

## Director's Report, September 2016

	September 2015	September 2016
Children's books and magazines	3878	4442
Children's media	387	390
Adult books and periodicals	4310	4121
Adult media (DVDs, video games, MP3 and CD books, Music CD's)	3426	2995
eContent and Database Usage	1291	Not available yet
Young adult books	547	494
Periodicals in-house usage	297	303
Microfilm use	65	129
Reference Questions	1879	2107
Computer Assistance at Reference Desk	530	584
Adult Internet Usage	2832	2477
Children's Internet, iPad, Game Computers, Word Processing Usage	652	1177
JPL's wireless usage (reports from our routers, hand devices too)	1726	2219
Children's program attendance, includes guitar classes/concert, and class visits	58	98
YA and Adult Program attendance (Library & Community)	358	608
Young Adults Programs	33	41
Electronic Door Counter (half of entries recorded)	18,648	15,436

### Adult Events Highlights



***“Totally 90’s” Pub Trivia***

***Tuesday, September 20 at 7:00 p.m.***

***Facilitators: Kathryn Cannarozzi, Mari Zigas, Keri Adams, Genesis Jais***

***Attendance: 40***

*We had 8 teams participating with a total of 40 people playing. Most participants are in their 20s and 30s so the questions were focused for that demographic. The Poitin Still donated gift certificates for the teams in first and second place. They are pleased with the crowd as it is normally a quiet time for the pub. After the trivia ended, the crowd left and the bar was quiet until the party crowd began arriving. (Kathryn Cannarozzi)*

**Film Discussion Series: A Second Look at Unusual Fragments in American Cinema**  
**Thursdays in September 2016 at 3:00 p.m**  
**Presenter: Theo Solomon, Professor of Sociology, BCCC**  
**Facilitator: Kathryn Cannarozzi**  
**Attendance: 52**

*Theo shows clips from classic films and discusses what makes them so important. His topics included: rarely seen musical numbers, great monologues and dialogues, key scenes that encapsulate the entire film, remakes and their relation to the original, and unique locales. Attendance varied from 7 to 14 in attendance on a given day. Theo has a small but devoted following, mostly seniors, who love seeing and discussing classic movies. I would like to have him return, but not for another series as attendance drops off. If he only presents one film and then discusses it, we may have a larger audience. (Kathryn Cannarozzi)*

**Fall Piano Concert, "Notes of Joy"**  
**Saturday, September 17, 2 p.m.**  
**Presenter: Notes of Joy (student music group serving the community)**  
**Facilitators: Barb Schuit**  
**Attendees: 68**

These 14 super talented young adults (actually, a couple of them were younger than that!) performed works from many of the great composers. The audience was enthusiastic in its response to these talented young musicians. (Barb Schuit)

**Open Mic Night**  
**Thursday, September 28, at 7:00 p.m.**  
**Headliner: Chuck Burks, stand-up comic**  
**Facilitators: Kathryn Cannarozzi, Genesis Jais**  
**Total Attendance: 36**



*Ryan Huban of Howdy Stranger was our host for the evening and Chuck Burks, stand up comic, was our headline act. Chuck is from Teaneck and some of his fans came for the show. The best*



*part is that Chuck and many of his fans stayed to see the other acts. Apparently Teaneck has an Open Mic on the Last Saturday of each month at St. Mark's Episcopal Church sponsored by the Lion's Den. Some of their performers have started coming here as well. They are quite talented. The man who runs the sound at Teaneck was here and he was surprised how well we did with only one mic and speaker. It's good to know that word of our program is spreading. We had 36 in attendance this month and most were there for the entire show. (Kathryn Cannarozzi)*



***Craft for Grown-ups! Make and take a Mason Jar Candle.***

***Thursday, September 15, at 7:00 p.m.***

***Presenter: Rebecca Spero, Carlstadt Public Library***

***Facilitator: Barb Schuit***

***Attendance: 17***

*Despite the fact that Rebecca had done this craft very successfully at Carlstadt, for some reason, the leaves just would not stick well to the mason jars at this event! But the nice thing was that Rebecca made it fun and everyone had a great time – lots of laughter and good conversation! On the response forms you'll note that no*

*one complains at all about the craft not “working”, but many comment on how much fun they had and what a great personality Rebecca has. (Barb Schuit)*

***The Fair Debt Collection Practices Act***

***September 21, 2016 2 pm – 3 pm***

***Presenter-Susan Schulman, NNJ Legal Services***

***Facilitator: Catherine Folk-Pushee***

***Attendance: 11***

*Ms. Schulman relates well to people and is very good at breaking down complex topics and explaining them in an easy to understand manner. At the bankruptcy talk earlier this year, a fair number of questions and comments turned out to be related to debt collection and debt collectors so I had Susan come back to address that topic specifically.*

