

Mammen Family Public Library

Monthly Report – February Activities

COVID-19 Closure

Covid-19 caused the country to shut down in mid to late March. The library closed its doors to the public on March 16 but continued to offer drive up service for reserves until March 25, when San Antonio and Bexar County issued their shelter in place order.

Before we closed, our staff continued to show how amazing they are, putting together children's book packs, craft packs, puzzles, etc., as well as checking out reserves and managing phones right up to the end. The Children's group had filmed some clips even before we shut our doors and those were quickly shared on social media.

We purchased Zoom online meeting licenses on March 16 and before we could blink Bethanie was off and running with it! ESL, GED and the language learning classes were some of the first to jump on board and continue their classes online. The programming team have continued their well earned reputation by offering online classes for adults, teens and children! Their fans didn't even have time to miss them and they were back!

After we closed our tech team shone their light by working on tech upgrades and prepping laptops for use at home. Lois did a fantastic job of coordinating Circulation Staff work from home responsibilities. Our staff quickly figured out work from home plans, google calendars and shared google documents. Some of us continued to work in the library but maintained social distancing.

Due to the new 3CX phone system that the tech team implemented last year, we were able to quickly train staff on how to answer phones from home during their shifts. Gabbie, our Apollo text messaging system, allowed staff to also manage texts from patrons while working from home. Everything we did during the expansion/renovation made it much easier for us to continue to serve people during this pandemic. Our tech team deserves major credit!

Jewel worked with the cleaning crew to reduce the amount of times they come and with the funds we saved from that, Kristin and Montana were able to add many more titles to our Overdrive collection that can be used by our customers first!

