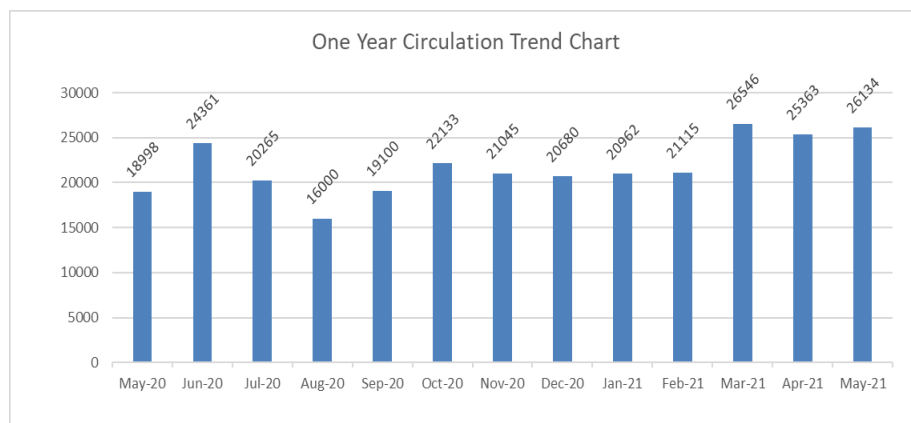
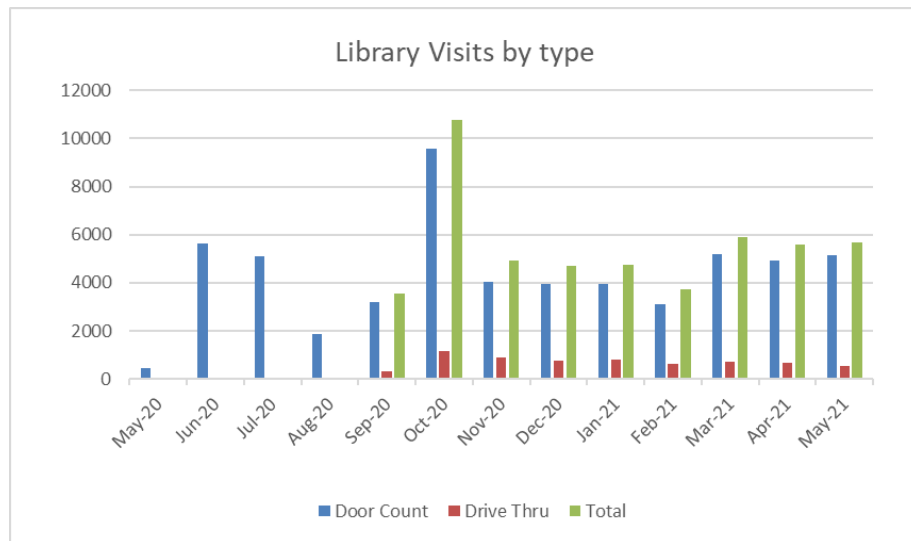
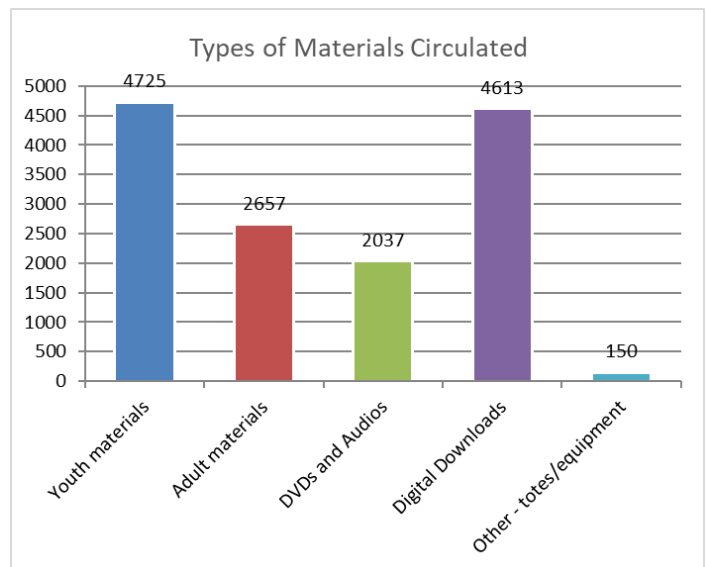


