
Director's Report

July 2020

Facilities

The replacement air condenser coil for the 4th floor cooling problem finally shipped from the manufacturer and was delivered to the library in late July. It is scheduled for installation in early August.

The gutters of the library and the DePew House were cleaned. The temporary downspout installed in the Winter was replaced by repairing the existing copper downspout and reinstalling.

Water infiltrated the DVD shelving area on July 10th, which resulted in materials being removed from shelves to protect them from potential damage in case of another storm.

I contacted Mike Esmay to discuss issues about the water issues we are experiencing in the building. He visited and toured the areas of concern including the Local History area and the 3rd Floor NF area and the DVD area on the 2nd floor. He identified damage to window molding on the 2nd floor which indicates that the seals on the windows may need replacement. He gave me the information for the Helmer-Cronin, the contractor who built the building and installed the windows. I reached out to the company requesting a visit to explore how to repair the windows to prevent further water intrusion.

I met with a roofing contractor regarding repair to the roof drain that leaks into the 3rd floor area. I approved the quote for the repair, but we are still waiting for the work to be completed.

No progress to report on the resolution of storm water issues on the south side of the property along the Diebold Garden.

Technology

Phone System Services were impacted by dropped call and connection issues. Telspan, our phone system vendor, provided assistance with escalating and tracking Optimum's response to our issues, which included multiple visits to replace the modem. While the service issues diminished, they did not disappear altogether.

Throughout the month local area network issues impacted service to several areas of the library including primarily the Admin Area and Technical Services, but the issues also extended to other departments from time to time.

The Library purchased 10 licenses for remote desk access software to provide licensed service for staff who need to connect to their on-site desktop computers when working remotely.

Meetings

I attended the RCLS Panel on Racism during which speakers shared their stories of the discrimination they experienced in the library workplace. I also attended the RCLS Director's Association meeting. Key actions included: Grace Riario asked Directors to invite her to a Board meeting to give trustees the opportunity to meet her and ask questions regarding RCLS services. In addition, RCLS is developing 20 minute, one topic training sessions. The directors discussed the findings of Round 1 of the REALM

Project Round 1 June 22nd test results, and agreed to reduce the quarantine period for returned materials from seven days to three days.

The 2019 RCLS Statistics were published. See attached. I also attended a meeting with the Rockland County Directors where discussion continued to focus on Reopening plans for public services.

Reopening

I worked with CRC staff on identifying service modifications that will enable restarting service to the public. The staff developed ideas for modifying tasks to provide greater safety for themselves while maintaining public services. I ordered polycarbonate desk shields for the service desk and the patron desks.

I responded to requests for Reopening planning information and a site safety tour with the Nyack Library Staff Association. The union expressed concerns regarding the Library's plans and actions for protecting employees in the workplace. During the July 23rd tour, which highlighted actions the Library has taken to adjust staff schedules, enable remote work, re-orient staff work desks, install desk shields, mark traffic patterns, hang social distance, face and hand hygiene signage, and provide cleaning supplies, masks, face shields, clothing coverings and gloves for employees in each work area, the NYSUT union representative suggested that the Library should move cautiously in reopening services to the public. I communicated that our intention and actions since March have been to protect the health and safety of the staff without whom we cannot operate the library. I have listened, considered and responded to staff suggestions and requests for accommodations, and I continue to develop resources for staff to feel safe in the workplace while they perform their jobs to serve the public.

Safety

Minerva Parker continued efforts to purchase and secure sufficient Personal Protective Equipment and supplies, including stands for disposable wipes containers that can be stationed at high traffic areas of the Library. There continue to be shortages of certain cleaning and disinfecting products as well as shortages of PPE like gloves.

Grants

I met in a phone conference with representatives of the Department of Library Development. They asked questions about the differences between the submitted project plan and the completed project. I need to submit an amendment to the original project plan to address the differences between the plan and the final product.

Director's Report

August 2020

Staff Celebrations/Zoomaversary

We celebrated milestone work anniversaries for seven staff members who have dedicated a total of 90 years among them to the service of the Nyack Library community. We were happy to recognize the following staff members: Aurora Kramer (30 years); Belinda Cash (15 years); John Ballard (10 years); Rosemary Farrell (10 years); Lucia Gratch (10 years); Irene Tricano (10 years); Bonnie Timm (5 years). Staff were presented with a gift and a certificate to their favorite Nyack restaurant in lieu of the joint staff and trustee celebration that we usually organize.

Facilities

The replacement air condenser coil was not installed due to concerns that the manufacturer sent the wrong model. We worked with the contractor to get Carrier confirm in writing that the correct model was delivered, which they finally confirmed in late August.

The Library closed early on August 4th and remained closed through August 5th due to Tropical Storm Isaias. The landscape contractor cleaned up large branches that fell on the south and north sides of the DePew House as well as general debris that blanketed the rest of the library property.

Water infiltrated the east wall of the Circulation Office, which required the removal of computer equipment and other materials and supplies from the Sr. Circulation Clerk's desk. We are still waiting for the building construction contractor to review and assess the condition of windows and the 1974 building exterior regarding the best way to repair and prevent water intrusion.

Mold Remediation in the Local History Room, Staff Kitchen, and 1A Janitor's Closet was successfully performed on August 6th. The areas of concern identified by the Environmental Hygienist were cleaned and treated. Damaged cabinets and wall board were removed following standard protocols. During the cleaning in the Local History Room, a smoke detector was set off inadvertently which resulted in a fire alarm, the evacuation of the building and the response of the fire department. Several staff, including Jean Jude Vital, Belinda Cash and Morgan Strand, provided key support during this event.

