Circulation Team Report

- Number of visitors to the library: 11,923
- Total items circulated: 29,227
- New cards issued: 253
- Number of active members: 8,330
Programming, Outreach and Community Collaboration

Adult Programs (Hannah Johnson & Allison Reeves)

Our three language classes, Spanish, French, and Italian, wrapped up this month. To help students remember everything that they have learned over the course of the last year, the adult programming team put together resource guides. These guides included information on this summer’s upcoming Conversation Circles, digital resources available through the library, and books and audiobooks designed to help students learn a language.

After working on updates and phrasing, the new library website went live at the beginning of the month. We are excited that the adults page of the website showcases the wide scope of programming that our library has to offer.

Most of May was spent preparing for the Summer Library Program! Our printed summer program guides were finalized and out for distribution before the end of May. We are excited about all of the new programs we have coming this summer!

Program Highlights

In early May the library hosted a three day Beginner Ukulele Boot Camp. This program was such a success that the group asked that they be allowed to meet monthly at the library as an informal play-along group. In late May, the group met at the library for their first Ukulele Play-Along, which is open to any ukulele player who would like to meet to practice their tunes and share playing tips. We are glad our library ukuleles are being put to good use!

We had our last regular Night at the Library program in May. Our group learned all about chalk pastels and the process behind using them. Each attendee left with their own fruit and veggie-themed art!

This month was the first in our Cooking with Javier series! Javier taught our group how to make a couple of different types of fresh salsas, which was a big hit. The June Cooking with Javier class has already filled up and has a waitlist!

Our Friday Book Club, which is led by library staff, has seen a steady and growing attendance in recent months. During the past two meetings, the room has been full during discussions! We decided to pause accepting new members to that group for now, so that we can ensure that the group size still allows for all attendees to participate in the conversation. We have added an additional book club option starting in June. This Summer Book Club will be our first book club to meet in the evening, and we hope that this new group will gain traction and continue throughout the year.

To end the month for Adult Programs, the library hosted a Native Plant Gardening program, which is always popular! This presentation by the Lindheimer chapter of the Native Plant Society of Texas covered the topic of achieving summer gardens with low water usage. We are excited to continue exploring similar topics this summer in a 10-week Water Conservation Series covering a wide variety of topics related to water conservation in our area.

Once the Summer Library Programs went live, Hannah and Allison hosted a Beanstack Open House to encourage patrons to sign up. On a Thursday evening, we set up a table and the
popcorn machine in the library lobby as we distributed summer program guides and assisted patrons with signing up on the Beanstack app. By the end of the first week of registrations, we had over 100 adults already signed up for the summer challenge!

**Outreach (Stephanie Emerson)**

As we mark the remainder of spring and the unusually nice weather, Outreach efforts were full steam ahead. This month we reached 117 members of our community directly and many more through books and materials. Patrons checked out a total of 40 books for the month through Outreach and the giveaway tallies came in at over 278 donation books placed between the 3 LFL locations, Provisions Food Bank, SHARE Center and Sanctuary of Hope.

**ART DISPLAY:** The artist transitioned this month to the unique works of Amy Conaghan. Her watercolors capture everything from The Pearl Brewery at sunset to Aikwood Tower at the Scottish Borders. It’s a lovely transition from the SVHS students and the last to show where a talk is optional. From this point forward, an artist talk will be a requirement to hang on the Artist Spotlight hallway.

**BOOK CLUB:** Books & Bites at the Bulverde Spring Branch Activity Center met to discuss *The Personal Librarian* by Mary Benedict. It was the largest and liveliest meeting so far with 14 in attendance besides Taryn and myself. There were enthusiastic discussions on all the layers of this historical fiction about JP Morgan’s personal librarian, Belle De Costa Greene. We had 2 new members as well! For the bite, I brought scones as it was a favorite of JP Morgan in the book.

**ASSISTED LIVING / HOMEBOUND:** The Bulverde Assisted Living visits every other week continue to serve our 10 patrons. The donated 300 piece puzzles continue to be rotated through the facility for all to enjoy. Reading volume has decreased a bit but overall still active both at assisted living and homebound patronage. Overall a positive month with 31 books checked out.

A Homebound Delivery Program flyer was created and distributed this month to all the local churches, posted at the Bulverde Activity Center and in the library. There have been several church responses indicating that they will post in their next newsletters and I expect an uptick patrons needing this service.

