Goal 1: *Materials, services, and programs for young children.* Young children (age five and under) will have materials, services, and programs designed to ensure that they will enter school ready to learn.

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<th>Objectives</th>
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| 1.1 The circulation of children’s picture and board books will increase 15% annually.  
*2012:* 5,363  
*2011:* 5,115  
**Percent Change: 4.85% increase** | • Select, acquire, and process library materials.  
A total of 1,268 items were added to the Children’s collection in 2012. |
| 1.2 The number of young children (age five and under) with a caregiver attending a program in the library will increase 15% annually.  
*2012:* 1,516,*  
*2011:* Statistic not reliably kept. | • Provide “read-alike” booklists on a variety of topics. Several in development. |
| 1.3 A minimum of 90% of parents and caregivers surveyed will indicate that they are satisfied with the library’s services for young children.  
Survey will take place in 2013. | • Offer story times for babies, toddlers, and preschoolers. A total of 52 story times were offered for this age group in 2012. |

*Caregivers included as “under 5” attendance not separated out in 2012. Counted Story Hours and Nurturing the Creative Side of Your Child because they are geared to the under 5 population.

• Present family-oriented programs: 2012 family-oriented programs included:  

• Create displays of library materials. New displays created every month. |

• Help young patrons and their caregivers find and use appropriate library materials. This is part of our regular routine. |

• Provide active learning environments. Story hours, Little Learners art program, early literacy stations, and other programs provide active learning environments. |

• Promote programs in all media formats. Promotion through 2 newspapers, web, Facebook. |

• Summer Reading Program grant, $400. A total of 174 children signed up for the Summer Reading Program, which was a 79% increase over the 97 we had in 2011. A total of 440 children attended Summer Reading programs.
**Goal 2: Convenient and timely access to resources.** Patrons will have convenient and timely access to the resources they need to satisfy their curiosity, explore topics of personal interest and continue to learn throughout their lives.

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| 2.1 The number of items in the collection will increase 6% annually until we reach our collection goal of 50,000 titles. | - Select, acquire, process, promote and display library materials. [Total additions were 4,419. $1,000 was contributed to the system-wide Overdrive eBook/eAudio initiative. Materials promoted through papers, website, & handouts available at the desk.]
2012: 39,581 items<br>2011: 35,603<br>**Percent Change: 11% increase.** | Greenwich Community Award, $2,250 to develop the school-aged non-fiction collection. |
| 2.2 Circulation of library materials will increase 15% annually. | - Libri Grant, $700, with $350 match from Friends to develop Children’s Collection. |
2012: 36,700<br>2011 40,517<br>**Percent Change: 10% decrease** | Pushing the Limits Science Grant, $2,500, to provide science programming to adults. |
| 2.3 Digitized circulation (e.g. ebooks, eaudios, dvds) will increase 15% annually. | - Washington County Home for Aged Women Grant, $1,500 for Books on CD & Large Print. |
2012 Circulation: 1,037<br>2011 Circulation: 359<br>**Percent Change: 189% increase** | A total of 115 free titles brought back from the Public Library Association conference. |
| 2.4 The large print circulation will increase 15% annually. | - A total of 115 titles received from the first grade classes. |
2012: 992<br>2011: 968<br>**Percent Change: 2.5% increase.** | A total of 23 boxes of free titles acquired from Saratoga Outreach for collection, book sale and prizes. |
| 2.5 A minimum of 90% of “holds” placed by library personnel will be satisfied. | - A number of book donations received from patrons. Patrons donate the New York Times, Post Star & Smithsonian. |
6,880/7,366 holds were satisfied, or 93% | Book talking to kids and teachers to promote new books in collection. |
| 2.6 The number of registered borrowers will increase 5% annually. | - Provide “read-alike” booklists on a variety of topics. [Working on in 2013]. |
2012 Borrowers:3,151<br>2011 Borrowers: 2,910<br>**Percent Change: 8.3% increase** | - Promote programs in all media formats. [Items promoted through press releases in newspapers, Facebook, flyers & on website.] |
| | - Market titles creatively using social media. |
### Goal 3: Timely and effective assistance. Patrons will have timely help to find the materials, services and programs they desire.