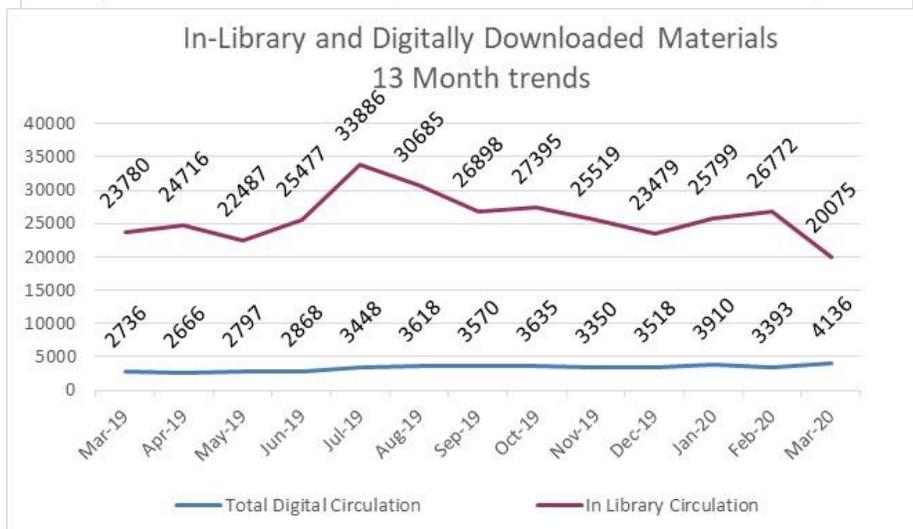
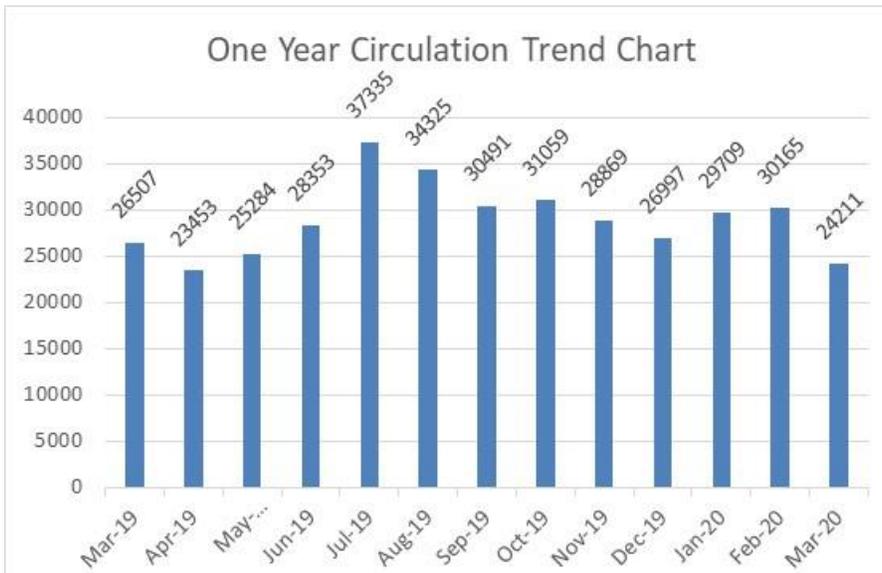
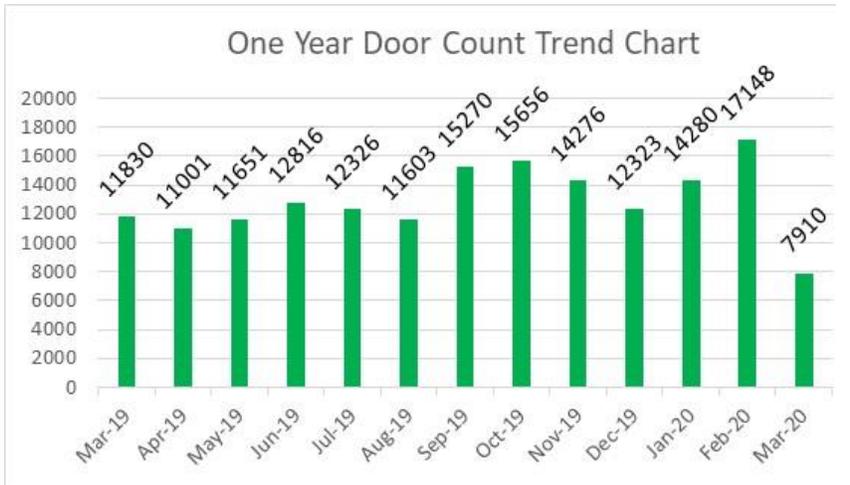
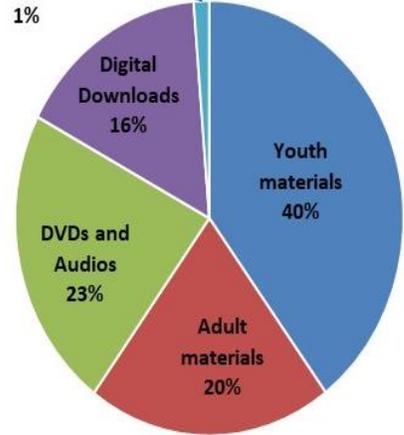
I am always in awe of the wonderful group I am blessed to work with every day. They truly love what they do and in this time of crisis, it really showed! Rob set up our Youtube account and the team adds more videos daily. Our team continues to learn new skills with online classes, video production and editing, and regularly finds new resources to serve our community. Thank you everyone for all you do!!!

