

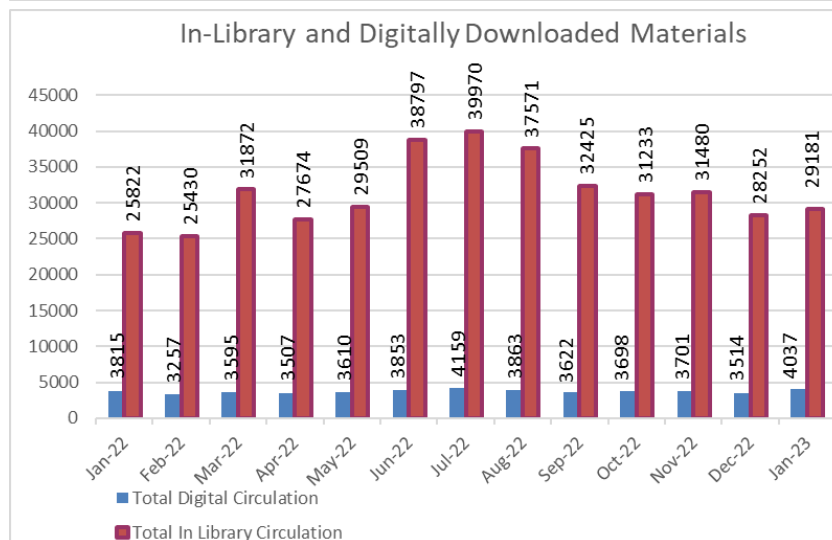
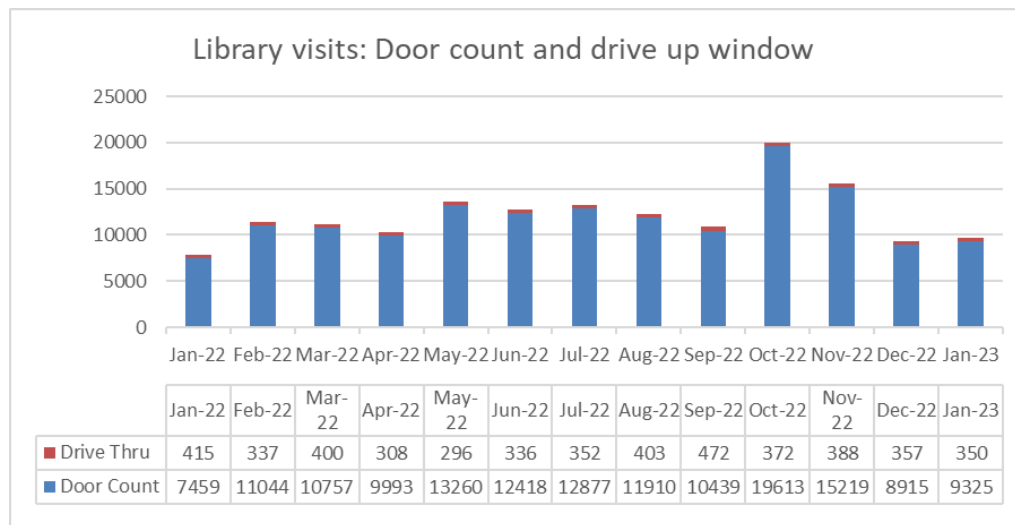
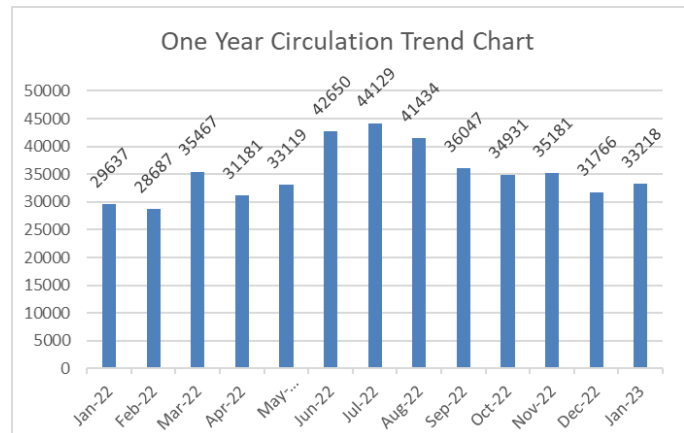
# Mammen Family Public Library

