

Cornwall Public Library  
April 9, 2025  
Regular Meeting Agenda

- I. Roll
- II. Approval of Agenda
- III. Approval of the Minutes
  - A. March 12, 2025
- IV. Financial Review:
  - A. Approval of Warrant #9
- V. Public Remarks
- VI. Communications/Donations
- VII. Director's Report – *See Google Docs*
- VIII. Committee Reports
  - A. Finance Committee
  - B. Policy Committee
  - C. Building, Grounds & Sustainability Committee
  - D. Friends
  - E. Personnel Committee
  - F. Strategic Planning Committee
- IX. Unfinished Business
- X. New Business
- XI. Public Remarks
- XII. Adjournment

Budget Presentation to the Public April 15, 2025, 7 PM  
Budget Vote & Trustee Election April 22, 2025 9 AM -9 PM  
Next Regular Board Meeting Wednesday, May 14, 2025, 7 PM

## Cornwall Public Library Board of Trustees Meeting

March 12, 2025, 7:00 p.m.

### Minutes

Meeting was *called to order* by Michelle Query at 7:02 p.m.

I. **Roll:** Trustees Present: Meghann Chyla (President)(arrived at 7:20PM), Michelle Query (Vice President), Amy Stermer, Lucinda Poindexter, Julia Dahl, Gregory Rocco

Also: Charlotte Dunaief (Director), Cathy Squillini (Minutes), Allison Barry (Treasurer)

Excused: Christopher DeFilippi

II. **Approval of Agenda:** Amy Stermer made a *motion to approve* the agenda, seconded by Lucinda Poindexter, and unanimously *approved*.

III. **Approval of the Minutes:** A *motion to approve* minutes of the February 12, 2025 Meeting was made by Lucinda Poindexter, seconded by Julia Dahl. Discussion: Item **X. New Business**, change wording as follows: "A bank letter was received indicating that a CD belonging to CPL Foundation is ready for renewal. The funds in the CD were raised by the Foundation. Mr. Kevin Brennan was asked to go to the bank to move the funds out of the CD and into a savings account in the name of the CPL Foundation.

On February 18, Meghann Chyla will be meeting with Amy Cordisco, Stephanie Wolf, Carol Stein, and Melissa Greaves to discuss reactivating the Foundation. Each person was sent a copy of the bylaws."

A *vote to approve* the Minutes as amended was unanimously approved.

IV. **Financial Review:** A *motion to approve* Warrant #8 in the amount of \$86,313.40 was made by Lucinda Poindexter, seconded by Amy Stermer.

Discussion: Questions were: What is Up in Arms, a program? Yes, it is a Puppet program paid through Senator Skoufis's grant, money already recieved. What is Hoopla? An online streaming service. Who is Russell Ger? The conductor of the Newburgh Symphony Orchestra. The funds to pay Mr. Ger are part of a grant reimbursement from Assemblyman Eachus. What is Julia Bengyak doing for the library? Ms. Bengyak leads children's book groups. What is Elan Financial Services? CPL's credit card company. Youth Services orders books and most videos are ordered using the credit card. What are we using Amazon for? Books the Library is unable to obtain through a supplier and DVDs. A *vote to approve* Warrant #8 was unanimous.

V. **Public Remarks:** None

## VI. Communications and Donations:

- The Director indicated that a \$25.00 check was received and deposited. The donation was given by Mr. Robert Miller
- The Director passed around the PR and communication binders for review.

## VII. Director's Report: See Google Docs for full report.

The Director highlighted the following items for the Board:

- Employees expressed thanks to the Board for establishing the salary bands.
- The Director contacted the Board of Elections in preparation for the budget vote.
- March 21, 2025 is the last day to submit Election Petitions for Board of Trustees. As of March 12, 2025, no petitions have been submitted.
- The Director is working to prepare the ballot by March 24 in order to have sufficient time for printing and availability for absentee voters.
- The Director contacted Mr. John Fink, Assistant Superintendent for Business of the Cornwall CSD regarding the tax cap.
- The Director reminded the Trustees that they are required to do two hours of training between July 1, 2024 and June 30, 2025. She asked them to send the certificates of completion to her.

Meghann Chyla made a *motion to enter* Executive Session, seconded by Michelle Query at 7:18 pm. The motion was *unanimously approved*.