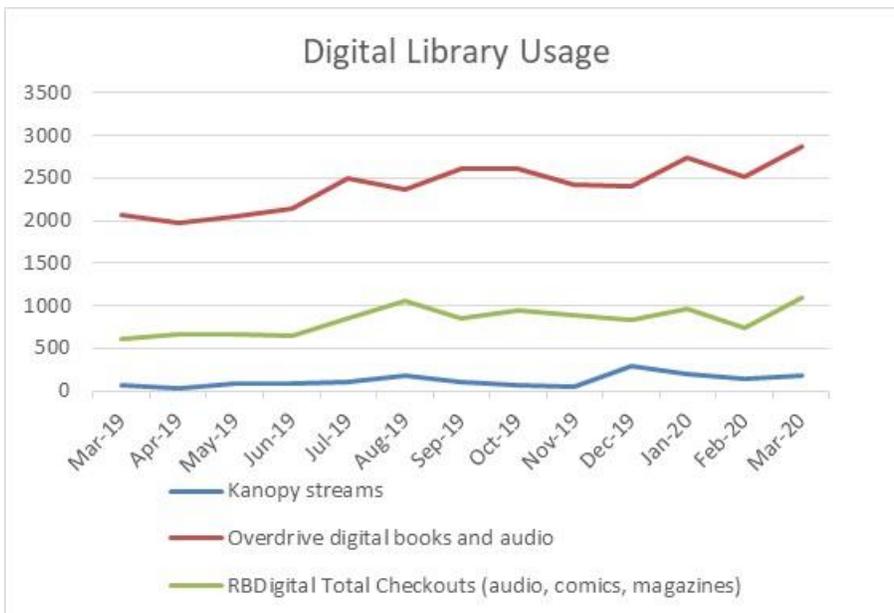
Circulation Team Report

- Number of visitors to the library: 7,910
- Total items circulated: 24,211
- New cards issued: 137

- Number of active members: 8,640
- Meescan (checking out via our phone app): 32
- Percentage of people using self checkout: 39%

Types of Materials Circulated





Programming, Outreach and Community Collaboration

We began March a very different library and community than we ended it. Everyone was excited for spring break and programming was roaring along and ramping up even more for the highly anticipated week long programming of spring break. It quickly became a dire situation with a virus from the other side of the world escalating and being declared a global pandemic late in the second week of March, effectively stopping our library programs on the final day of spring break on March 14. We scrambled to cancel events and let members know that the library was closed for use. The week after spring break was spent cancelling events and letting speakers and members know about it, sending books out to the members through the drive through window and prepping to work partly from home.

Before the closure at the end of the second week of March we had some pretty neat programs!

Adult Programming

Debbie led the Cookbook club with this month's selection being the Southern Living's Complete Quick & Easy Cookbook. She demoed a fruit pie with homemade lemon curd using Meyer lemons. She also showed how to pack a mason jar with lemons, salt and juice to make preserved lemons.

Beginning Crochet class is always a favorite with members. I bet those that learned are now creating away while at home!



Spring Break's theme this year was Nailed it! Where we encouraged the members to learn something new and whether nail or fail the new skill, get out and try new things.



We had two sessions of Nailed it String Art with members completing a design and going home with a creation. They chose a cactus, Easter bunny or dog paws for the design they could hammer nails into and then use string to outline and define.

Nailed it! Watercolor was Debbie's paint your favorite building competition where members came and painted pictures of their houses or favorite buildings.

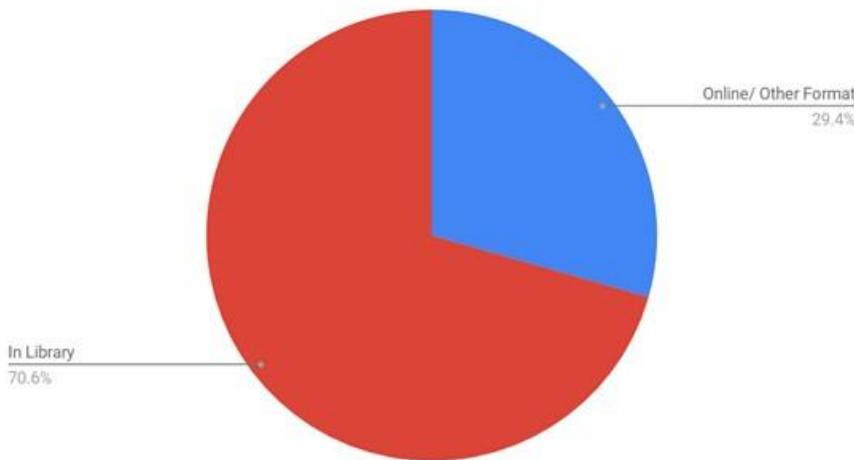
We had also added a timely class during spring break, which was teaching the community how important handwashing is and how effective it was with a blacklight machine that checks how well you wash your hands after applying a lotion that shows up under it. While we did not have too much community participation in this event, it was exciting that Kens 5 from San Antonio came out and filmed parts of the program and interviewed Connie Sheppard, the Comal County Agrilife Extension agent. The extension left us with many copies of information sheets and coloring sheets teaching about health and safety regarding hand washing for all ages to hand out and we also got to see Kristin on the news a few days later when the segment aired!