## Monthly Report – January 2023 Activities

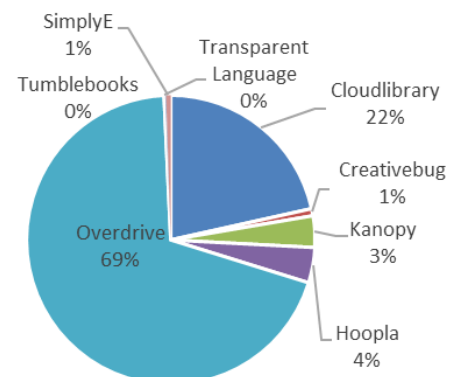
The end of January brought icy weather and the library was closed due to weather January 31<sup>st</sup> and February 1<sup>st</sup>. When we did open on February 2<sup>nd</sup>, we were only able to be here a few hours before we lost power again and had to close the rest of the day. By Friday, February 3<sup>rd</sup>, the library was back to normal operations.

### Circulation Team Report

- Number of visitors to the library: 9,675
- Total items circulated: 33,218
- New cards issued: 232
- Number of active members: 7,976



Monthly Digital resource Usage by vendor



## Programming, Outreach and Community Collaboration

### Adult Programs (Hannah Johnson & Allison Reeves)

The adult programming team spent most of January preparing for AARP Tax Aide, which will begin on February 10 and run until April 14. This year's AARP tax return preparers trained at the library every Friday in January and are ready for the start of tax season! Library staff members spent the second half of the month fielding calls and questions about the AARP program and signing patrons up for appointments. All of our AARP Tax Aide appointments for the month of February quickly filled up, and we are now signing people up for March and April appointments as they become available. We are very appreciative of the AARP volunteers who provide this important service to our library community.

In addition to ukuleles, the library now has three dulcimer instruments available for check out. The leader of our dulcimer groups, Bonny Lyons, graciously donated three dulcimers to the library so that patrons could check them out and learn how to play. Throughout January the adult programming team worked on cataloging and processing the instruments and at the time this report was written, all three of the dulcimers were checked out to patrons!

All of our language, GED, and ESL classes started back a couple weeks into the month and are running smoothly. After a month of searching, we were able to find a new ESL teacher who will serve as a co-teacher with Effi Brandenburg. Our new teacher, Rebecca Rindahl, will begin teaching the Thursday night classes the first week of February.

### Program Highlights



January was a busy month for the adult programming team, as we kicked off many of our longstanding programs for the New Year, continued to build awareness for some of our more recently developed programs, such as the Artist Talk series, and introduced some brand new programs.

The 2023 Broaden Your Shelf Reading Challenge launched this month! This year's challenge is on Beanstack, the same platform we used this past summer for the Summer Reading Program. So far we have had a great response to the new platform and lots of patrons have logged a number of books already!

The adult programming team worked with the library's Makerspace staff to implement a new slate of adult makerspace programs and a new program schedule to ensure we are providing multiple opportunities each month for patrons to access makerspace equipment. Adults have a monthly makerspace class, offered twice during the month, so that we can accommodate more patrons. In January, the classes decorated mugs using the sublimation printer and heat press. We have also added dedicated times for patrons to come into the library to work on their independent makerspace projects with the guidance of library staff, during what we are calling "Qualified Maker Hours".

In January, we kicked off our new Night at the Library program, which takes place on the evening of the second d of each month this spring, and includes a dedicated program for each age group. For the adult program, the attendees joined instructor Tracy Fortune in painting a snowman scene with acrylic paints while also enjoying some snacks. We had 22 adults in the painting class. We enjoyed working with departments across the library to coordinate a programming night for all ages!



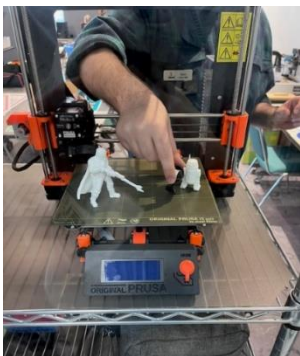
In a further effort to provide program options for adults while their kids are in youth library programs, we began offering an informal Adult Crafternoon program to coincide with the popular kids' STEM Day program. Adults can gather together to participate in the adult craft activity for that month while their kids take part in the monthly STEM Day program in the youth services area. In January, the attendees made Swedish woven paper heart baskets.

On the end of year program survey sent out in December, several patrons requested that the library host a Trivia Night. On January 19, in honor of National Popcorn Day, we hosted our first Trivia Night. We had a great turnout! Our participants enjoyed freshly made popcorn and answered a variety of popcorn related questions.