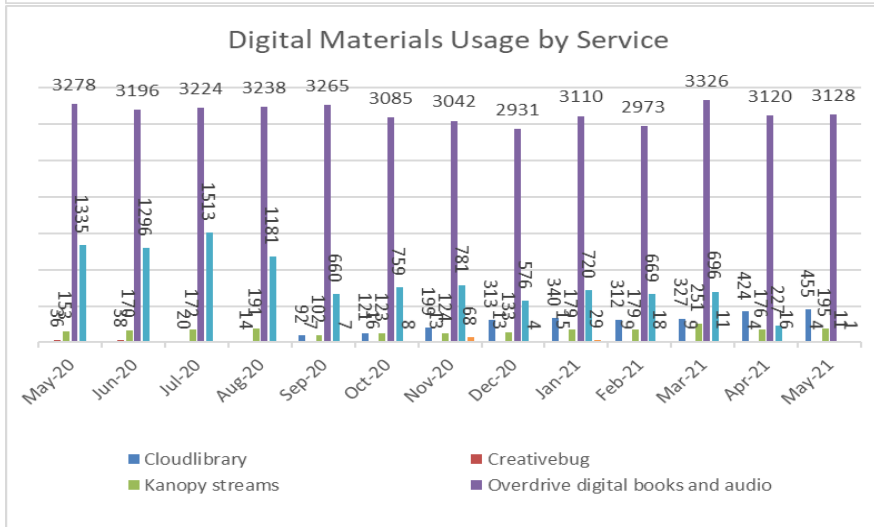
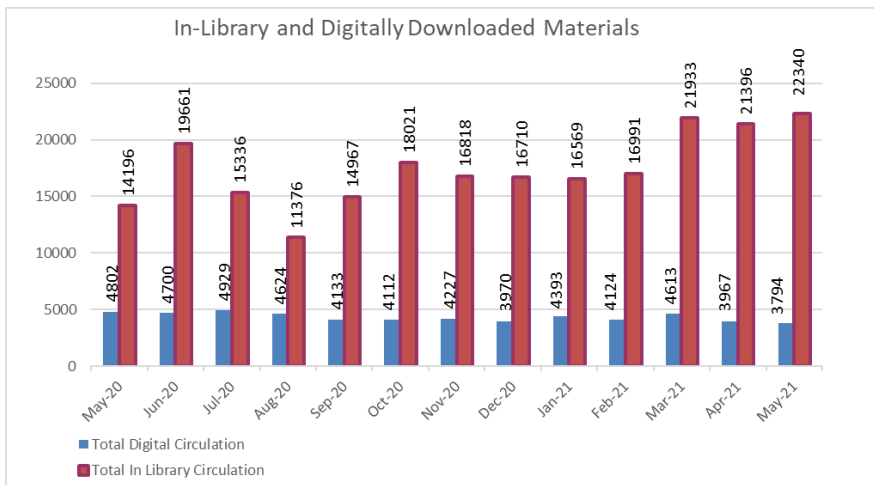
Mammen Family Public Library

Monthly Report – May Activities

Circulation Team Report

- Number of visitors to the library: 5,662
- Total items circulated: 26,134
- New cards issued: 148
- Number of active members: 6,248





Programming, Outreach and Community Collaboration

Program Focus	Programs	Live Participants	Passive Programming Participants
In library programs	1	14	
In person Zoom programs	85	642	742 number of craft kit/handout, homework and resource lists emailed out to members
Recordings of events posted this month	11		261 Recording viewings
Passive Programs	1		16
Outreach	13	47	260

Check out our very own Youtube Page.
<https://www.youtube.com/channel/UCwb8gY5IBOjWCCfyalfxcg>

Adult Programming

We are thankful for over 20 hours worth of volunteer teachers and leaders for our classes this month.

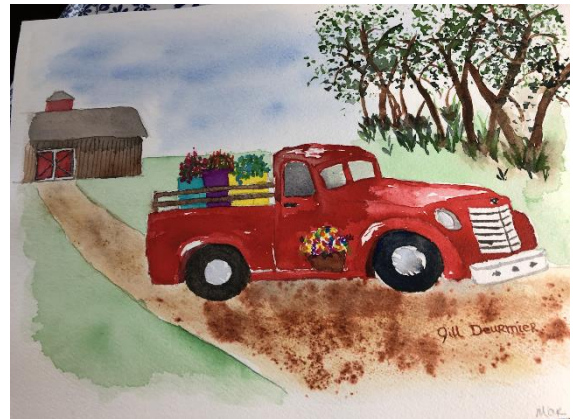
May has been a rush to get everything ready for adult summer reading, we look forward to the summer and seeing our members in person and online at programs.