We had also added a timely class during spring



We held two sessions with baker Esther Pryde teaching Cookie Decorating with Royal Icing. It was so exciting to see members with just a little training and the right tools could create these designs!

Program's Location



teaching platform we are using. Our teachers did not miss a week, with each of them emailing their students homework projects and then getting online classes started. By April, all our literacy classes are running through zoom. I am incredibly proud of our teacher's willingness to all use technology in this new way and really put themselves out there with being on video

and learning how to teach online. This was completely foren to most of them. Staff was also learning at a great speed with Debbie getting art projects out online that members can complete with supplies they have on hand, and also videoing and editing Pantry Freezer Tips for produce starting to go bad.

The last few days of March has us teaching online how to access and use our online resources such as Ebooks and Audiobooks and starting to advertise the Literacy Classes online to the public.

Online Stats:

<https://docs.google.com/spreadsheets/d/1bWvKme5a0mhxwAdhX6tHAaillkb2qILs0Ulbz8Q93fuY/edit?usp=sharing>

The April portion of the Great Decisions Discussion Series has all been postponed to August, September and October, in addition the large Water Well Training and the event we were co-hosting with Hill Country Hope for Mental Health, School related Stress; The Mind Body Connection have been postponed as well.

Teen Programming - Elizabeth and Rob

It seems like a different world to report on the March classes. We started with a fun and lively homemade pasta class taught by Mary Kelly. The teens made fettuccine using the Makerspace pasta makers. They made a basic red sauce from pantry ingredients and a pesto from scratch. It was tremendous fun and a comment afterwards is that it was "Better than Olive Garden".

For Spring Break we did a fun and inventive Escape Room, or should we say puzzle room. To go with the Spring Break theme of "Nailed It" the Escape room featured a new restaurant whose computer had locked. In order to open the restaurant, the participants had to solve a series of puzzles from recipe books, Turing tumbles, and riddles. This program remains one of the most popular in the library and many of the participants asked when we would run another one.



Unfortunately, after Spring Break, due to the corona virus outbreak, we had to cancel the in person teen classes for the foreseeable future. We are working on online classes with an online Teen Advisory Board scheduled for April 2nd.

Children's Programming

March was a month of changes, that's for sure. Programming had its own changes and challenges in March, most notably the spread of COVID-19 into Bexar and Comal counties in mid-March, resulting in the closure of the library and cancellation of the rest of March's programs as we made plans for virtual programs going forward.

But, prior to Coronavirus, we were busy! Due to growing interest in our kids' programs (yay!), we were consistently hitting our room capacity and families were being left out, so in March we tried having duplicate programs back-to-back with great success!

Sam lead two sessions of Dr. Seuss Day – complete with reading Bartholomew and the Oobleck, making our own oobleck, and cupcakes! Both sessions were full and kids had a blast.

Our Spring Break programs focused on “nailing it!” both literally and figuratively. We had four (full!) sessions of cupcake and cookie decorating, with over 100 kids coming to show off their creativity and decorating skills! Wednesday held two back-to-back sessions of construction for kids; each child made their own small planter out of a kit from Home Depot. I have never been more thankful for our Children's Patio as I was that day! Other Spring Break highlights included an in-library Scavenger Hunt and a restaurant-inspired Escape Room.

Sadly, Spring Break came to a close as the library did. But offering curbside service to our patrons offered us some time to make some collection changes that had been on our “to-do” list for too long!

Sam finished cataloging and processing our new (to the Children's Room) Parenting Collection – a necessary component to our Family Place Library certification. We also started offering book bundles (five or six books on a single topic) to patrons in the drive-thru. It was fun for us to curate the bundles and see which our patrons liked best; “Animals” was definitely a popular category! We also started offering board games and puzzles for families to check out from the drive-thru window. Both projects were so well-received we will keep them up when we are reopened to the public!