*This lecture progressed very similarly to the last one. I had some repeat attendees and many asked questions as Susan spoke which she invited people to do. We learned who the FDCPA applies to and who it doesn't, what can and cannot be said and done, and how to take action if you feel like someone is breaking the law regarding debt collection attempts. A few interesting things I learned are:*

- *The law only applies to those who are in the business of collecting debt, not lawyers or others only collecting debt on a per case basis.*
- *You are absolutely entitled to tell a collection agent to stop all contact with you because they are driving you crazy and they must comply. However, it has to be done in writing. Susan passed around a couple sample letters with language that should be included in this type of request.*

*Many attendees jotted down notes as Susan spoke and expressed appreciation for her advice at the end. Some also picked up NNJ legal Services brochures and planned to follow up with her regarding their own situations. (Catherine Folk-Pushee)*

***Other Events, Clubs, etc.:***

*Book Clubs and Cookbook Club: 15 Movies: 21*

*Veteran's Counseling: 4, Coloring Club: 17*

**Computer Skills, Job Search, and Inspect Your Gadget: Kathryn Cannarozzi, Genesis Jais ,  
Catherine Folk-Pushee  
Total Attendance: 27**

Individual computer instruction is for *Hackensack residents* only. This month: Resumes, Internet searching, LinkedIn, Windows 10.

**Highlight from Catherine Folk-Pushee:**

*I demonstrated how to use LinkedIn to a woman who is an independent contractor for an insurance company. She had been very hesitant to use LinkedIn because she was unsure exactly how to use it and what the etiquette was regarding its use as a business tool. After one session she felt much more confident about updating her profile, using the settings to her advantage, adding people to her network, and communicating on LinkedIn in a professional manner.*

**Inspect your Gadget, Thursdays at 11:00 a.m.**

This month everyone that came to this drop-in technology help needed help using new phones. Android and IOS.

**English Conversation, Computer Assistance in Spanish and English, and Bilingual Outreach. Michelle Acosta, Bilingual Library Associate  
Attendance: 144**

**Spanish Computer -13 people**

- Resume building
- Assist with filling application for CVS and Shoprite
- Assist with writing cover letter
- Assist with personal computer
- How to save things on hard drive
- Assist with how to use 4amsung tablet
- Job and career accelerator assistance – 3 people
- How to buy things on amazon –general lesson

**English Computer -2 people**

- Assistance with attaching a document to email
- Assistance with filling in an application

**ESL Conversation Class – 47 attended**

**Citizenship classes - 48 attended**

Citizenship classes started September 12

**Guitar Classes- 34 children**

- Beginner – 14 children
- Intermediate I – 10 children
- Intermediate II – 10 children

This year we have a wait list of 20 people (I think Manny's great PR is the cause).

**Senior Picnic at Van Saun Park – September 14**

I was there from 12- 3. This event had great attendance. Manny, Cathy and I greeted every person by giving them our JPL brochure and some programs they might be interested in. They were delighted to see all the programs we offer for Free.

**Report by Keri Adams, YA Librarian, Head Of Periodicals  
Attendance: 41**

YA Books for Adult Readers Book Club – 6

Teen Tuesday

9/13/16 – Maker Magic: Make Your Own Ice Cream – 9

9/20/16 – Video Games / Board Games / Minecraft – 18

9/27/16 – Pop Culture Magnets – 9

We started off another year of Teen Tuesday programming to solid success. Some of the students are repeaters from last year or the summer. Some are new 7<sup>th</sup> graders moving up from regular attendance at the children's room's programs. We keep getting requests for more after school programs for teens so I am looking into expanding this in the future.

This month, I also gave a presentation at the BCCLS Youth Services Programpalooza Boot Camp. I talked about different techniques to increase your numbers at YA programs, such as regular scheduling or having the school announce your programs during their morning announcements. I also gave them some examples of programs that have been successful here, such as our Bowling Trip and paint party.

I participated in two collaborative programs this month: 90s Pop Culture Trivia and the Back to School Dance for 5-8<sup>th</sup> graders. Both events were huge successes! I took the lead on writing questions and fixing the structure for the 90s trivia. The children's room was responsible for all of the planning for the dance, though I helped by getting fliers out to the middle school. I am stepping down from the pub trivia committee as I'm too overwhelmed with other responsibilities, but I will rejoin when a topic is too fun to pass up.

I'm still getting my feet under me after taking over the Periodicals Department from Isaac, especially in terms of scheduling, but so far, I am really enjoying it. I'm working on cleaning up old JerseyCat ILLs that have been stuck in list and figuring out which magazines are getting lots of use.