This year the library participated in Texas Holocaust Remembrance Week (January 23-27). We were grateful for the opportunity to work with the Holocaust Memorial Museum of San Antonio to provide programs for our library community. The Museum generously loaned our library a traveling exhibit, which was on display in the library's lobby during the second half of January. The Museum also coordinated a second-generation Holocaust survivor to speak at the library on the evening of January 26th. We had 27 adult and teen attendees that evening who were able to hear the powerful story that the speaker shared of her parents' experience and survival during the Holocaust.

## **Makerspace** (Lindy Hargrave, Sam Stephens, Devon Rogers)



Hello all! Makerspace team reporting. This month saw a huge increase in our amount of dedicated Makerspace time. In the last months of 2022, we spent a total of four hours in the Makerspace per week. With our new schedule, that number is over twenty hours of Maker time every week.

We started the month off with a lot of reorganizing of the physical space. The room certainly feels a lot roomier, and sensitive equipment like video cameras and drones are now safely in a locked closet.

We also held our January class, "Sublimation Affirmations." We taught patrons how to create custom designs on PowerPoint and Canva, print those designs on our Sawgrass SG400 sublimation printer, and press them into coffee mugs using our 400-degree heat



press. Lots of patrons had fun, and nobody got burned! We're taking our lessons learned forward to next month's class, which will be 3D-layered portraits using our Cricuts.

We also held Qualified Maker Hours for patrons who wished to work on

other projects, added sheets to track usage on our most popular machines, and learned about proper operation of our large poster printer. We look forward to learning more in February!



### Outreach (Stephanie Emerson)

There is something about a fresh start to a new year. (I love January even though all the Christmas lights are gone.) Outreach started off the year strong with combined efforts at all of our visits reaching 201 members of our community directly and, of course, *many more* through books and materials. We saw Outreach patrons check out a total of 217 books for the month and the Little Free Library tallies came in at over 178 donation books placed between the 3 locations.

The Artist Spotlight in the library rotated mid-month to Christiane Ancil & Edward Govan – a husband and wife team with very different styles and inspirations but a creative bond. The Artist Talk, a few days later, had 16 in attendance and were able to listen to the artistic couple talk about when they began painting and how have they supported each other in the process over the years. Christiane is also the regular French class instructor here at the library!



BOOK CLUB: Books & Bites at the Bulverde Spring Branch Activity Center met to discuss *The Last House Guest* by Megan Miranda. We enjoyed Pecan Sandies and discovered none of us really enjoyed the book. It was the perfect lead in for gathering input on future book selections and member preferences. With 10 in attendance, it made for a productive meeting! In addition, there are now 2 members using MFPL digital resources for reading on a regular basis.

ASSISTED LIVING: The Bulverde Assisted Living visits every other week continue to serve our 9 patrons and added a new resident patron to the list mid-month. Total books delivered reached 27 along with a Kindle and, *drumroll please...*, set up on all three digital resource apps for one patron to be able to listen to selections on her phone. Over in Singing Hills, The Heights was on the schedule for a craft assist but they cancelled our participation due to COVID numbers at the facility. We are on the schedule for the craft assist in February.

OUTREACH COLLECTIONS: The Trekker collection is now just short of 300 active books which is an increase of approximately 40 books this month comprised of donations, new purchases, and weeded library collection adult books.

The giveaway collection of bilingual and books in Spanish continues to grow through donations and reach the community at both Provisions Food Bank and the SHARE Center. We also had storytime and a craft this month with 8 in attendance at the SHARE Center.

Large Print bookcases were refreshed with Outreach LP inventory at The Bulverde Spring Branch Activity Center, The Villages at Garden Ridge and Bulverde Assisted Living.

#### YOUTH OUTREACH:

Living Rock Academy continues to be well received on our twice a month pop-up library visits. Taryn and I helped them check out 188 books in January consisting of both Trekker inventory and delivery of reserves they initiated online with their passport cards.

Allison and I had one visit to SJRC where we did a make your own hot chocolate mix activity. The second visit was canceled because of various resident absences. On the bright side, they did bring a couple of the residents to the library for checking out books later that day. We continue to see more in library activity by their residents.

Allison and I also had our first site visit and meeting with the Case Manager at Sanctuary of Hope (SoH). We discussed how we could partner to help enhance their program in regards to the teen mothers as well as their children that all reside there. While they do have some access to transportation to the library, it isn't always easily available so we plan to bring Outreach services, such as storytime every 4 to 6 weeks and some form of life skill content to SoH. After our meeting and encouragement to utilize the event calendar, a small group of residents attended the Holocaust program at the library as part of their education program. All but a few now have library cards and a briefing on digital resources is forthcoming.