Art/Culture

Contracted art teachers included:

Jill Deurmier, our watercolor teacher demonstrated the techniques to paint the spring scene with the red truck.

Rachel Delgado taught her monthly Beginning Calligraphy and Calligraphy Styles courses with the beginning class focusing on basics of lettering and then the more advanced styles class that included some watercolor art in with their calligraphy quote.



Debbie's Exploring Art Mediums class featured Chalk Pastels with a scene of tulips.

Nadine Winningham, led the class for the Cookbook Dinner Club. May's topic was a little different than usual with everyone bringing their favorite recipe to the Zoom meeting and sharing about it! The Cookbook Dinner Club always breaks over the summer month.

Our Monday morning series on Great Mythologies of the World had topics in May that covered the myths of South America. Through this Great Courses program we watch the lecture and follow up with a discussion group and additional resources each week.

The four part Interior Design Series was taught by current and past professors from the Art Institute of San Antonio. Each program was broken down into a different element of Interior Design and the presenters did a great job of giving our community a feel for a whole semester's worth of information on the subject in one lecture! The topics and speakers are below and also there is a link to the recording of their programs.

- Intro to Interior Design & Design Process by Eve Chavela
<https://www.youtube.com/watch?v=C8K-odYBIRY&t=433s>
- Space Planning & Furniture Layout by Ela Poursani
<https://www.youtube.com/watch?v=BXepgFK6Uml>
- Interior Design Series: Furniture, Fabric & Textiles by Susan Lanford
<https://www.youtube.com/watch?v=1E15yC8LHZE>
- Interior Design Series: Color, Lighting and Environment by Mary Minor
<https://www.youtube.com/watch?v=gHUPX9y5N8w>

STEM

Ashley's Makerspace classes focused on Inkscape where participants learned how to create a stencil card which they can cut with cricut or any other cutting machine. Designs were printed at the Makerspace and participants picked them up in the library.

Leisure Learning



Ashley held two classes on a Tuesday and following Saturday. The group used pebbles to make a picture of birds sitting on a branch.

Debbie Kyrouac from the Lindheimer Chapter of the Native Plant Society of Texas gave a Plant Talk: It's Not Too Late to Spruce Up Your Garden.

Cindy East presented on how to Hold a Mother's Day High Tea. The group learned all about tea, along with tips and tricks Chef Cindy uses to throw a truly royal tea party.

Health and Wellness

Comal County Agrilife Extension agent, Jymann Davis was part of a group that taught Coping to Control: Living Positive with Diabetes in a series of three classes on Wednesdays.

Effi Brandenburg let a group through three discussions on Relationship Building with your Spouse, Children and Friends. This touching class was exciting in how meaningful it was to our members and how much they gained from Effi and each other. We hope to bring this series back during the fall in-person.

We held a series of classes on Stress Resilience and Emotional Resilience this month and Leslie and Alayna from the Hill Country MHDD Center presented.

Our Grief Support Group continues monthly on the first Tuesday. We are so thankful for Hope Hospice allowing Pastor James Butler to help our community.

Community Support

The Toastmasters taught their public speaking class to the community called Speechcraft. The current president of the Toastmasters Club, Sara Viles joined the group through the Speechcraft class at our library and now is the leader of the whole Toastmasters club. She told us this month that she never would have found this group and a calling for public speaking if she had not attended a Speechcraft program through the library a few years ago and how appreciative she is of our partnership with the Toastmasters.

Outreach

Jeannette has been busy this month with filling all three of the Little Free Libraries with books, holding craft meetups at the Activity Center and Bulverde Assisted living and planning and laying the groundwork for a bookclub to start at the Activity Center in June.

She has also been prepping for weekly screen free passive crafts over the summer for library programming and planning the two Summer Reading Outreach Stops at Bulverde Park and The

Loft with Children's Programmer, Javier Gonzalez. At these stops they will hold programs and check out subscription boxes to the community over the summer every other week.

Jeannette also changes out the quilts hanging on the walls with local quilt artists and manages the Take a Plant, Leave a Plant stand that can be found by the drive through.

Youth Programming

Teen Programming

We opened the summer reading program, using Engaged Patrons to track books, and registration for subscription boxes. We have had 50 teens sign up for the boxes. I also filmed a video to advertise summer reading

Children's Programming

In May we continued with our regularly scheduled programs such as Online Storytime, Homeschool Beginner Book Club, Painting with Ms. Katie, Bricks & Booktalks and Online Yoga for Kids. We also began preparations for the Summer Reading Program. This year's theme is "Tails & Tales".