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| 3.1 A minimum of 90% of patrons surveyed will indicate they received timely and effective assistance. **Survey will occur in 2013.** | • Create a survey station at the coffee bar for immediate customer feedback. Will occur in 2013.  
• Create signage to encourage patrons to provide feedback. Will occur in 2013.  
• Encourage library personnel to request patron feedback after assistance is provided. Will occur in 2013.  
• One week each quarter library personnel tally patrons and requests for assistance. Will occur in 2013. |

### Goal 4: Welcoming physical space. Patrons will have a welcoming physical place to meet and interact with others or work independently on personal projects.

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| 4.1 Library visits will increase 15% annually.  
*2012: 36,700 (based on 1 week estimate).*  
*2011: 40,949.*  
**Percent Change: 10.4% decrease.**  
**Goal 4 Objectives Continued**  
4.2 Increase use of available meeting spaces 15% annually until goal of 75% utilization is achieved. | • Continue facility improvements to increase accessibility.  
• *Roof Canopy:* The front roof canopy was redesigned to shed water properly, re-painted and library lettering was added. Wiring for lighting installed. Interior drywall fixed. Lobby re-painted.  
• *The Gill Room:* Water seepage issues were corrected with the installation of a sump pump and dehumidifier by Adirondack Basement Systems. |
**Hedbring Community Room**
2012: 558/700 possible usages=80% Utilization Rate.

**Other Spaces**
2012: 88/700 possible uses=13% Utilization Rate.

- Electrical outlets added to room.
- **Friends’ Room:** A dehumidifier was installed to help control moisture in the room. Doors re-installed to swing out, instead of in, for egress purposes.
- **Director’s Office:** A Director’s office was created opposite the Young Adult section. Basement window behind Director’s office filled in.
- **Exit Drive:** A gutter was installed along the exit drive to divert water away from the building.
- **Roof Behind Office:** A drainage system was installed to help keep water from entering the basement.
- **Drywall:** Drywall in basement stairwell fixed.
- **Ductwork in Basement Re-Routed to meet code.** Accessible egress door in storage room created by dropping down door in basement.
- **Children’s Room Closet Door:** A door was added to Children’s Room closet.
- **Quiet Reading Room:** Trip hazard from the heaving floor addressed.
- **Restrooms:** Both the Men’s and the Women’s room facilities were repaired this year, as well as the water fountain.
- **Flooring:** The linoleum flooring was examined to determine a good course of action to address the heaving that has occurred.
- **Handicapped Parking sign** installed on Academy Street, courtesy of the Village.
- **Electrical Work:** Broken ballasts repaired; electrical outlet behind the lobby display case added. Electrical and lighting for the wall display unit in the lobby added.
- **Shelving:** from audio cassette section repurposed and installed in rear hallway. Shelving shifted in Children’s Room and New Fiction and Non-Fiction moved to Quiet Reading Area.
- **Shelving Truck for rear hallway** (courtesy Friends).
- **Furniture acquired from Saratoga Springs**
Public Library surplus: square table for Reading Room; Circular table for Friends table; 2nd Circular table for lobby; Two short tables for Director’s office and Rectangular table for Community Room (latter two items courtesy Friends).

- Reconfigure basement to provide more meeting and shelving space [not yet undertaken].
- Maintain a clean clutter free environment [ongoing]
- Provide appropriate seating for all activities [not yet achieved in Community Room—we have what are known as “15 minute” chairs].
- Create mechanism to record customer feedback on the quality of the space [will occur in 2013].
**Goal 5: Information on community programs, services and activities.** Patrons will have information about the wide variety of programs, services and activities provided by community agencies and organizations.