Outreach

February and the first two weeks of March were incredibly prosperous for Outreach! We interacted with approximately 252 community members. In addition to bi-weekly visits to Living Rock Academy, Bulverde Assisted Living, and our little library...we



hosted our monthly Craft at the Bulverde Activity Center where the ladies made lavender sachet packets and Vicks shower melts. That's why you kept smelling Vicks at the library! We got messy and hopefully the shower melts were put to some good use during this epidemic we're currently experiencing. We also made our way out to The Loft where we had a successful first breakfast themed story time and book drive!

We changed our Outreach Storytime at the Bulverde/Spring Branch Pregnancy Care Center from the last Thursday of the month to the first Tuesday of the month. Kim and Gilda collaborated to find a time that would be more conducive for parents – since there is already a parenting class scheduled for Tuesdays, it works out perfectly to do both on the same day. This month there were 19 children and 13 moms at Storytime!

Outreach is looking forward to getting back out into the community!

Unfortunately, outreach activities for March and April have been postponed but our Outreach team has been incredibly creative by creating and posting some wonderful crafts and baking demonstrations online. In a brief statement from the Leroy team, they have hinted about possibly creating additional content for our media outlets as well. We can't wait to see all the amazing crafts everyone is creating while we are confined to our homes.

As always, we are excited about the things ahead! Hopefully soon we'll be back in the library and out and about in the community sharing our love of reading.

Collections Reports

We loaned 2 items to and borrowed 68 items from other libraries in the Interlibrary Loan (ILL) system. We worked one-on-one with 5 members to teach them how to use our electronic resources. In March the DVDs were weeded and the western paperbacks were inventoried. This month I will focus on weeding the audiobooks and inventorying the DVDs.

Lois worked with the Outreach team on issuing library cards when offsite. She also updated the St. Judes account procedures.

We deleted 78 items for the following reasons:

- Weeded – 77 items
- Vanished – 0 items (due to inventory)
- Lost and unpaid for – 0 items (sent to collections)
- Lost and paid for – 1 items

Marketing & Public Relations (Katie Paul)

Marketing:

- 50 program flyers created for April classes/events
- Create slides for MagicInfo, kiosk slides for April
- Work on Summer Reading Shirt Design
- Design covers for SRP Program guides
- Print new Meeting Room Rules signs
- Design Kindles Brochure
- Order more Broaden Your Shelf Challenge Brochures
- Take photos and video at events
- Film storytime videos for social media
- Work on design for SRP Brag Tags
- Brainstorm video content for SRP
- Brainstorm social media content during closure
- Work on Virtual Library Libguides
- Work on fliers for Online Classes in April

Public Relations:

Social Media:

Throughout the week,

- Post about closures, updates
- Post about classes
- Post content videos from librarians and programmers

Publicity:

- 11 individual event eblasts & 4 week of eblasts
- COVID- 19 Library closure and updates press release sent to Front Porch News and Welcome Home
- Online events added to Google Business
- Online events added to BSB Chamber calendar
- Online events added to Facebook

MARCH 2020

STATISTICS

FACEBOOK



PAGE FOLLOWS:
2,060 LAST MONTH | 2,093 THIS MONTH

PAGE REACH:
27,367

EVENT REACH:
28.3K

INSTAGRAM



PAGE LIKES:
1,074 LAST MONTH | 1,098 THIS MONTH

POST ENGAGEMENT:
5,794

POST REACH:
11,584

ROBLY



WEEKLY EBLAST OPEN RATE:
50.75% OUT OF 4 EBLASTS

SPECIAL EBLAST OPEN RATE:
45.653% OUT OF 11 EBLASTS

GOOGLE BUSINESS



VIEWS ON GOOGLE BUSINESS:
8.37K

SEARCHES FOR OUR LIBRARY:
4.69K

Technology *(Rob, Lois)*

Lois' improvements and issues:

- Fax machine issues/troubleshooting – Ethernet connection had been unplugged, Lois to the rescue!
- Biblionix/Apollo report and general system issues and helping them with their RFID study
- Coordinating Tech Logic support for sorter and managing
- Troubleshooting issues with self checkout machines
- Issues with RBDigital being offline
- Public access computer (PAC) troubleshooting
- Troubleshoot website issues
- Issues with print from home
- Followup on new MFPL card issues
- Researched and recommended new time and print management software, Envisionware, and worked with tech support on troubleshooting implementation of Envisionware
- Improved kindle reader feedback process from members

Rob: The ides of March indeed. After the 15th we closed the building to the public, but instead of seeing this as purely a negative we used the closure to push forward with a host of technology upgrades that we couldn't have done as easily with the public using the library.