This summer, we are introducing subscription boxes for children and teens. Each box will contain a t-shirt, activities and handpicked books for each participant. Our amazing team of library staff and volunteers have been helping us with the assembly

of boxes and craft kits! Go team! The Summer Reading Program kicks off on Saturday, June 12th and will conclude the first week of August. We have 300 children signed up for the subscription box program and a little over 120 signed up for the classic program.



The month of May was all about animals! Young Naturalists learned about Texas turtles with Ms. Holly on May 12th. We also brought back last year's successful Chick Hatching Program and



this time were able to offer some in-person activities. Lauren Schumaker from the Texas A&M AgriLife Extension Office led three virtual chick hatching programs. Our kids learned about the incubation process, different types of chickens and eggs, how to make a brooder box and care for baby chicks, and celebrated the hatching of our chicks with a birthday party on the library patio!

Marketing & Public Relations (Katie Paul)

Marketing:

- Work on fliers for Summer Reading Events in June
- Work on Summer Reading Calendars and print
- Recording and video editing for Summer Reading Announcements
- Create and set up Summer Reading slides for Magicinfo and kiosks
- Remake and design shelving signage
- Plan social media through Hootsuite and schedule
- Work on Summer Reading Log sheets
- Work on Summer Reading Half Sheets, print, and put out
- Complete Summer Reading Website and make live
- Make Welcome Bags monthly and order more products
- Edit class videos and upload to YouTube Channel

Public Relations:

Social Media, throughout the week:

- Post about online classes recordings
- Post about new books
- Post about national holidays
- Special announcements
- Weekly quotes by authors

Publicity:

- 7 individual event eblasts & 5 weeks of eblasts
- Upcoming Summer Reading online events submitted to Back Porch News, Front Porch News, Stone Oak Highlights
- 22 Online events added to BSB Chamber calendar
- 22 Online events added to Facebook
- Kids events added to Alamo Fun4Kids and Kids Out and About

MAY 2021 STATISTICS

FACEBOOK



PAGE FOLLOWS:
2,496 LAST MONTH | 2,526 THIS MONTH

PAGE VIEWS:
904

POST ENGAGEMENT: 2,785 POST REACH: 6,143

INSTAGRAM



PAGE FOLLOWS:
1,238 LAST MONTH | 1,249 THIS MONTH

CONTENT INTERACTIONS:
495

ACCOUNTS REACHED:
509

TEEN INSTAGRAM

PAGE FOLLOWS:
232 LAST MONTH | 236 THIS MONTH

ROBLY



WEEKLY EBLAST OPEN RATE:
50.65% OUT OF 5 EBLASTS

SPECIAL EBLAST OPEN RATE:
60.35% OUT OF 7 EBLASTS

GOOGLE BUSINESS



VIEWS ON GOOGLE BUSINESS:
11.4K

SEARCHES FOR OUR LIBRARY:
7,224

Collections Reports

We loaned 5 items to and borrowed 82 items from other libraries in the Interlibrary Loan (ILL) system. We worked one-on-one with 3 members to teach them how to use our electronic resources. In May the audiobooks were weeded and the DVDs were inventoried. This month Kristin will focus on weeding the biographies and inventorying the audiobooks.

Two adults were emailed personalized reading lists in May.

Elizabeth conducted a complete inventory of the teen room including non-fiction, fiction, graphic novels, anime and Spanish YA. Because of the low circulation of Spanish YA, she set a display for two weeks to encourage circulation. Unfortunately, it did not, so she transferred the most popular Spanish YA to the Adult collection.

The YA books have been very cramped, so she moved and rearranged the entire collection. We were able to add some shelving and get the YA non-fiction off the bottom shelves.

Montana inventoried and weeded the Juvenile Audiobooks, Audio Kits, and Music CDs.

We deleted 321 items for the following reasons:

- Weeded – 278 items
- Vanished – 8 items (due to inventory)
- Lost and unpaid for – 32 items (sent to collections)
- Lost and paid for – 3 items

Technology *(Rob, Lois)*

This month the Technology team worked on new issues such as:

- Library was not receiving any incoming calls for 2 days. We could only call internally to other staff phones and make outgoing calls.
- Our Unifi equipment (used for managing network) has been having intermittent issues this month with the Dashboard either being unavailable or unusable.
- Due to a storm in Schertz, we lost internet at the library around 2 PM and was restored by next morning in time for opening.