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<td>5.1 New exhibits each month in the Hedbring Community Room and the display cases [see activities].</td>
<td>Seek out, schedule and promote exhibits. [ongoing].</td>
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<td>5.2 Offer at least two programs each month by the library and/or outside organizations.</td>
<td><strong>January:</strong> Saratoga National Historical Park</td>
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<td><strong>Activities (Goal 5.2)</strong></td>
<td><strong>February:</strong> Somalia Photographs: Cliff Oliver</td>
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<tr>
<td>January: <strong>Library</strong>- Pastel Color Composition, Eenie Meenie Music Demonstration, Story Hours (weekly), 4 play groups, 3 Nurturing the Creative Side of Your Child. <strong>Community:</strong> Lyme Presentation (Michael Taylor); Save Energy: Save Dollars (Greenwich Citizen’s Community); Knitting Group; Bereavement Group.</td>
<td><strong>March:</strong> Days Gone By: Jeff Jeffords</td>
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<td>February: <strong>Library</strong>-Heart Making Program; Abe Lincoln’s Hat; International Dance; Story Hours (weekly); 2 Nurturing the Creative Side of Your Child. <strong>Community:</strong> Greenwich Garden Group Program; Greenwich Citizen’s Group: Occupy Washington County; Knitting Group; Bereavement Group.</td>
<td><strong>April:</strong> Tour de Paris: Cliff Oliver. “Paint the Town Green” window painting for Earth Day courtesy High School students.</td>
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<td>March: <strong>Library:</strong> Balto Iditarod Program; Myths, Masks, Dreams; Story Hours (weekly-one with the Agricultural Stewardship Association); 4 Nurturing… <strong>Community:</strong> 4 Lego Club programs; Battenkill Time Traders; Defensive Driving (2); Knitting Group; Bereavement Group.</td>
<td><strong>May:</strong> Jacob Houston. Paint the Town Purple window painting for Relay for Life.</td>
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<td>April: <strong>Library:</strong> Movement with Science/Nature; eBook/eAudio class; Story hours (weekly); 2 Nurturing: 2 playgroups. <strong>Community:</strong> Farmers for Food Safety (CCE); Film: <em>Inside Job</em>; Knitting Group; Bereavement Group.</td>
<td><strong>June:</strong> Christ the King Art Club.</td>
</tr>
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<td>May: <strong>Library:</strong> Movement with Science/Nature; Invertebrates &amp; Arachnids; Henna workshop; Story Hours (weekly); 4 Nurturing… <strong>Community:</strong> Lego Club (5 sessions); Child Health Plus; Knitting Group; Bereavement.</td>
<td><strong>July:</strong> Block Prints, Christopher Smith. Fourth of July window painting, courtesy Battenkill Community Services.</td>
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<td>• Recruit and train a program planning and coordinating volunteer. [Program planning &amp; coordinating volunteer sought in 2012, but did not find one. Will broaden search in 2013].</td>
<td><strong>August:</strong> Battenkill Joeys Clown Group.</td>
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<td>• Increase collaboration with community and outside groups serving all age groups. [The library has been working with the school, Food for Kids, the Food Pantry, and the Youth Center. A large quantity of discarded audiocassettes were donated to PVI].</td>
<td><strong>September:</strong> Rebecca Zeh &amp; Tess Palma-Martinez.</td>
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<td><strong>October:</strong> Quilting Show.</td>
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<td><strong>November:</strong> Barnyard Beauties, Leslie Peck.</td>
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<td><strong>December:</strong> Barbara Harshman.</td>
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Activities (Goal 5.2) Continued

June: **Library:** Bonnie Ross Music series (4 sessions); Story Hours (weekly-1 French themed with our French intern); 4 Nurturing…. Robotics. **Community:** CPR Recertification; Child Health Plus; Film: *Why We Fight*; Knitting Group; Bereavement Group.

July: **Library:** Story Hour (weekly); 4 play groups; Bonnie Ross Music program; Dazzle Dogs; Young Adult Book Club (2 sessions); Magic show. **Community:** Girls of Greenwich (5 sessions); Knitting Group; Bereavement Group; Garden Group.