A *motion to end* Executive Session was made by Meghann Chyla, seconded by Michelle Query, and *unanimously approved* at 7:51 pm.

## VIII. Committee Reports:

**Finance Committee:** The Library budget vote is scheduled for April 22, 2025. Letters were drafted and distributed to CPL employees regarding the salary bands contingent upon passage of the budget.

**Policy:** The Committee met on March 10, 2025. Four policies were presented to the Board of Trustees for review. A vote on each policy will take place at the April meeting.

- Cell phone policy for employees: the policy is the same as written in the Employee Handbook; additions include personal cell phones may be used during work hours for 2-

step verification; business cards should only include CPL phone numbers, no personal phone numbers.

- ILL Policy: for books obtained from libraries outside the RCLS system (SEAL or World CAT), there will be a limit on books as follows: 4 for CPL cardholders, 2 for other system libraries. There is also a proposed fee for non-CPL cardholders.
- Policy and Procedure for Immigration Authorized visits to CPL. The policy outlines procedures for non-public areas of the library.
- Employee Notification of Disciplinary Records under FOIL. This policy concerns letting employees know when their records are requested by another entity.

**Buildings, Grounds, and Sustainability:** None

**Friends:** D. Mingoia (Friend's treasurer) is now on the Friends account(s) as signatory. Friends have approved the 2023-24 and 2024-25 budgets. A meeting has been scheduled for March 24, 2025 to continue planning the budget for 2025-26.

**Personnel:** The discussion focused on the charges for work performed by the Civil Service Labor Law firm. The primary question was: How did the fees get so high for the attorneys?

Based on the original estimate from the firm, CPL budgeted \$7,500 for work related to the Handbook. Charges to date are approximately \$12,000.

The Board asked: How much per hour was CPL charged? \$750-\$1,000/hour range.

What does the contract say about a maximum dollar amount? There is a signed letter of agreement which does not include a limit. The Board asked for a copy of the letter of agreement for review.

No other work besides the Handbook was performed.

The Director will send the letter of agreement and copies of the emails between CPL and the Civil Service Labor Law attorneys to the Board.

The firm was recommended by RCLS. The Board is considering advising RCLS that the recommendation they provided did not work in the best interests of CPL. The Board resolved to halt further payments and to advise the firm of its dissatisfaction because CPL did not receive the assistance expected.

**Strategic Planning Committee:** None

IX. **Unfinished Business:** A *motion to approve* the Annual Report for FY 2024-25 was made by Michelle Query, seconded by Lucinda Poindexter.

Discussion: Michelle Query thanked the Director for putting the Annual Report together. The *vote to approve* the Annual Report FY 2024-25 was unanimous.

X. **New Business:** Julia Dahl reminded the Trustees who have not already done so to send her their head shots and completed bio forms for the portfolio.

Meghann Chyla met with several former trustees to discuss re-establishing the Foundation; some are interested. Carol Stein, who was part of the meeting, will talk to the CPL Foundation's attorney to learn how to access the CPL Foundation funds.

XI. **Public Remarks:** None

XII. **Adjournment:** A *motion to adjourn* was made by Michelle Query, seconded by Julia Dahl, and *unanimously approved*. The Regular Board Meeting was adjourned at 8:18 p.m.

