133,741	129,754	-3%	9

## HOLDINGS

Library	2018 Population	2018 Holdings	2019 Holdings	Change in Holdings	2019 Per Capita Holdings
Albany	97,839	366,736	375,919	3%	4
Altamont	1,720	77,981	77,488	-1%	45
Berlin	1,880	76,937	76,544	-1%	41
Berne	2,794	81,491	81,502	0%	29
Bethlehem	27,878	194,746	205,735	6%	7
Brunswick	11,941	76,596	75,213	-2%	6
Castleton	1,473	75,357	74,925	-1%	51
Cohoes	16,168	95,548	93,647	-2%	6
Colonie	81,591	242,432	228,521	-6%	3
East Greenbush	16,473	159,142	158,854	-0%	10
Grafton	2,130	74,626	73,844	-1%	35
Guilderland	36,131	235,614	213,390	-9%	6
Hoosick Falls	6,924	81,121	79,457	-2%	11
Menands	3,883	77,362	79,247	2%	20
Nassau	4,789	90,323	89,089	-1%	19
North Greenbush	12,075	133,648	132,340	-1%	11
Petersburgh	1,525	91,893	91,737	-0%	60
Poestenkill	4,530	76,602	75,968	-1%	17
RCS	14,064	84,184	85,176	1%	6
Rensselaer	9,392	89,101	89,199	0%	9
Rensselaerville	1,843	83,218	82,963	-0%	45
Sand Lake	8,530	94,417	94,159	-0%	11
Schaghticoke	592	72,818	72,451	-1%	122
Stephentown	2,903	81,916	81,680	-0%	28
Troy	50,129	198,272	192,865	-3%	4
Valley Falls	5,804	73,720	72,591	-2%	13
Voorheesville	7,208	105,096	106,308	1%	15
Watervliet	10,254	77,562	77,851	0%	8
Westerlo	3,361	75,626	75,144	-1%	22
<b>AVERAGES</b>	15,373	115,313	114,269	-1%	23

## LIBRARY USE

Library	2019 Resident Borrowers	2019 Non-Resident Borrowers	Internet Filtering	# Public Computers	# Public Computer Sessions	2019 Reference Transactions	Annual Hours Open	Total Annual Attendance
Albany	66,986	155	N	215	154,830	205,162	15,812.50	853,606
Altamont	2,005	48	N	3	6,630	1,989	2,946.00	11,832
Berlin	378	24	N	3	2,229	388	1,120.00	7,102
Berne	1465	27	N	6	768	1438	2,080.00	14,056
Bethlehem	21,326	75	N	71	38,538	95,929	3,704.00	310,464
Brunswick	3,971	5	N	8	2,400	1,825	2,432.00	33,886
Castleton	540	721	N	4	1,173	5,815	2,392.00	15,570
Cohoes	3,041	15	N	10	5,934	2,532	2,288.00	37,513
Colonie	33,962	157	N	15	28,708	45,431	3,163.00	239,230
East Greenbush	6,048	2,316	N	25	25,574	35,115	3,376.00	177,409
Grafton	912	1	Y	3	996	903	1,352.00	4,867
Guilderland	11,859	136	Y	49	25,240	37,036	3,482.50	220,569
Hoosick Falls	1,145	121	N	6	2,507	191	1,976.00	15,885
Menands	1,414	4	N	4	940	2,552	1,612.00	8,009
Nassau	1,033	124	N	3	426	1500	1,820.00	10,424
North Greenbush	3,126	8	N	2	1248	5,356	2,440.00	34,324
Petersburgh	855	4	N	4	550	913	1,248.00	6,059
Poestenkill	863	37	N	3	457	578	1,638.00	9,821
RCS	4,113	188	N	12	6,716	6,118	3,120.00	38,844
Rensselaer	2,603	10	N	13	5,300	4,131	2,244.00	31,698
Rensselaerville	747	25	N	6	434	396	1,560.00	5,744
Sand Lake	2,293	2	Y	4	1,420	2,107	2,470.00	19,060
Schaghticoke	410	1	N	8	502	1,003	1,352.00	5,786
Stephentown	913	18	N	7	884	5,590	1,872.00	11,024
Troy	24,482	642	N	29	27,038	13,080	5,200.00	74,867
Valley Falls	436	7	N	9	670	930	1,750.00	7,792
Voorheesville	3,173	26	N	7	4,306	10,087	3,214.00	55,735
Watervliet	2,225	53	N	15	5,000	5,100	2,236.00	18,000
Westerlo	764	11	N	3	537	384	1,560.00	8,176
<b>AVERAGES</b>	7,003	171		19	12,136	17,020	2,809	78,874