August: **Library:** Story Hours (weekly-one with Lili Loveday); Playgroup (weekly); Cooking Program; Storytelling for Seniors; Tang Dream Pillow Craft; Eenie Meenie Music Dance program; Scott Alarik Folk Musician; StarLab Portable Planetarium; Young Adult Book Club; Collecting Workshop for Adults/Seniors. **Community:** Girls of Greenwich (2 sessions); Legos (4 sessions). Knitting Group; Bereavement Group.

September: **Library:** Story Hours (weekly); Nurturing the Creative Side of Your Child (weekly); Collection workshop for Adults/Seniors; Young Adult Book Club (2 sessions). **Community:** LARAC Grant Seminar; Knitting Group; Bereavement Group.

October: **Library:** Story Hours (weekly); Nurturing the Creative Side of Your Child (weekly); Young Adult Book Club; General Philip Schuyler’s History of the Champlain Canal; Halloween Trick or Treat. **Community:** Fiber Tour; Yoga presentation; Health Care Film; Arthritis (surgery) presentation; Defensive Driving; CDPHP Plans for 2013; Sports, Recovery &
### Activities (Goal 5.2) Continued

Chiropractic: Preventing Injury; Knitting Group; Bereavement Group.

November: **Library:** Story Hours (weekly); Little Learners (weekly); Young Adult Book Club. **Community:** Washington County Fiber Tour; Defensive Driving; CDPHP Plans for 2013; Stress Reduction with Yoga; Knitting Group; Bereavement Group.

December: **Library:** Story Hours (weekly); Little Learners (3 sessions); Young Adult Book Club; Holiday photos; Food for Fines. **Community:** Living in Intentional Community.

### Goal 6: Resources for connecting the past and present.
Patrons will have the resources they need to understand the history and traditions of Greenwich.

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<tr>
<td>6.1 Increase number of visits to Gill Room by 10% annually: 2012: 502</td>
<td>• Promote holdings and services of Gill room through press, web and other mechanisms. Twelve articles in <em>the Journal Press and The Eagle</em> featured or had segments on the Gill Room. Pieces were also uploaded to our webpage and on Facebook.</td>
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<tr>
<td>6.2: Increase number of patron requests for information by 5% annually: 2012: 104 (estimate). Will track in 2013.</td>
<td>• Seek grant and/or donations to facilitate improving the condition of the Robert Lowber piece (photograph displayed on Smithsonian website). [not yet undertaken].</td>
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<td>6.3 Offer at least 2 local history programs a year for public hosted by Gill Room: None in 2012.</td>
<td>• Volunteers will attend training in appropriate preservation methods [Two volunteers attend Heritage Hunters meetings regularly and have disseminated training provided by CDLC to volunteers, such as wearing gloves when handling fragile documents and using acid-free boxes, folders and the like].</td>
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<td>6.4 Increase number of Gill room items in the New York Documentary Heritage website collection from 10 to 20 items [not yet undertaken].</td>
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<td>6.5 Scan and digitally catalogue items from the Gill room collection [scanning in progress].</td>
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- Continue to add images and documents to the New York Documentary Heritage website. [not yet undertaken].
- Add scanned items to the catalog. [not yet undertaken].
- Hand hand scanner purchased to scan documents into digital form.
- Oral History project continued, with 25 interviews recorded.
- Civil War and Colonial collection added.
- Gill Room sponsored coloring contest.
- *Parks of Greenwich* publication created.
- Many genealogy, obituaries, cemetery records, events, houses, people requests answered.
- Photo preservation occurring.
**Goal 7: Digital technology and high speed internet access.** Patrons will have access to digital technologies (e.g., computers, printers, facsimile/copy, and internet) and the assistance they need to use it effectively in their daily lives.