**The next Regular Board Meeting will be held on Wednesday April 9, at 7:00 p.m. in the CPL Community Room**

**The Budget presentation to the Public will be held on April 15, at 7:00 p.m.**

# Cornwall Public Library

## Warrant #9

March 2025

DATE	NAME	AMOUNT
1001 General Fund (7848) - 3 - 2		
03/05/2025	Cornwall Public Library Payroll	-27,182.30
03/05/2025	Nationwide NYS Deffered	-600.00
03/06/2025	Benninger Landscaping LTD	-1,050.00
03/06/2025	Interstate Waste Services	-183.04
03/06/2025	Washington Street New Windsor LLC	-80.00
03/11/2025	NYS Health Insurance Pending Acct	-9,053.21
03/11/2025	Verizon- Wireless	-15.08
03/11/2025	David Henry	-20.70
03/18/2025	Aflac	-93.70
03/18/2025	NET 2 PHONE	-193.70
03/18/2025	Toshiba America Business Solutions	-548.46
03/18/2025	Verizon	-119.00
03/18/2025	Village of Cornwall on Hudson	-136.65
03/18/2025	School Library Journal	-169.00
03/18/2025	Cornwall Central School District	-153.48
03/18/2025	Cornwall Public Library Payroll	-29,120.97
03/18/2025	Nationwide NYS Deffered	-600.00
03/19/2025	Orange Library Association	-160.00
03/19/2025	NYS & Local Retirement	-813.71
03/20/2025	West Point Tours	-300.00
03/20/2025	Lois Kohlman	-555.00
03/20/2025	Marie C Clark	-555.00
03/20/2025	Patricia Rovello	-555.00
03/20/2025	Wini White	-555.00
03/26/2025	Elan Financial Services	-8,387.24
03/27/2025	Toshiba	-84.00
03/27/2025	Toshiba	-1,099.78
03/31/2025	Barbara Gabhart	-201.50
03/31/2025	Blackstone Publishing	-564.05
03/31/2025	Brodart Co	-104.62
03/31/2025	Brodart Co- JUV	-868.88
03/31/2025	Brodart Co.- McN	-610.75
03/31/2025	Car and Driver	-15.00
03/31/2025	Cengage Learning Inc/Gale	-305.16
03/31/2025	Central Hudson Gas & Electric Corp	-42.15
03/31/2025	Charlotte Dunaief	-31.50
03/31/2025	Dawn Thornton	-37.09
03/31/2025	Demco, Inc.	-471.97
03/31/2025	Elizabeth Fisher	-50.96
03/31/2025	Elsa Cameron	-201.50
03/31/2025	GENTECH LTD	-484.33
03/31/2025	Heaven Scents Candle Co	-600.00
03/31/2025	hoopla	-1,487.18
03/31/2025	Ingram Library Services	-946.39

# Cornwall Public Library

Warrant #9

March 2025

DATE	NAME	AMOUNT
03/31/2025	J&G Law, LLP	-190.00
03/31/2025	JNJ Pest Control	-280.00
03/31/2025	Joel Mendez	-250.00
03/31/2025	Marie Neville	-201.50
03/31/2025	Martha Diederich	-201.50
03/31/2025	Moffat Library	-8.00
03/31/2025	Overdrive Inc	-1,090.60
03/31/2025	Phoenix Graphics Inc	-540.00
03/31/2025	Playaway Products	-297.45
03/31/2025	Popular Mechanics	-14.97
03/31/2025	Prevention	-48.00
03/31/2025	RPC Electric	-500.00
03/31/2025	Southern Living	-25.00
03/31/2025	Staples	-557.83
03/31/2025	Times Hudson Valley Media	-765.12
03/31/2025	Two by Two Animal Haven	-725.00
03/31/2025	US Weekly	-84.96
03/31/2025	Central Hudson Gas & Electric Corp	-2,532.70
<b>Total for 1001 General Fund (7848) - 3 - 2</b>		<b>\$ -97,719.68</b>