Ongoing Issues

- Wifi issues on public use computers making it difficult for people to connect. Rob temporarily turned off authorization and researching how to make this work more reliably.
- ZOHO running slow on front desk computers-investigating.
- Another Kindle not registering without help from Amazon. They advised probably due to age. Going forward we will no longer de-register and re-register kindles. We will just add new books and examine for any member data that might have been left on kindle.
- Envisionware maintenance license expires 5/31/21. We use this product for time and print management on the public computers. We are waiting for Envisionware support to renew license file. Hasn't affected patron computer operation so far.

- Catalog near Blue pods has been hanging up or showing “error accessing server”.

Projects

- Working with Biblionix to see if they can import Creativebug Marc records and if they can automatically import cloudLibrary Marc records into our library catalog. cloudLibrary records are being done manually right now. (MARC – Machine-Readable Catalog Record. Information traditionally shown on a catalog card.)

Misc

- Set up a Summer Reading laptop for members to sign up for summer reading and log books.
- Obtained an updated brochure for meeScan and working on getting it printed so it can be included in “new member packets”.

Rob: We had a couple of interesting incidents in May. One was caused by our lovely Texas weather and the other by a firmware patch that left a lot to be desired. The first issue was a loss of internet connection through our fiber line when nature decided to black out the power grid on the East side of Comal county where we connect to the fiber ring. This led to the discovery that our connection to the ring is at John Paull II Catholic High school in Schertz. When they lose power we lose internet. Because of this we are currently working with them and our fiber provider to supply dedicated battery backups to the fiber equipment housed there to prevent another outage.

The second, and far more frustrating issue, was the firmware update that our router manufacturer pushed out that came with a whole host of issues. The first thing we noticed was that the phones were not ringing. We could call out, but no calls were coming in. After an entire day of back and forth with our service provider, multiple consultants, and the manufacturer, none of whom had an answer, we changed one setting in the router and everything worked. This being the one setting that everyone said should always be off no matter what. The second thing we noticed is that we weren't able to log into the User Interface (UI) for the network. The UI is where we manage the entire library network, control all of its equipment and get our statistics for Wi-Fi usage. We can control the network and fix issues from anywhere in the world using the app. Getting access and fixing it required going into the backend of the router through a SSH connection and flushing the backups and all the cached data. The firmware had corrupted the backups and caused the router UI to fail. Once we managed that we were able to get back in through the UI. Unfortunately, it turns out that the fix was only temporary, but that's a story for the June Report.

Facilities Management (Jewel English)

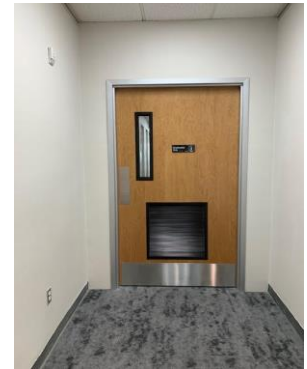
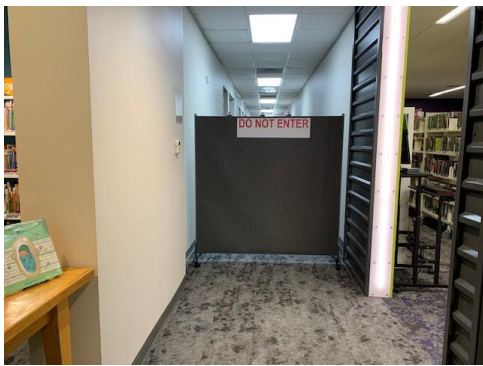
Regular scheduled maintenance:

- 6.4.2021: Sterling Pest Management completed the scheduled monthly PM
- Septic monthly PM: (2) gallons of liquid chlorine bleach was added to the aerobic septic chlorinator

HVAC: Beyer Mechanical:

- Submitted, and we accepted the Performance Plan - Planned Maintenance Program for May 19, 2021-May 19, 2022
- Submitted a proposal to install a GPS Bi-Polar Needlepoint Ionization to help improve indoor air quality; proposal is under review

Children's hallway door was installed: The door can be pushed open from either side of the door - held open when needed, and kept closed during Children's programs – to contain noise as well prevent people from entering the Program and Craft rooms while in use. It also provides more security to the rooms and offices located along the hallway.



Workroom Door: we ordered a window light kit and Mr. Handyman installed it in the Workroom door; now staff and workers can see if anyone one is coming/going from the opposite side of the door before opening it.