We are currently working with Bella Groves to line up programs both here at the library and at their facility. So far, we have scheduled date in early June for a butterfly and instrument garden visit and they plan to attend classic car event mid-month. There are also some ideas for Outreach to take an activity or two to the facility (e.g. Ukulele strumming).
OUTREACH COLLECTIONS:

- The Trekker collection has reached 400 books this month! The majority are books for children and middle grade but there is a growing inventory of adult selections.
- Large Print borrowing bookcases were refreshed with Outreach LP inventory at The Bulverde Spring Branch Activity Center, Bulverde Assisted Living and the Heights.
- The giveaway collection of bilingual and books in Spanish continues reach the community at both Provisions Food Bank and the SHARE Center. Cook book donations were placed again this month as well at Provisions. The flyer in Spanish is updated each month for current dates and times for our (renamed) ELL and bilingual storytime offerings at both locations.

YOUTH OUTREACH:

Pop-Up Library for May went off without a hitch and it was a perfect day! We crafted beautiful May flowers from cupcake liners and Javier had multiple story times as the attendees came in waves. Trekker books were happily checked out to new and existing patrons!

At the SHARE Center, this was the story time before their Mother’s Day luncheon so we had a full house! There were 17 adults and 14 children in a very small room! Javier read 3 bilingual books, sang songs, and then we made a flower craft for them to give their mom. We also told them about the summer programs and gave them each info on how to sign up and find programs on our calendar. SHARE Center also gave us a big thank you on their Facebook page!

There were no visits in May to Living Rock Academy for book check out. We went by to gather up returned books and the school dropped them off throughout the month as well. Slowly but surely, they were almost all returned or replaced.

SJRC is in the process of transitioning residents with children to different facilities. There will no longer be children/babies at this location. Those residents’ spots will be replaced with more at risk / high incident residents once the staff has more extensive training.

This month was our third on campus story time at Sanctuary of Hope. Montana read stories, shared valuable tips for reading often and early with children, led the group in songs and brought all the favorites – toys with sensory shapes and colors, and craft kits for moms and kiddos.
to do on their own. She also shared how to sign up for Books Beginning at Birth and get their free book! Each visit feels more comfortable and beneficial to both the mom’s and children.

Comal ISD hosted Mental Health event at Spring Branch Middle School and we were invited to contribute. All 600 students at the school rotated through the event during their math class. Montana and I gave them a place to sit and relax for a minute, shared information about using library resources, gave away inspirational bookmarks, stickers, and even the opportunity to make their own stickers. The red spun chair was definitely the hit of the event! In the mix of it all we checked out a few books, renewed a few library cards and even signed up a new one. All in all, a very successful day supporting the youth in our community!

LITTLE FREE LIBRARIES:

- All 3 Little Free Libraries weathered the storms very well this month. The new magnetic closures from last month worked wonderfully to keep the door closed and everything dry (even when not latched).
- The approval at the Guadalupe River State Park is still not final. I have some great ideas on the design of this book box based on lessons learned with the 3 existing locations. Continuous improvement is always the goal!

OTHER NEWS:

- Movies in the Park was cancelled again due to storms. Hopefully, we will have one movie come to fruition but I will never be sad to have rain. The movie we were going to show for May (Wall-E) will be shown instead on June 9th.
- Outreach now has its own spot on the website to be able to let the community know what we offer, when we are having public Outreach events, and how to contact us to collaborate!
- I participated in an ABOS continuing education session the last day of the month on the subject of Pop-up Libraries via Zoom. There were approximately 60 Outreach participants sharing ideas and approaches for all sized libraries across the US.

Makerspace (Lindy Hargrave, Sam Stephens, Devon Rogers)
Hello everyone! This is your Makerspace team reporting. For National Pet Month, we taught adult patrons to make custom laser-engraved pet tags using our Glowforge. And since Star Wars Day falls on May the 4th, we also used the Glowforge with our teen patrons to make custom Star Wars-themed military tags.

The Glowforge saw a total of 6½ hours of use this month! May marked the start of a new program, Explore the Makerspace, where aspiring new makers can come in, chat, and learn what our machines can do for them. We hope this generates excitement and spreads awareness about the Makerspace.
Our more experienced makers are now welcome to make appointments on Wednesdays and Fridays. We also set up our tool station for the CNC router and started working on our wall clock highlighting Makerspace capabilities!

Thanks for reading, and here's to a great summer!