#### OTHER NEWS:

- After a meeting with Bulverde Police Chief, Gary Haecker, dates and movie selections are set for April, May and June for our annual Movies in the Park collaboration.
- The Homebound policy has been approved and will soon be posted on our website and we expect the homebound patrons (not in assisted living) to grow.
- Last but not least, we invited Bella Groves (a local dementia care center) to our January staff training day where we soaked in all the great knowledge they had to share. We will have future collaborations with them that benefit our community as well.

All in all, a great start to 2023!

#### **Teens (Allison Reeves)**

January ended up being a pretty interesting month as far as teen programming goes! Between not starting programs until the second week of January and the library being closed for the last few days of the month, teen programs ended up being packed into the middle few weeks of January!

We started the month off with the first ever Night at the Library. While adults painted and kids learned about polar bears, teens made their own hot chocolate bombs. It was the first time any



of us had ever tried to make hot chocolate bombs and our attempts were somewhat successful. We had one teen who succeeded in making a hot chocolate bomb while the others were left with a chocolatey mess! Regardless, the teens had a fun time hanging out and drinking hot chocolate.

Keeping with a winter theme, teens also learned how to make snow globes in January. They used small plastic figurines, mason jars, and glitter to create their own snow globes.

We also started our Anime and Genre Book Clubs back up this month! We had a couple of new teens come to each program. Teens were able to talk about their interests and meet new people who share their interests!

Our January Drop-in Volunteer Hours were very popular! We had 7 teenagers come in and help out around the library for over 3 hours!

Stephanie and I were only able to make one trip out to SJRC due to the weather but it was great to see the kids there. We taught them how to make homemade hot chocolate mix, which the teens seemed to enjoy! We also meet with a coordinator at Sanctuary of Hope, a home for pregnant teenagers to discuss upcoming collaborations with their organization.

### Children's (Montana Rindahl & Javier Gonzalez)

Children's programs have picked back up again in the new year! We've added two new programs in January: Tween Club and Night at the Library. Tween Club meets every Friday at 4:30 and is for kids in 5th - 8th grade. The Club is super popular with 15-20 tweens coming each week to make personal pizzas, perler beads, and buttons in January.

Night at the Library offers something for everyone at the same time! This month's theme was Winter Wonderland, so kids in Kinder-5th grade learned about Polar Bears and competed in an icy relay race! We are looking forward to repeating this program once a month!



This month at Crafty Tuesday, kids made colorful paper dragons, a cup and ball game and pipe cleaner buddies! The new year has also brought a lot of new families to our programs!

Chess Club also returned this month with about 15 kids attending each session. We are glad to see younger players joining the club.



Wednesdays continue to be a busy day for programs as well. This month Graphic Novel Club kids got to continue working on their comics and also made paper robots. At STEM Day, kids designed paper helicopters and created fun patterns for their "flexangles". We wrapped up the month with our highly anticipated Builders Club. The theme for this month was "Safari". Builders of all ages were challenged to build a giraffe, crocodile and elephant out of LEGOs!



## Collections Reports

Adults (Kristin): We loaned 4 items to and borrowed 94 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 January the adult fiction was weeded and the genealogy collection was inventoried. This month I will focus on inventorying the regular print fiction section. Three adults were emailed a personalized list in January

Teens (Allison): In January we fulfilled 7 Young Adult purchase requests and borrowed 2 Young Adult items from other libraries.

Children (Montana & Javi): In January we weeded and inventoried our PER Collection. The PER – Parenting and Educational Resources – Collection is one of the core components of our certification as a Family Place Library. Our Parenting collection is unique because – in addition to typical parenting books – it includes some materials for early learners and support materials for homeschooling parents, such as *Hooked on Phonics* sets, BOB Books, and *What Your X Grader Needs to Know* books.

We deleted 706 items for the following reasons:

- Weeded – 649 items
- Vanished – 9 items (due to inventory)
- Lost and unpaid for – 33 items (sent to collections)
- Lost and paid for – 14 items



## Marketing & Public Relations (Marc Dunlap)

January brought a lot of progress in two big areas for Marketing. One was the fact that the "Branding Board" project was able to move forward, and the other was making contact with Documation (our printer people). Now its time to see what fruit develops from these steps forward.