# PROGRAMS

Library	Adult Programs	Adult Attendance	Young Adult Programs	Young Adult Attendance	Childrens Programs	Childrens Attendance	Other Programs	Other Attendance
Albany	2,555	19,165	865	10066	1,869	31,523	448	7304
Altamont	55	2,531	6	22	140	1,363	0	0
Berlin	11	251	6	45	52	304	3	10
Berne	55	1679	13	253	89	1,634	36	1680
Bethlehem	224	4,076	113	2,899	558	14,605	224	13,348
Brunswick	330	4,455	6	94	163	6,034	7	297
Castleton	107	633	30	150	293	3,503	47	835
Cohoes	82	1049	0	0	25	779	0	0
Colonie	388	7,605	210	3,112	328	11,343	3	350
East Greenbush	438	6,533	75	1,355	347	14,341	482	1179
Grafton	59	232	32	53	97	396	8	75
Guilderland	404	4,771	32	376	371	11,777	60	4104
Hoosick Falls	103	522	21	131	47	396	0	0
Menands	34	194	0	0	103	591	0	0
Nassau	114	1536	12	260	94	1,188	16	361
North Greenbush	7	69	0	0	63	307	0	0
Petersburgh	110	537	4	28	39	217	0	0
Poestenkill	21	148	0	0	31	620	0	0
RCS	126	870	46	153	475	7,787	0	0
Rensselaer	53	208	61	295	79	1,025	0	0
Rensselaerville	46	432	11	11	52	227	13	81
Sand Lake	88	707	0	0	65	500	10	103
Schaghticoke	21	88	20	71	82	1317	10	774
Stephentown	46	350	22	120	100	1,146	12	839
Troy	362	3,558	73	1,003	360	4,057	20	150
Valley Falls	4	761	4	86	59	909	6	77
Voorheesville	217	2,199	98	1,381	194	6,749	3	273
Watervliet	120	785	7	21	160	1,105	9	16
Westerlo	35	109	8	43	92	670	0	0
<b>AVERAGES</b>	214	2,278	61	760	222	4,359	49	1,098

## RESOURCE SHARING

Library	MATERIALS RECEIVED		MATERIALS LOANED	
	2018	2019	2018	2019
Albany	118,555	110,078	147,544	136,249
Altamont	9,767	10,463	7,656	6,978
Berlin	1,624	1,638	3,143	3,281
Berne	4,423	4,169	5,204	5,492
Bethlehem	87,018	87,258	67,699	65,857
Brunswick	15,272	17,695	5,101	4,984
Castleton	11,233	11,111	5,724	5,922
Cohoes	8,096	7,147	6,289	6,899
Colonie	70,015	64,225	66,124	59,993
East Greenbush	60,389	56,508	46,697	42,056
Grafton	4,804	4,235	3,888	3,596
Guilderland	53,744	54,347	91,962	88,026
Hoosick Falls	9,947	11,060	4,413	4,164
Menands	3,303	3,172	7,955	7,998
Nassau	7,592	7,007	6,053	5,884
North Greenbush	14,297	13,634	14,492	17,034
Petersburgh	5,102	5,324	7,355	7,559
Poestenkill	4,675	4,315	6,013	5,824
RCS	16,549	16,020	12,148	11,536
Rensselaer	6,622	5,029	8,118	8,670
Rensselaerville	5,137	4,733	6,000	7,233
Sand Lake	12,503	12,470	11,093	11,079
Schaghticoke	3,070	2,572	1,423	1,396
Stephentown	4,722	3,923	5,034	4,968
Troy	34,384	34,831	31,603	30,298
Valley Falls	6,226	5,561	2,649	2,578
Voorheesville	17,657	16,357	25,742	27,546
Watervliet	7,670	9,011	3,181	3,442
Westerlo	4,785	4,184	5,817	5,445
AVERAGES	21,006	20,279	21,246	20,413

**“I learned that the library is not just a building, but a living, breathing resource that functioned remarkably well outside of the physical space. The walls of the library don’t define us... the people do.”**

**Kelly Akin, Director of Valley Falls Free Library**



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Designed by  
**Jona Favreau**