**Children's Program Highlights, by Mari Zigas**



dance was packed with snacks, glow sticks, a photo booth, and of course music and dancing thanks to our professional DJ. The auditorium was decorated with fairy lights, gold balloons, and different strobe

We may have only held one program in September, as this is normally our month off to prepare for the fall, but it was a hit! Our first time organizing a Back to School Dance for grades 5 through 8, will definitely not be our last. With almost 50 kids in attendance, the



lights to set the mood. I had collected song requests a couple days before the day of the dance and the kids were so excited when Algenis the DJ played their song. Kids who were a little shy at first hit the dance floor when popular line dancing songs like the Cha Cha Slide, Macarena, etc. came on. Everyone LOVED the photo booth, which had a backdrop and different props for the kids to take pictures with. Parents picking up their kids even enjoyed a dance or two. So many kids came up to us afterwards and said it was the best party they've been to! Cheers to a great night for everyone there!

**Note from Sharon:** I stayed at the door, signing up parents with their phone numbers and permissions. It was a moving and emotional experience because, for a lot of the parents, it was their child's first "dance" and they were worried and happy at the same time. One woman waited on the steps, just in case, because her daughter didn't want to go in at first. But then her daughter didn't want to leave! Another woman was concerned because her son had autism and she said "the lights and noise may freak him out, can you watch out for him?" I checked in now and then to see him dancing in the middle of the auditorium floor with everyone else. No problems there. The general sweetness, attentiveness, and energy of our Children's Department staff and other volunteer staff members made it safe, good fun!

### Outreach and Publicity



#### **Report from Manuela Miracle, Public Relations Librarian:**

On Sept. 10<sup>th</sup> I coordinated our participation in the Senior Picnic, an annual event which hosts 3000 Bergen County seniors. We primarily advertised our programs as well as our new Assistive Technology Center and the Paving Stone program.

In addition to utilizing our normal channels of information distribution to promote our programs, I connected with NJ 12 to ask them to cover our Assistive Technology Center grand opening. In my communication with NJ 12 I also discovered new ways to potentially have our bigger events covered. I continue to seek any additional channels for

disseminating our information.

At the Construction Kickoff Ceremony I took a picture of Sharon shaking hands with the Mayor. We are using the photo and a caption on our social media and directing readers to the social media for the Performing Arts Center; our way of supporting our colleagues at the City of Hackensack.

At the Kickoff I introduced myself to a reporter from The Daily Voice who is excited to receive program information and releases from us, said she would be posting our Medicare program and would like to interview one of our exhibitors about the lunchbox collection.

**Note from Sharon on Outreach:** We had a 70% increase this month in attendance over last year. It could be the extra efforts of our outreach/public relations librarian, as well as new and innovative programs like Pub Trivia bringing in a new demographic.

**Hackensack Chronicle**  
**September 2, 2016**  
**Photos and caption, page 3**  
“Library hosts Open Mic Night”

**Hackensack Chronicle**  
**September 23, 2016 issue**  
**Photos and caption, cover**  
“Back to school”

**Lion’s Club LEAP Presentation**  
**September 28, 2016 12 pm - 1:30 pm**  
**Presenter-Cathy Folk-Pushee**  
**Attendance: 15**

*Sharon and I attended the Lion’s Club lunch meeting to give a short presentation on the new LEAP assistive technology center on the lower level of the library. Blindness, other vision impairments and eye health are issues very close to the core of the Lions.*

*The Lion’s Club members were very engaged and asked quite a few questions as I presented. One of their members who is blind also gave his input and impressions which was very valuable. Overall, I think the presentation went well and the head of the Lion’s thanked us for speaking on a topic so close to their hearts.(Catherine Folk-Pushee)*

### **Professional Development**

**Staff Name: Genesis Jais**  
**Department: Reference**  
**Continuing Education Activity: Website Q & A**  
**Sponsor: BCCLS**  
**Date of Participation: September 27**  
**Length of Activity: 3 Hours**

*The technology committee reached out to me to be a point person for people who had questions on managing and using Wordpress (our website is Wordpress). Many people were discouraged from using wordpress because it can get very technical, constantly needs updates and coding variations to make things run as desired. In the process of being a resource, I learned about some other website platforms that the Committee was espousing BCCLS staff to use such as Wix, Weebly, and Square Space. They were all pretty straightforward platforms, with the ability to drag and drop boxes of editable content, but they varied with the amount of customization you would do.*

*I was able to play around with the other website platforms. I found that part interesting because I had looked at Square Space before maybe a year ago and I did not like it. There weren’t very many templates and you couldn’t customize it very much. Looking at it now a year later, it looks like they have updated quite a bit and have a lot of other templates. I would like to play around with it more when I have more time. (Genesis Jais)*

**Staff Name: Barb Schuit**  
**Department: Administration**  
**Continuing Education Activity: Progressive Discipline Workshop**  
**Sponsor: BCCLS**

**Date of Participation: September 30**

**Length of Activity: 3 Hours**

Information included:

- Four progressive discipline actions: coaching-verbal warning-written warning-termination
- Steps in the process
- Strategies for dealing with employee reactions
- Guidelines for effective documentation
- Need for informal documentation

**Staff Name: Keri Adams**  
**Department: Young Adult Services and Head of Periodicals**  
**Continuing Education Activity: Programpalooza 2.0**  
**Sponsor: BCCLS**

**Date of Participation: September 9**

**Length of Activity: 5 hours**

Keri gave a presentation called “Building your Young Adult program” and talked about how to structure and market your teen program to increase attendance. She gave out 13 different program ideas and she also picked up some new ideas for young adult volunteers and tween programs.