The "Branding Board" project will now move from an "Alpha-Phase" into a kind of Version 1.0; meaning that 90% of what needed to be discussed and discovered has been accomplished with only finer points needing to be developed at this time. Though it will take some time, the documents associated with this Version 1.0 release should be completed by the end of March.

Now that "better" contacts (and understanding) have been made between us and Documation, we can move forward with several print resource projects. Namely ordering bookmarks and the updated Digital Resources pamphlet. But this should put us in a good position for the Summer Library Program print jobs as well (either still using Documation or another vendor...). Also, the printer in the Programs wing was looked at and full functionality should be back by mid February.



### HOURS

**Monday-Wednesday 9:00am-7:00pm**

**Thursday 9:00am-7:00pm**

**Friday 9:00am-6:00pm**

**Saturday 10:00am-4:00pm**

**Sunday 12:00pm-4:00pm**

Always Open Online at: [mfplibrary.org](http://mfplibrary.org)  
Phone Number: 830 . 438 . 4864

THE HUGHRALEY

### TRAINING ROOM

## JANUARY 2023 MARKETING STATISTICS



Overall January was a GREAT month with an increased reach of 107% on Facebook, 51% on Instagram, and 15% on Twitter! Plus increased profile visits and likes in alignment with these metrics... we are steadily improving.



**INSTAGRAM:** \*1,444

PROFILE VISITS: 140

NEW FOLLOWS: 12

POST OF THE MONTH:

**Holocaust Remembrance Week**

**NOTES:** The effects of consistently posting and improving the overall "identity" on these posts is showing.

**FACEBOOK:** \*2,990

PAGE VISITS: 861

NEW FOLLOWS: 12

POST OF THE MONTH:

**Tween Club** (static post)

**NOTES:** Meta has changed some of its reporting tools, we are working on understanding the impact.



**TWITTER:** \*242

PROFILE VISITS: 48

NEW FOLLOWS: 10

POST OF THE MONTH:

**Tween Club** (animated post)

**NOTES:** Our reach and engagement continues to grow on this platform!

**MAILCHIIMP:**

OPEN RATE: 40%

CLICK RATE: 1.5%

EMAIL OF THE MONTH:

New Year LEARning

**NOTES:** The overall metrics were a bit skewed this month due to the Winter Storm e-blasts sent at the end of the month.



**UPCOMING PROJECTS:**

- Printing Signs and Banners
- "Shopping" for Print-House Vendors
- Get two months ahead on Newsletter and Post schedules.



## Technology (Rob Lerner & Marc Dunlap)

January was a good time for some housekeeping and updates. We had to swap out one old glitchy computer at our information desk because it wouldn't stop crashing. Unfortunately, it had some specialized software on it that then had to be put on the new computer. In order for the new computer to function as a circulation station we had to add Techlogic's RFID software, which also required adding their drivers in a very particular way, along with an old version of Microsoft Visual C++. This took way too much time, but in the end we got it up and running. The next thing we had to do was add Envisionware's Print and PC management software, so it could manage our Public Access Computer and our Print stations. This was another laborious process that required a lot of back and forth between the computer and the Server Room. In the end we got all working the way it should, so we thought that it would be a good idea to do it again on the computer at Marc's desk so he could manage prints for our patrons. It only took four or five hours to get it working. Fortunately, once installed the software is very stable and we won't have to mess with it again.

We did have to mess with our cameras in the lower parking lot after we put the new book drop carport in. The roof from the structure took away our view of the lower gate and the book drops themselves. This posed a problem because the cameras we do have there really couldn't be lowered enough to give us a secure view. We also don't have a physical port to plug a camera into, so we would have to rely on a wireless camera running off power from our light poll. Luck was on our side and we were able to get a camera from our supplier, so with some discreet extension cord work we have a very small camera well placed to monitor our book drops and lower gate.

Also took some time to reposition some of our cameras to improve our coverages, we changed all the batteries in our security door sensors, swapped some parts in our large printer to clear a persistent error, upgraded the drives and memory of some of our old laptops, and planted native wildflower seeds in some of the bare patches around the library.

This was all done before Mother Nature decided to drop tons of ice on Texas and the Hill Country. We lost power for several days which meant that our servers shut down because our battery backups ran out of juice. Servers, software, and hardware don't like it when they get turned off without warning all at once. We spent a lot of time in February dealing with the consequences of that.