We completed the installation and transition to our new servers and began the upgrade of our Public Access Computers or PACs. We also began installing and testing a new computer and print management system for our PACs called EnvisionWare. If all goes according to plan EnvisionWare will give us better and more reliable control of our PACs and public printers. With the upgrade we were also able to improve our Print From Home feature by assigning simplified and identifiable email addresses instead of the long string of random number and letters that our patrons used to have to input to send a document from email. We will continue to configure and test the systems, so that when we do reopen everything will be ready for our patrons to use.

While the building had to be closed we realized we could still provide Internet access to our patrons through our Wi-Fi. Unfortunately our Wi-Fi signal is not even or as strong on the exterior of the building, so to improve signal we ordered three new wireless access points to boost signal. We will deploy them on the edges of the interior of the building to ensure there are no dead spots, and enable patrons to continue to observe social distancing measures.

In order to ensure we were also following good social distancing practices many of our staff members began to work from home. To try and best facilitate this we handed out laptops to many of our staff members, as well as cameras to programming staff to begin recording classes. We also began to use video conferencing software so that we could hold many of our classes and public programs online and live.

While we had been planning for some time to begin recording and putting online our public programs and events the current situation kicked that into overdrive. This will require editing and transcoding a lot of video and the library doesn't have a workstation suited to the task. Right now our most powerful machine has a hard time rendering more than one photograph

at a time in Photoshop. This makes it very difficult for us to easily create and put out our content in a timely manner. To that end we purchased a Dell Aurora workstation that will make it possible for us to create the content that we want and our patrons deserve. This will also save our Technology Supervisor from having to hear "Rob! My computer is slow." every time our Marketing person needs to edit a photo. This will make Marketing happy and Rob happy. Win-win for everybody.

Facilities Management (Jewel English)

Meeting and study room use from March 1-17: Prior to closing the library to the public and cancelling all scheduled programs effective March 14 – due to the COVID-19 pandemic – the meeting rooms were used for approximately 86 library programs, 15 non-library meetings, and walk-in use of the study rooms were used by approximately 206 people.

Regular scheduled maintenance:

4.10.2020: Sterling Pest Management: completed the scheduled monthly PM

Backflow Prevention Assembly Test and Maintenance: 4.10.2020: Kevin Carter Irrigation completed the annual Backflow Prevention Assembly Test and will file the reports with Canyon Lake Water Service Co. and email us a copy for our records.

Septic system: 4.10.2020: Eoff Septic Services retrofit a liquid bleach chlorinator on our existing aerobic septic system. This will eliminate having to use tablet chlorine - which does not work effectively in our system due to the volume of wastewater our facility generates, and tends to gum up the chlorinator – and liquid bleach is significantly cheaper than tablet chlorine. He added 2 gallons of liquid chlorine bleach to the chlorinator.



Per his instructions: we should pour at least 2 gallons of liquid chlorine bleach into the chlorinator each month – the liquid chlorinator will hold up 3-4 gallons of liquid chlorine bleach. As the aspirator operates, the chlorine dose is discharged into the pump tank to react with the wastewater.

The monthly task of adding the (2) gallons of liquid chlorine bleach to the chlorinator is assigned to our groundskeeper. This is the procedure:

- Remove the black cap on the green tank lid
- Unscrew the white cap that is under it, and pour the bleach into the hole.
- Screw the white cap back on, and then put the black cover on over it.