# Cornwall Public Library

## Budget vs. Actuals: Budget\_FY25\_P&L - FY25 P&L

July 2024 - March 2025

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
<b>Revenue</b>				
4002 Local Public Funds	1,477,559.13	1,477,558.00	1.13	100.00 %
4082 Income	<b>7,255.57</b>	<b>5,000.00</b>	<b>2,255.57</b>	<b>145.11 %</b>
4401 Interest Income	4,247.32	500.00	3,747.32	849.46 %
4706 Friends of the Cornwall Public Library	7,890.49	14,000.00	-6,109.51	56.36 %
4840 RCLS- LLSA	15,368.00	4,810.00	10,558.00	319.50 %
<b>Total Revenue</b>	<b>\$1,512,320.51</b>	<b>\$1,501,868.00</b>	<b>\$10,452.51</b>	<b>100.70 %</b>
<b>GROSS PROFIT</b>	<b>\$1,512,320.51</b>	<b>\$1,501,868.00</b>	<b>\$10,452.51</b>	<b>100.70 %</b>
<b>Expenditures</b>				
6010 Retirement	70,985.00	76,041.00	-5,056.00	93.35 %
6020 6020 NYS Disability Benenfits	2,063.78	2,500.00	-436.22	82.55 %
6030.8 FICA/Medicare Expense	<b>6,936.90</b>	<b>69,093.00</b>	<b>-62,156.10</b>	<b>10.04 %</b>
6060 Worker's Compensation	4,919.00	9,200.00	-4,281.00	53.47 %
6090 Health Insurance	<b>66,188.41</b>	<b>127,103.00</b>	<b>-60,914.59</b>	<b>52.07 %</b>
6141 Professional Library	140,847.23	178,822.00	-37,974.77	78.76 %
6142 Clerical Salary	340,405.13	580,456.00	-240,050.87	58.64 %
6143 Treasurer Salary	4,406.58	6,365.00	-1,958.42	69.23 %
6144 Custodial Salary	16,061.58	30,971.00	-14,909.42	51.86 %
7410 Books	<b>33,503.72</b>	<b>56,450.00</b>	<b>-22,946.28</b>	<b>59.35 %</b>
7410.9 McNaughton	5,496.75	7,329.00	-1,832.25	75.00 %
7411 Movie License	373.08	700.00	-326.92	53.30 %
7412 Video/Music/Books on Tape	<b>26,571.05</b>	<b>40,990.00</b>	<b>-14,418.95</b>	<b>64.82 %</b>
7413 Serials/Reference	<b>10,105.99</b>	<b>16,100.00</b>	<b>-5,994.01</b>	<b>62.77 %</b>
7430 Supplies	<b>13,938.16</b>	<b>34,500.00</b>	<b>-20,561.84</b>	<b>40.40 %</b>
7431 Telephone	2,946.33	4,700.00	-1,753.67	62.69 %
7432 Square Processing Fees	60.27	50.00	10.27	120.54 %
7433 Postage and Shipping	3,799.35	3,000.00	799.35	126.65 %
7434 Printing	2,837.07	7,500.00	-4,662.93	37.83 %
7435 7435- Travel/Conference	1,440.96	4,036.00	-2,595.04	35.70 %
7437 Professional Fees	<b>30,307.37</b>	<b>47,050.00</b>	<b>-16,742.63</b>	<b>64.42 %</b>
7438 Dues	1,083.98	1,500.00	-416.02	72.27 %
7450 Utilities/Fuel	25,475.07	41,000.00	-15,524.93	62.13 %
7451 Custodial Supplies	2,137.06	2,500.00	-362.94	85.48 %
7452 Repairs to Building	29,051.61	23,000.00	6,051.61	126.31 %
7454 Building Insurance	15,729.06	13,500.00	2,229.06	116.51 %
7455 RCLS	<b>44,645.49</b>	<b>77,472.00</b>	<b>-32,826.51</b>	<b>57.63 %</b>
7469 Service Contracts	19,120.75	39,440.00	-20,319.25	48.48 %
<b>Total Expenditures</b>	<b>\$921,436.73</b>	<b>\$1,501,368.00</b>	<b>\$ -579,931.27</b>	<b>61.37 %</b>
<b>NET OPERATING REVENUE</b>	<b>\$590,883.78</b>	<b>\$500.00</b>	<b>\$590,383.78</b>	<b>118,176.76 %</b>
<b>NET REVENUE</b>	<b>\$590,883.78</b>	<b>\$500.00</b>	<b>\$590,383.78</b>	<b>118,176.76 %</b>



## March 2025 Director's Report

### Personnel

- Did reviews with the rest of the staff who report to me (BG, & KK)

### Budget/Financial

- Discussed mailing the Budget flyer to CCSD residents on a call with Kiara and Rebecca (Taradel)
- Made finishing touches on Budget Flyer and approved for printing 3/19/25
- Audit conducted 3/25
- Ordered Machine Readable Ballots and Absentee Ballots from Phoenix Graphics 3/25/25

### Programming

- Opera Club had 15 attendees
- Mystery Book Club had 6 attendees, including me
- There will be an AARP Safe Drivers' class on 4/28; A trip to the GNSO is in the works.