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<td>7.1 Increase usage of adult computers by 10% annually. <strong>8,211 sessions in 2012</strong>&lt;br&gt;2011 statistic not kept.</td>
<td>• Update website on an ongoing basis. [ongoing].</td>
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<td>7.2 Increase usage of Early Learning Stations by 15% annually.&lt;br&gt;<strong>2012: 6,688 usages in 2012</strong>&lt;br&gt;<strong>2011: 8,764 usages in 2011</strong>&lt;br&gt;Percent change: 24% decrease.</td>
<td>• Expand library’s social media presence [items from press releases, etc. being added to Facebook page].</td>
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</table>
| 7.3 Increase hits to the library’s website by 15% annually.<br>**2012: 15,813**<br>**2011: 10,601**
Percent Change: 49% increase | • Assist patrons of all ages who need help with computers [ongoing]. |
| 7.4 Offer at least 2 classes per year on computer-related topics.<br>**Word processing & Overdrive classes offered.** | • Provide classes and/or handouts on using computers and/or mobile devices. Handouts provided. Personal training will be offered in 2013. |
| 7.5 90% of web site users surveyed will rate the library’s web site as informative and easy to use [survey will occur in 2013] | • Purchase new electronic resources, such as: Audio & eBooks from Overdrive [contributed $1,000 to Overdrive initiative]. |
| 7.6 Staff will attend at least two classes involving the use of technology per year. **Staff attended Overdrive training class. Some staff attended multiple technology classes.** | • Purchase updates for Early Literacy Stations [split cost with Friends of the Library]. |
| | • Purchase updates for CASSIE computer software management system [updates purchased]. |
| | • Survey users about the website and their technology needs [will occur in 2013]. |
| | • Provide staff with information regarding training opportunities [information emailed to staff as opportunities arise]. |
| | • Computers & other software: one public computer replaced; 1 staff computer added. 1 USB Bar Code Scanner added. Wireless router replaced with a faster one. Deep Freeze, Fortress & Office Pro Software updated. |
| | • Web Site Domain name changed to greenwich-library.org to create our own unique identity. |
| | • Email notifications of almost due items now offered. |
Thanks to our staff and volunteers who make all this possible!

**Staff:** Nancy Battis, Jane Dudley-Ruel, Andrea Grom, Anna Grom, Annie Miller, Deb Sgambelluri, Grace Skiff, Becky Wright-Sedam.

**Desk Volunteers:** Patrice Abate, Mikayla Batty, Margaret Cartwright, Laurie Erskine, Pam Keniry, Bettie Lyons, Karen Maiurano, Linda Mead, Cliff Oliver, Theresa Scully, Amanda Spickerman, Betsy White, Karen White, Jayme Wood.

**Gill Room Volunteers:** Claudia Blackler, Mary Lou Gravelin, Renee Johnson, Stella Johnson, Sandy McReynolds, Robert Page, Wallace Paprocki, Roger Sherman & Jon Stevens.
Addendum:

Workshops, Meetings, etc.

• January 4:
  o Annual Meeting/Board Meeting
  o Meeting with Board & Sara Dallas to discuss long-range planning
  o Webinar on Sparks Grant (SALS decided not ample time to pursue)
• January 9: Picked up 11 boxes of books from Saratoga Outreach for Collection/book sale/Halloween & Summer Reading Prizes
• January 13: Staff Meeting
• January 18: Meeting with Adirondack Basement Systems
• January 25: Marketing Your Library to Your Community
• Meeting with Libby Post to discuss stable funding options
• February 16: Becoming a Library Aware Community
• February 17: Staff Meeting
• February 24: Meeting with Megan, Butler, Mays... to discuss flooring, etc.
• March 6: New York Library Association Legislative Day
• March 8: First Community Stakeholder Meeting
• March 13-17: Public Library Association Conference in Philadelphia. In addition to valuable information gathered at the conference, returned with 115 titles with an estimated retail value of $1,527.
• March 26: Hosted Boy Scouts, who were doing a disability badge and wanted to talk about how our building could be improved for the handicapped. One of their top recommendations was to install handicapped door buttons, which the Construction grant will allow us to do.
• April 2 & 16: Budget Hearing Presentation at School
• April 6: Staff meeting
• April 10: Campaign Planning for Library Votes, Part II
• April 13: Community Stakeholder meeting with SALS and Staff
• April 19: Second Community Stakeholder meeting
• April 20: Construction kick-off meeting
• April 25: Director’s Council
• April 27: Construction meeting
• May 4: Staff Meeting
• May 8: Site visit with architects
• May 21: SALS Annual Dinner
• May 22: Met with Paul Thurston to discuss long-range planning
- June 7: Construction Grant Webinar
- June 8: Staff meeting
- June 30: Staff meeting
- July 2 & 24: Construction Grant meetings
- August 6: Met with Libby Post & Sara Dallas to discuss alternative funding
- August 7: New York Library Trustees (NYLTO) meeting at SALS
- August 14 & 22: Met with Paul Thurston about Long-Range Plan
- August 22 & 29: Long range planning meetings
- September 10: Picked up 12 boxes of books from Saratoga Outreach, for book sale, our collection, and prizes or Halloween Giveaways
- September 11: NYLTO meeting at SALS
- September 14: Customer Service workshop
- September 27: Joint Board Meeting of Greenwich & Easton Libraries
- October 9: NYLTO meeting
- November 7-10: NYLA Conference in Saratoga
- November 13: NYLTO meeting; Director’s Council; Collection HQ presentation
- November 16: Staff Meeting