Groundskeeping:

- 5.26.2021: completed regular grounds keeping maintenance around the property and trimmed branches that hung over the main gate.
- 6.15.2021: completed regular grounds keeping maintenance around the property; trimmed branches that blocked our outdoor security cameras.
- Wind sculptures: we had the pipes for the wind sculptures set in concrete, three feet into the ground; and we will secure the sculptures to the pipes – the goal is to make it more difficult for anyone to remove and steal them.

Gate maintenance:

- 5.26.2021: YCO Gate Co. serviced both gates: cleaned and lubed the chains; programmed (5) remotes to open the walkthrough gate. After the maintenance, the gate occasionally made a creaking noise when it closed.

- 6.4.2021: Todd McMain, YCO Co. owner, came back and after thoroughly examining the gate functions, determined it is working as best as it can be considering the age of the original gate system (which has an average life span of about 15 years): he said he creaking noise is indicating wear on the gate. It's possible the bearings may be wearing out in any one of the (3) "trucks" – which provide the cantilever support for the gate as it extends across the driveway when it opens/closes. If/when the gate fails to open/close properly, we will need to replace the trucks on the slide assembly. Since this is an extensive and expensive repair as the trucks are over \$400 each, he advises replacing all three at the same time – he recommends that when that becomes necessary, the library consider converting to a V-track operating system (like the lower gate). Currently, the way this gate operates is significantly more stressful on the 1.5 HP motor; whereas the lower gate is in a 1/2 HP motor, and operates efficiently. Todd McMain will provide an estimate for what this will cost for future budgetary planning.
- YCO Gate Co. also programmed and provided (6) two-button remotes to open the drive through gates – one button will open the upper gate; the other button will open the lower gate.

Automatic Doors: we had issues with the front entrance door (and recently, the middle door in the vestibule) – they are Tormax doors, installed new during the Library Expansion/Renovation Project. Advanced Door Company made adjustments on the track and the slider portion of the door, and it works better. We're told, the Tormax doors are not as good as the original Gyro Tech doors that Advanced Door Company installed before the expansion, one of which remains at the entrance into the main library – and at some point we may need to replace it (them) with a better quality door. Advanced Door Company will submit a job cost on replacing the front entrance door with a new Gyro Tech door for future reference.

Meeting Rooms: are currently being used for library sponsored programs

Study Rooms: After the Study Rooms were reopened for public use on June 1, we had people "camping and napping" all day in the Study Rooms, which may have discouraged others from using them. Inasmuch, we developed a new Study Room Use Policy where the Study Rooms remain locked and "Users" now have to sign up at the front desk or at the Info Desk by the Reading Room (which has been set up for computer use).

Staff will use a Google Calendar to assign the "User" a Study Room; room use is tracked on the calendar with a color-coded system matching the color of the Study Room. The "User" can sign up for 2 hours at a time with a maximum of 4 hours total for the day – they cannot be in one room for 4 hours then sign up to use another room. This system allows the Staff to know the name of the person using the room, when they were given access to the room, and when their time has expired. After the room is assigned, Staff will unlock the door for the "User".

48 people used the Study Rooms in the nine days from when they were reopened on June 1- June 10.

Parks Coffee Service: we resumed coffee service for library programs, and hope to reopen our Coffee Kiosk after the Summer Reading Program.

Administration (Susan/Cathy)

We hired three new circulation staff members in May but one has already left the library by the time of this report, Samuel Lackey. The other two people are Beck Robbins and Taryn Young. In early June we also hired Martina Spangrud. Susan and Cathy have spent a lot of time on scheduling with the expanded hours, all staff back in the library, and so many new people who aren't yet fully trained.

Susan continued work on the annual budget and moved furniture back out into the library. Rob was able to get a technician to run Ethernet to the Reading Room which now includes public computers. Outside the room is the print release station and Lois now has her desk there. She will be able to help people with study room sign ups as well as helping on computers. We moved the business and Spanish collections to the area by the FOL sales. We created other seating areas around the library.

We have decided to migrate from the Biblionix Integrated Library System (ILS) which supports all our patron accounts to Insignia Software. We will save money long term because Insignia offers additional resources we are having to pay separately for now, such as our calendar and room booking management software, our summer reading software, and they offer an app for the system which allows patrons to check out so we will no longer need the Meescan app. This is a huge undertaking since we have used Biblionix Apollo system for 12 years but in the long run will save money for the library.

Susan also completed the erate submittal and the library received reimbursement for internet services of over \$1600.