HVAC: 4.6.2020 Chris McCracken, Beyer Mechanical - notified us that they received an alarm that the chiller was not operating as it should, and dispatched a technician. He replaced the relay that controls the chilled water pump; and it is now functioning as it should.

Landscaping/Groundskeeping: 3.18.20 and 4.13.20:

Groundskeeper mowed, picked up trash, and weed whacked around the library property; pulled weeds in all the beds with the exception of the BFG and Wildscape areas, killed weeds growing in crevices in parking areas. Sprayed for wasps, and applied ant killer where needed.

He cleaned up the area around the septic system and the spray field, placed marking flags by the posts next to the spray heads; and cleared a path, making access to the septic area more accessible - along the retaining wall at the back of the staff parking area - all the way to the septic area.

Butterfly Garden water feature:

FOL ordered the chemicals needed to maintain the water feature.

I checked the filter water fill valve, and cleaned the skimmer on March 31 and April 10 - all was working as it should.

I treated the water feature on April 13, and created a water feature maintenance schedule.

This is the process:

- Once a month add ½ - 1 full scoop of the AlgaeOff around the surface area of the water feature
- If there is significant algae present, apply it directly on the algae but DO NOT PUT IT ON THE PLANTS
- During warm/hot weather, and if the algae continues to be a problem, treatment may need to be more often
- I sent Clare this procedure and told her that until the library reopens and the Master Gardeners can come back to work in the BFG, I will handle the maintenance on the water feature
- I informed her that the AlgaeOff is on the shelf behind my desk

Electrical: per his email on March 30, 2020 Morgan Hallmark, Master's Electrical Services has postponed the work at the library until after COVID-19 is over. He has the correct switches for the large meeting rooms, and he will conduct tests on the lighting switches for the Children's Program and Craft rooms when he returns.

HVAC condensate drain:

3.13.2020: When we discovered the wall in the new ladies restroom was bubbled - from what we thought was a broken pipe behind the wall, we notified OHC plumbing contractor, Mabry's Plumbing. They determined the problem was not a leak or a broken pipe in the plumbing behind the wall, but due to the seal for the HVAC condensate drain deterioration.

The condensate waste pipe from the HVAC in the mezzanine above the workroom became misaligned, causing condensate from the waste pipe to miss the drain directly. Additionally, the seal around the condensate drain had deteriorated considerably, which caused the condensate to leak along the gap around the drain, and along the PVC pipe behind the wall

in the new ladies restroom. When the problem was isolated, HVAC contractor, Beyer Mechanical resealed the area around the drain.

Wall in ladies restroom



Drain before re-sealed



Drain After re-sealed



Housekeeping: We re-negotiated the contract with the company who does our janitorial service when the library closed in mid March. Currently they are cleaning the library twice a week instead of seven days a week.

When the library reopens we will resume daily janitorial service. Our janitorial supplies cost have reduced as well since we are not using as many supplies

Lower gate: was not closing as it should; YCO Gate Company found the gate in the open position held open by the keypad latch code; he reentered the code and the gate closed. He checked out all the devices.

Executive Signs, Enterprises, Inc: 4.9.2020: We should receive the reordered sign for the Earle & Jeanie Leonard Study Room by the end of next week.

Eagle Scout Service Projects: Maker Deck: Luke Franz informed me on April 6 that he can start working on his project again as the BSA Eagle Scout Projects Board will be able to do video reviews for Eagle projects. I'm told that Luke and his advisor will get into that system so they can hit the road running the minute they're told they can gather people together for work parties.

Other work: 4.10.20 Michael Berube re-repaired the ceiling in the foyer that was damaged when the roof leaked after the construction. After repairing the ceiling on Feb 14, and after applying the finish paint, the ceiling immediately bubbled again. He suspected there was water or moisture in the area above the ceiling. Galleon roofers were asked to do what was necessary to fix the problem on Feb, 21 when they were fixing the roof drains. To date, it seems the problem is resolved.

Michael Berube repaired the wall in the new ladies restroom that was damaged due to the compromised HVAC condensate drain.

Administration (Susan/Cathy)

Susan, with Cathy's help, was able to complete the TSLAC annual report for the FY 2018-2019!