### Building and Grounds

- 3/20 Several people looked at the door (added to the "new" office space for staff in 2017) which is scraping against the carpet when opened. Mr. M. Conklin Looked at it and said the screw that helps to keep it "square" seems to be stripped. He will look for the proper screw and hopefully come back in to fix it properly.
- The Generator alarm went off on 3/11. Gentech was called to look at what was wrong. It needed some minor repairs.
- 3/13-- Liz rented a carpet cleaning machine to clean up the area where a blood donor fainted & their bladder let loose in the program room; it was used later that evening to clean up an area in the YS area of the library where a child had an accident. Our Bissell cleaner was missing a part (since ordered). The blood bank will reimburse us for the rental cost (\$39.99).
- 3/14--Liz alerted me to blood spatters on the wall and closet door, which I cleaned up with Lysol wipes.

### Monthly Statistics 2025 (previous month in parentheses):

**Registered borrowers:** 7,732 (7,654); **Direct Access/Circulation:** 11,159 (9,367);

**ILL Borrows:** 1,746 (1,436); **ILL Loans:** 1,463 (1,571);

**Item Count:** 72,116 (72,227); **Wi-Fi:** 6,476 (6,512).

**Libby (Overdrive) Checkouts:** 4,108 (3,800); **Unique Users:** 821 (792).

**Number of visits to the Library:** 5,417 (8,511) **Notary Services:** See Adult Services

**Meetings Attended:** 3/7 Marie Samples to discuss Board Of Trustees position; 3/10 Policy Committee; 3/12 CPL Board Meeting; 3/12 Director's Association Mtg; 3/11 Department Heads meeting; 3/20 Staff Meeting; 3/21 Meeting with Devora Lindeman ESQ & L. Poindexter; 3/24 Friends Meeting; 3/31 Policy Committee.

**Webinar(s) attended:** 3/4 Koha Training on Patron Clubs; 3/17 Guide to understanding and requesting funding through the NYS Legislature; 3/19 Patrolling the Stack, ICE & Law Enforcement in the Library; 3/27 Workplace Violence Prevention Policies; 3/27 OC Pepper Spray: What Librarians Need to Know About This Self-Defense Tool" with Dr. Steve Albrecht.

## Adult Programming & Outreach Projects: March 2025

### Library Sponsored Programs:

Date	Title of Program	Attendance
3/3-3/31/25	Creative Writers Workshop (3/3-10, 3/10-8, 3/17-9, 3/24-8, 3/31-9)	44
3/3-3/31	AARP Tax-Aide (3/3, 3/10, 3/17, 3/24, 3/31) 82 Taxpayers, 28 Volunteers Filed \$52,484 in Federal refunds / \$19,925 in NYS refunds	110
3/5-3/26/25	Cornwall Canasta Card Crusaders (3/5-12, 3/12-10, 3/19-11, 3/26-13)	46
3/9/25	Songs of Ireland: The Parting Glass	91
3/13/25	Blood Drive	31 (32 registered , 3 deferrals, 29 units 87 lives saved)
3/13/25	Trouble & Triumph in Beethoven's Ninth	107
3/15/25	Come Fly With Us	15
3/18/25	MSLC: Obstructive Sleep Apnea	24
3/19/25	Great Decisions	4
3/26/25	Out & About Book Club: What You Are Looking For Is In The Library by Michiko Aoyama	7

### Conference Room Use Only:

Date	Title Of Program	Attendance
3/11/25	Cornwall Clean Up Crew (Note: 2/11/25 was listed on Feb Report but the number of attendees was not_	15 15
3/24/25	Friends Business Meeting	8

### Donations to Friends of Cornwall Library:

Date	Title of Program	Donation Amount
3/9/25	Song of Ireland (The Parting Glass)	\$191.00
3/13/25	Trouble & Triumph in Beethoven's Ninth	\$197.00
3/18/25	MSLC: Obstructive Sleep Apnea	\$17.00
		Total: \$405.00 (March) YTD: \$621.50

We certainly 'sprang' into Spring this month with heavily attended programs over a wide variety of topics. The presenters were all amazing and gave the community the excellence that they expected from our library. As long as we continue to promote the opportunities that are offered here at our library, in every way possible, we will see that attendance remains high.