Aid, Grants, Awards & Donations:

- **Town:** $40,000
- **School:** $30,000
- **Village:** $14,000
- **Local Library Services Aid (LLSA):** $1,225
- **Friends:** Donation: $3,000. Holiday Party: $200; Office & Community Room Furniture: $300.
- **Construction Grant:** Approved by SALS Board at $51,681, with a 75% match by Construction Grant. Our portion would be $12,921. Awaiting reply from State. Written by Director, with assistance from architectural firm, with the following components: Push button access to front door; re-pouring back concrete slab to allow for handicapped access; leveling concrete in the front to the front book drop; closet storage shelving in the Community Room; re-carpeting and painting Community Room; door counters; new flooring in lobbies, Main Office, Circulation Desk area, and rear entry; lighting the front sign; shelving for children’s non-fiction; 3-shelf-high picture book shelving; new shelving in both offices.
- **Libri Grant** ($700, with $350 match from Friends) and **Pushing the Limits Science Grant** to provide science programming to adults, $2,500. **World Book Night.** The library will pass out 20 free books at Stewarts on April 23. Each written by Annie Miller.
- **SALS Public Library Association Conference Grant:** Director traveled to Philadelphia for PLA conference. $631.03.
• **Washington County Home For Aged Women Grant**: $1,500 to buy Books on CD and Large Print. Written by Director.
• **Greenwich Community Award**: $2,250 to develop the school-aged non-fiction collection. Written by Director.
• **Summer Reading Program Grant**: $400, written by Deb Sgambelluri, for programming.
• **Phantom Lab**: $694
• **Memorials**: $1,025
• **Battenkill Community Services**: $1,000
• **Joe Donahue**: A number of cartons of books were received from Joe Donahue.
• **Rob Grom**: A number of cartons of books were received from Rob Grom.
• **Scholastic Donation**: Assorted titles by Peter Benoit.
• **Local author Apple Jordan**: Assorted titles.
• **Subscriptions**: *New York Times, Post Star & Smithsonian* are all donated.

**Salary Structure**: Established a salary structure after gathering information from our funding bodies and area libraries. Data from SALS Annual Report was also included. Treasurer reviewed structure.

**Long Range Plan**: We met with Community Stakeholders and Sara Dallas from SALS twice to develop a long-range plan. We also met with staff for their input.

**Fund Raising**: We continue to sell tote bags (both those designed by Catherine Littell and those provided by the Friends) for $10 each. We began selling “Read More” coffee mugs for $5.00 each. We continue to offer Elizabeth Cockey books.

**Presentations**: Two presentations were made at school board meetings by the Director. One was also made by Annie.

**Intern from France**: We were delighted with Carole Alauzun, our intern from France, brought to us in cooperation with high school Spanish teacher Joy Gordon.

*Approved by Board, 3/6/13*