### Technology Desk (Marc) Summary

#### Stand-out-Issues

- Overdrive: changes to their program & offerings have prompted several patrons to seek help with their Kindles at the Library
- The lack of stability to the software that allows us to print large banners is a continuing issue. Though the Maker Space staff are working diligently to fix the problem.
- The need for some form of "Tech Class" for those looking to increase their ability to navigate the modern digital world has been made evident by the frequency of attendance and discussion topics for the One-on-One Tech Help program (we are currently working on getting a program up and running for this in late March).

## Technology Help

In January we had a bit of a slow start to the year with not that many patrons coming in the first week, but that quickly changed after the 9<sup>th</sup>. There must have been a good sale on Amazon for their "Kindle Paper" e-readers, as more than ten patrons came in the second week of the new year wanting help connecting their new device with the library. Unfortunately, these "Paper" devices do not have access to the normal "Kindle App Store" and thus can't make use of third-party apps like Libby or Hoopla. To compound that issue is the fact that the built-in web browser doesn't recognize WiFi opt-in protocols; leaving the devices without an internet connection within the library. Several of these patrons had smartphones however and were satisfied with getting Libby set up on their phone. Other patrons were not as easily mollified due to the fact they do not prefer audio books and were lamenting not having the larger surface to read off of. I was able to make recommendations, and for some even appointments for them to return with a different device in the near future.

As mentioned above, many of those making One-on-One Tech Help appointments could benefit from a more structured class/program on basic computer competency. Though it is difficult to say the exact demand for such a class, as those with very limited knowledge wouldn't be receiving our newsletter nor would they be able to view social media posts/advertisements for the program. Plus the factor of "what" they know and "what devices" they have available to them is always both a question and a hurdle to get over. But, Hannah is confident we can come up with something that will at least start the ball rolling toward serving those in our community with this need for "technology literacy".

## Facilities Management (Jewel English)

Regular scheduled monthly maintenance for pest control, aerobic septic system, and grounds keeping maintenance.

**Study Rooms:** 388 people used the Study Rooms in Dec

**Public Meeting Room use:** 165 people used the meeting rooms in January

### Wayfinding signs:

Marc Dunlap designed the signage and Rich Herr mounted them perpendicular on the walls next to the public restrooms, meeting rooms, classrooms, Makerspace, and Childrens library

The wayfinding signage systems are double-sided to display signage and capture the attention of those passing by in either direction; they not only identify the room, but also the donor of the naming opportunity of the room.



**Water Softener issue:** Heat and Treat repaired the problem with the water softener in October, however on 1.27.2023 we had water running out of the janitors closet into the old hallway

- Rich Herr configured a hose that will allow the system to drain into the mop sink should this happen again
- 1.30.2023: Heat and Treat found the problem, the O-ring had split in the check valve that they installed in Oct. They replaced the O-ring and didn't charge us for the work.

**Septic: 2.3.2023** Eoff Septic Services completed the third of three PMs per 2022 contract

#### **Fire Equipment issues after annual inspection on 1.12.2023 were resolved**

- Fire alarms: 2.6.2023 (8) batteries were replaced; resolved the programming issue on the pre-action system; we are up to code
- Fire extinguishers: no problems
- Backflow: no problems

#### **Groundskeeping 2.11.2023:**

- Winter storm tree damage: he removed broken branches and cut broken limbs throughout the library property
- Installed (4) memorial pavers in the Butterfly Garden Memorial Walkway on the next work day

#### **Fence for new property:**

Rob and I met with (4) contractors and asked them to provide estimates on fences for the new property. We asked them to provide separate estimates for the decorative fence along Bulverde Crossing and next to RBFCU, and farm style fencing around the rest of the perimeter of the property, and to move a section of the existing farm fence to close off the septic area.

#### **Green Library donor chairs (2):**

Estimate to recover: Budget Upholstery was \$650 per chair; Researching slipcovers as an option.

#### **New Lower Book drop (and Book Locker) location:**

- Marc Dunlap designed and placed the signage for the new "Book Drop/Book Locker" area next to book drop under the canopy and in the back up area

### **Administration (Susan/Cathy)**

We have chosen a vendor for our outdoor hold lockers and plan to start with just one here at the library so we can work out the kinks. We will contract with the vendor in February.

We have received news that the chiller was once again delayed due to lack of parts and won't be shipping until the end of April. Fingers crossed the chiller holds out till then. The freezing weather caused so many issues with power outages which impacted our technology so we have decided to explore the feasibility of a generator.

February staff progress meetings are being scheduled.