Brenda

## Circulation Monthly Stats for March

Calls for Programming	23
Calls regarding Circulation	60
New Library cards	68
Assist on Shelving	0
Assist on Computers	19
Assist on Printing	49
Faxing	14
Register for Adult Programming	27
Register for Children's Programming	8
Assist with Reference	44
Assist with Children's	31
Miscellaneous duties *Guest pass, Museum Pass, Book recommendations etc.	0
Notary	0
Pull List and Book Drop	216
Organizing Carts	89
Auditing Carts	15
Shelf Reading	3

Ellen Winchell  
 Service Desk Manager  
 04/02/2025

### Adult Services March 2025 Report

(Submitted by Dawn S. Thornton)

**REFERENCE:** **Reference Questions:** 124 (135); **1-on-1 Tech Help:** 17 (19); **Quick Tech Assists:** 75 (44); **Circulation:** 19 (43); **Directional:** 25 (24);  
**Reader's Advisory:** 2 (5); **Faxing:** 0 (1); **ILL/SEAL:** 24 (23);  
**Pull List:** 1122 (1250); **Printing:** 92 (62); **Phone:** 45(38); **Virtual Ref:** 1 (2)  
**Reservations:** 2 (0); **Items Lent:** 7 (3); **Guest Pass:** 21 (24)

**Notary Service:** 44 (40)

**Database Stats:** **NovelList Plus Searches:** 28 (41); **Ancestry:** 27 (131)

**Hoopla:** **Digital Audiobook:** 352 (299); **Digital BingePass:** 9 (4); **Digital Comics:** 25 (45); **Digital Ebook:** 192 (151); **Digital Movie:** 50 (49); **Digital Music:** 9 (12); **Digital Television:** 15 (23)

**NYTimes Digital Subscription Stats: In-House Library usage sessions: 57 (43); page views: 112 (114); articles read: 91 (70); Offsite Code redemptions: 255 (203); usage sessions: 1252 (1156); page views: 6050 (5422); articles read: 1848(1732)**

**PC Usage: Adults': 347 (314); Children's: 1 (6)**

### PROGRAMS

Book Chat and Chocolate: 13 (16)  
Members' Choice Book Group: 3 (3)  
Mystery Book Club: 6 (12)  
Out and About: 7, (11)  
Creative Writers: 44 (43)  
Midday Matinee: 28 (38)  
Tuesday Night Movie: 14, (18)  
Canasta: 22 (22)  
Pieces of Me Documentary: 2  
Teen Tech Tutors: N/A-not enough tutors (14)  
Homebound: 4 (4) pickup, 3 (5) deliveries  
Great Decisions: 4  
Blood Drive: 32  
Trouble and Triumph: 107  
Come Fly with Us: 15  
Songs of Ireland: 91  
Opera Club: 15  
Faux Stained Glass Craft: 11  
Cornwall Clean-up Crew: 15

Staff and patrons have acclimated to the new Ref. area; patrons have noted that the new location offers better privacy. The aim for the map cabinet is to possibly relocate the binders atop the cabinet to the local history cabinet. This will allow for displays on the cabinet.

For Adult Summer Reading, returning to the Read-Squared platform to track registrations, etc., is a possibility.

Staff evaluations are nearly complete except for one. They will be finalized by next week.

Some adult PCs have been replaced, and others have been updated remotely by RCLS due to error messages.

The Members' Choice book group is down two members (a married couple) due to their relocation out of the area. They have not opted for the Zoom option, but they are more than welcome to rejoin the group. The group has a steady 3-4 participants, two of whom Zoom in.

The Faux Stained Glass program was well-liked; patrons want it seasonally.

Public Relations Specialist  
Newsletter Performance & Social Media Engagement Report

**Overview:** To increase newsletter sign-ups, we launched a targeted social media campaign, including a dedicated post to promote easy sign-up. Additionally, we implemented QR codes displayed throughout the library, guiding visitors directly to the sign-up page.

**Newsletter Campaign Metrics:**

- New Sign-ups: 23
- Total Sent: 4,109
- Total Opens: 2,136
- Open Rate: 56.3% (Strong engagement)
- Did Not Open: 1,655
- Unsubscribed: 1
- Spam Reports: 0

**Facebook Insights:**

- Total Views: 9,500
  - o Followers: 78%
  - o Non-Followers: 22%
- Content Interactions: 133
- New Follows: 11
- Reach: 1,600
  - o Followers: 640
  - o Non-Followers: 984

**Instagram Insights:**

- Total Views: 6,700
  - o Followers: 92%
  - o Non-Followers: 8%
- Content Interactions: 198
- New Follows: 14
- Reach: 810
  - o Followers: 475
  - o Non-Followers: 319

**Key Takeaways:**

- The newsletter's open rate of 56.3% indicates strong interest and engagement, though there's potential to reach more of the 1,655 who did not open it.
  