The temporary counter in the Staff Kitchen was installed following the removal of the existing cabinetry during the mold remediation work. We had a delay with vendor response, and are still waiting on the reinstallation and hookup of the new hot water heater and the sink.

On August, the hot water heater in the Admin staff restroom started to leak. The unit, which has a normal 6-7 year lifespan was installed in 2014, so we are planning to replace it before we experience more water damage.

Issues with the south elevator were resolved when the vendor replaced a starter. The elevator was out of service for almost a week, which caused a disruption to the movement of materials between floors not serviced by the north elevator.

No progress to report on the resolution of storm water issues on the south side of the property along the Diebold Garden.

No progress to report on the repair to the roof drain that leaks into the 3rd floor area. We are still waiting for the work to be completed.

Technology

Phone system services continue to be intermittently interrupted by dropped call and connection issues. We worked with our current vendor to determine a root cause, but none has been identified.

Half of the video surveillance system failed due to a power supply issue. We had a delay with vendor response, but the unit was finally replaced on August 31st.

Throughout the month local area network issues impacted service to several areas of the library including primarily the Admin Area and Technical Services, but the issues also extended to other departments from time to time.

Five additional wifi hotspots were purchased for circulation to the public. The loan period was reduced to 7 days to make the resource accessible to more members of the public. We renewed the subscription for the original five hotspots. The data cost for the one year subscription for the 10 devices is \$1200.

Meetings

I attended the RCLS Director's Association meeting, which included a presentation by key leaders from the Coalition for Library Workers of Color. They urged the directors to take action to schedule training for themselves and their staff to address issues of Equity, Diversity and Inclusion. Additional key actions included discussion RCLS found out July 31 that their 2020 budget is being cut by 20%, or \$406,000. Together with reductions to Central Library Service and other aid, this amounts to a total of \$479,000 in cuts. This will affect the ability of RCLS to provide services such as ILL deliveries, purchase databases and cataloging, continuing education and grants. I also attended a meeting with the Rockland County Directors where discussion continued to focused on Reopening plans, Staff Health and Safety, Cataloging Services. I also attended the System Services Meeting where the proposed resumption date (9/22/2020) of region-wide ILL was discussed. In addition, expansion of eCollection resources and database costs were discussed.

I was invited to attend and present at the Nyack Center Community Brew Zoom weekly meeting on August 21st to share news about the library, our services and plans for the allowing public access to the building.

Reopening

The CRC staff and I updated the manual guiding public services for computer user, copying, faxing and scanning.

The quarantine period was extended to a 5th day in acknowledgement of the test results of the REALM project and in keeping with the guidance to maintain an abundance of caution in handling materials.

I ordered additional equipment as requested for staff accommodations, including hanging clear partitions, air filters, large public health signage for the two main entrances.

I worked with D. L. Scharf Construction on the design and installation of custom made polycarbonate desk shields for the Circulation and Reference Service desks whose shapes could not accommodate ready-made desk shields.

Safety

Minerva Parker continued efforts to purchase and secure sufficient Personal Protective Equipment and supplies. At present we are maintaining an approximate two-month supply of cleaning and sanitizing products, face masks and gloves.

DePew House tenants notified the Library about frequent unauthorized use of the basement porch by teens and adults who leave trash and debris behind. A staff member reported a gathering of adults who were potentially using marijuana on Sunday, August 16th. I notified the Orangetown Police Department and requested their assistance with patrolling the area. In addition, I requested Jeff Flournoy to install motion detector lights to deter trespassers after dark. These lights were also installed at the trash bin area and the area between the trash bin area and the building where teens have been seen congregating from time to time.

Training

Omar Pecou and Anne Shaw explored options for modifying our standard in-person safety training and drills. We have not been able to hold those quarterly sessions as we have in the past. Omar will be recording the training for each key safety area, and then staff will be required to watch the recording and reply to a quiz that Omar is developing. He will also provide one-to-one on-site review with staff to replace the drill that we normally would run with all the attendees of a training session. Mandatory safety trainings include: Incident; Code Adam, Evacuation, and Lockdown.

We shared with both staff and the public a notice from the SUNY ATTAIN Lab regarding the available online education resources for New Yorkers to pursue job training in various technology and digital literacy certifications.

Library Organization

For at least the past year, Tracy Dunstan has successfully led projects and assumed responsibilities that extend beyond the title of Head of Reference and Readers' Advisory. In recognition that her responsibilities include the management of Collections, Programs and Community Engagement, website and social media content development, Local History, Reference and Readers' Advisory Services, Tracy's job title was changed to Head of Adult Services.

In addition, we will begin to transition to using the term Adult Services Department to describe the department formerly known as the Reference and Readers' Advisory Department. Specific areas of the Adult Services Department, such as Programs and Community Engagement and Local History will continue to use their current names, which accurately reflect specific service areas.

DePew House

A tenant vacated her office suite two months before the expiration of her lease. Sharon and I showed the space to other tenants who have expressed an interest in moving into that space and a second space vacated by another tenant. There are currently three vacant offices. In showing the space, we found multiple windows that require repair as well as other building maintenance that needs attention.

Grants

I submitted to the New York State Department of Library Development the required amendment to the Circulation Office Expansion project plan to address the differences between the original plan and the final product, including changes to furniture, technology and actual construction.