**Staff Name: Kathryn Cannarozzi**  
**Department: Reference**  
**Continuing Education Activity: Dealing with Difficult Patrons**  
**Sponsor: ALA**

**Date of Participation: September 7**

**Length of Activity: 1.5 hours**

- Introduce yourself [“Hello, my name is Kate I’m a reference librarian.”]
- Explain [“I noticed that you are smoking a cigarette.”]
- Ask [“Smoking is not allowed here. If you wish to stay, please put out the cigarette.”]
  - This gives the patron the choice to leave if he wants to continue the behavior. You are not the one telling him to leave.
  - This is different than the typical law enforcement model

**Staff Name: Kathryn Cannarozzi, Reference Librarian**  
**Continuing Education Activity: Collaboration, Effectiveness, Innovation – the power of inclusion**  
**Sponsor: River Edge Public Library**

**Date of Participation: September 14**

**Length of Activity: 6 hours**

- Unconscious bias
- Micro Inequalities
- Language difficulties
- Cultural differences

**Staff Name: Kathryn Cannarozzi, Reference Librarian**  
**Continuing Education Activity: BCCLS Supervisor Training Program**  
**Sponsor: BCCLS**  
**Date of Participation: September 20**  
**Length of Activity: 7 hours**

This first session focused on six leadership styles, and four different personality types and which styles work best with which personality type.

**Staff Name: Sharon Castanteen, Library Director**  
**Continuing Education Activity: Active Shooter in the Workplace, Considerations for Municipalities.**  
**Sponsor: JIF**  
**Date of Participation: September 20**  
**Length of Activity: 2 hours**

Edwin Moore from the NJ Department of Homeland Security discussed considerations for municipalities in planning for, preventing and responding to an active shooter incident in a municipal office building or facility. Mr. Moore reviewed the available Department of Homeland Security resources for training employees. He also presented highlights taken from the Department of Homeland Security's Active Shooter Civilian Awareness Program, such as the Run, Hide, Fight sequence and detailed analysis and advice for each choice. I will be sharing the websites and civilian awareness advisories with the staff.

## **Building and Grounds**

### *Freight Elevator*

Thyssenkrupp, our elevator company, quoted \$28,304 to replace the entire power unit. I have asked them to please see if they can replace the valve only, since we would have to produce an RFQ for a project of this amount, even though Thyssenkrupp manufactures the parts overseas and sells them to every other elevator company, we would still have to go out for bid because, I believe, they sell the parts and are therefore not a "sole source".

I will research this further. To forego the project entirely we would have to de-commission the elevator, and so far we received one quote to de-commission for \$14,000, but will keep trying to get a lower quote.

### *Assistive Technology Center*

Our maintenance department stripped the floors, and Brothers Carpet used our spare green tiles to carpet the area in the basement where the equipment is installed.

Ribbon Cutting Ceremony for AT Center is Friday, October 14 at 2:30 p.m. Attendees include: Jim Thebery (Director of Bergen County Disability Services) and Daniel Frye (Executive Director of the State Commission for the Blind and Visually Handicapped)

### *Sound System*

The best quote, according to our technical expert, Eric Lozouskas, was Associated Installations, even though we had to add \$3,000 to original quote for an adequate microphone system, bringing the total to over \$10,000. Associated is working on a revised quote now.

*Art on a Stick*

Ms. Kirsch and I felt strongly that to leave the library lawn gates open for an interactive art piece would create a security issue. Also, the original stacking would significantly damage the ground and grass. Therefore, for now, we are allowing the Creative Arts Team to use our lawn for the second phase of Art on a Stick pieces - raccoons doing peculiar and humorous things which does not have an interactive component. The works of art could be positioned behind the locked fence, either peeking up from the front bushes or the back ones against the building, however they can be seen from Main Street and not hinder the fire egress. These works will also be on much thinner wooden stakes, causing smaller indentations in the grass.

*Haunted Library*

We are in the planning stages for a new improved Haunted Library/Carnival on Friday night, October 21. Since Craig Maiocchi, Fire Marshall, no longer works in our maintenance department, Captain Annunziato of the Hackensack Fire Department, will be checking on our structures for safety the week before the event.

*.Respectfully Yours,  
Sharon Castanteen*