- Social media campaigns on both Facebook and Instagram generated notable views and interactions, with Facebook seeing significant non-follower reach. Instagram engagement also performed well, with 92% of views from followers, highlighting the importance of maintaining this loyal audience.
  
- The addition of QR codes in the library and the social media post helped to drive the sign-up traffic, leading to a moderate increase in new subscribers.

Submitted by Kiara Kennedy 4/2/25

**Youth Services -End of Month Report – March 2025**

<i>Program name</i>	<i>Date(s)</i>	<i>Children</i>	<i>Teen</i>	<i>Adults</i>	<i>Vols</i>	<i>Total</i>
<i>ChatterBooks</i>	<i>3/12</i>	<i>9</i>				<i>9</i>
<i>P.J. Story Time</i>	<i>3/6,3/20</i>	<i>11,5</i>		<i>8,4</i>		<i>27</i>
<i>Chess Time</i>	<i>3/22</i>	<i>8</i>		<i>6</i>	<i>1</i>	<i>15</i>
<i>Book Break</i>	<i>3/18</i>	<i>3</i>				<i>7</i>
<i>Readzza, rdzza</i>	<i>3/27</i>		<i>3</i>			<i>3</i>
<i>Baby &amp; Me</i>	<i>3/7, 3/14, 3/21</i>	<i>15,20,18</i>		<i>15,20,19</i>		<i>103</i>
<i>Circle Time</i>	<i>3/5, 3/12, 3/19,3/26</i>	<i>8, 4, 5,7</i>				<i>24</i>
<i>Montessori Sdlgs(outreach)</i>	<i>3/24</i>	<i>24</i>		<i>4</i>		<i>28</i>
<i>Dog Tales</i>	<i>3/3, 3/24</i>	<i>9,9</i>			<i>3,3</i>	<i>24</i>
<i>Family Story</i>	<i>3/4, 3/11,3/18,3/25</i>	<i>24,25,21,19</i>		<i>24,24,20,17</i>		<i>164</i>
<i>Puppet Palooza</i>	<i>3/25</i>	<i>62</i>		<i>21</i>		<i>83</i>
<i>Lit Lounge</i>	<i>3/13</i>		<i>1</i>			<i>1</i>
<i>T.U.T.</i>	<i>3/28</i>		<i>4</i>			<i>4</i>
<b><i>TOTALS</i></b>		<b><i>282</i></b>	<b><i>8</i></b>	<b><i>182</i></b>	<b><i>7</i></b>	<b><i>479</i></b>

**Meetings & Webinar**

3/19 Staff Meeting- Liz, Susan, Aaron 3/24 CLOUSC Meeting Liz 3/11 Manager's Meeting -Lisa, Liz  
 Webinars: 3/4 KOHA "Bk Club"- Lisa , 3/14 Mental Illness- Susan, Lisa, Liz , 3/19 NYS harassment -Liz  
 Spring Manga- Liz

**Questions @ the Desk**

Reference 422, Circulation 293, Phone 44, Tech 41, ipads lent 37, Programs 42, Book Clubs 22, Misc.37

**Reflections**

Typically, March arrives and so does everybody. Not so early this year, although our patron traffic has ramped up quite a lot lately.

Respectfully submitted, 4/7/25 ekf



## CPL Interlibrary Loan Policy

### **Within RCLS:**

Any patron with an RCLS card may request items from other RCLS libraries. This can be done in one of two ways:

1. On their own through [www.cornwallpubliclibrary.org](http://www.cornwallpubliclibrary.org) or the RCLS Go app
2. With the help of a staff member

### **Outside RCLS via SEAL or World CAT (OCLC):**

Patrons are able to borrow books and other materials from a wide range of libraries through CPL. Arrangements to do so may be made with a reference librarian.

Cornwall cardholders may make unlimited requests per month at no charge.

Cardholders of other libraries within the RCLS system may make up to four (4) such requests per month at a charge of \$4 per request.

Fines and lending periods are at the discretion of the loaning library. CPL cannot change lending periods without the prior consent of the loaning library.