**Teens (Allison Reeves)**
Because we only had programs for a couple of weeks at the beginning of the month, May was a slower month for teen programming. We had our monthly Teen Makerspace class where teens learned how to design and make personalized dog tags using the library’s Glowforge. For May’s Night at the Library, our teen group joined the adult group and learned all about chalk pastels. Our TTRPG group is still going strong! They met each Thursday in May and continued their campaign! The group is going to take a short, two-week break before starting up again for the summer.

We are thankful for the short break in May that allowed us to prepare for the Summer Library Program! It's going to be a packed summer!

**Children (Montana Rindahl, Javier Gonzalez, Briana Gonzalez)**
May brought an end to our school year programming as we take a short break to get ready for summer! Along with a few weeks of Storytime, Crafty Tuesday, and Tween Club, our main attractions in May were “May the Fourth Star Wars Day” and the baby chick hatching!

Thank you to Marc for getting a livestream of the hatching and of the baby chicks on our YouTube channel! We ended up with 25 chicks hatched this year – a record for us!!

During the final Tween Club meeting before summer, the tweens were able put their cooking skills to the test and make scrambled eggs.

**Collections Reports**
**Adults (Kristin):** We loaned 4 items to and borrowed 87 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 May the nonfiction was weeded and the music CDs were inventoried.
This month I will focus on inventorying the nonfiction and weeding the reference collection. Four adults were emailed a personalized reading list in May.

Teens (Allison): In May we fulfilled three Young Adult purchase requests and ILL’d three Young Adult materials.

Children (Montana & Javi): In May we weeded and inventoried the Children’s audio kits, music CDs, and audiobooks. It’s incredible to see the difference in circulation rates for our new VOX books compared to our older book and CD audio kits!

We deleted 497 items for the following reasons:

- Weeded – 410 items
- Vanished – 55 items (due to inventory, mostly tote bags)
- Lost and unpaid for – 19 items (sent to collections)
- Lost and paid for – 13 items

Technology (Rob Lerner & Marc Dunlap)

Stand-out-Issues

- The WiFi portal for patrons had some issues, mainly the fact of authentication through the splash-screen, and most users getting an “unsecured” notification.
- Some patrons (who come consistently) have posted complaints about how long it takes their files to get to the printer console for release. These individuals also prefer to use their phones over using one of our computers, which they have been advised would mitigate the issue for them. Now the files they are sending are often more than 10 pages and often contain images (or are older PDFs).

Technology Help

This past month has seen quite the uptick of One-on-One Tech-Help meetings ranging from hardware questions to starting a website. Many of these meetings have ended with a happy patron yet with them promising to grab another session very soon to continue their learning. Several patrons have voiced that they were unaware of this program until the front desk recommended it to them. Maybe we should think about doing an outreach program (somehow) or seeing if we can post in several of the nearby ‘technology’ related stores some information. Though May didn’t seem to see as many patrons ‘drop-in’ with technology help needs, there were still some that either ended with a happy ‘customer’ or the patron scheduling for a longer form One-on-One session.

A few One-on-One Tech-Help highlights:

- A patron purchased a new desktop PC but didn’t know how to set it up... so we helped by providing a space for her to bring it in, hooked up one of our monitors, and walked her through the start-up process.
- A patron thought she had completely lost a file on her laptop, so she brought it in and we took a look at it... come to find out that she was saving some files directly to the ‘cloud’ while others were being saved to her hard drive. So, we help her establish a set of ‘good practices’ to follow to make sure she knew exactly where she was saving what.
A patron came in with very little knowledge of technology, yet wanted to make better use of the smart phone they were gifted… So, we set about learning a few Apple iOS tips & tricks; then went about getting connected to a few apps that their family also used.

Rob: May 1st we began to deal with the aftermath of the “IP Crash” of April. We were able to figure out an approximate cause for the disruption and begin the process of making sure it didn’t happen again. When we switched from our old camera system to our new NVR controller the additional load to the network, coupled with a power outage during a server update completely upended the system. To reduce the possibility of a similar thing occurring in the future we added some pieces to the infrastructure that will serve that end. We first added a larger aggregator switch that increased our internal network bandwidth by allowing us to add DAC cabling to all of our switches and our NVRs. The DAC (Direct Attached Copper) gives us the ability to move up to 20Gbps of data from each individual switch, removing any bottlenecks at the switch level. We also added a Smart Power Distribution Unit and plugged all of our networking equipment into it. The PDU gives us the ability to remotely control the power to each individual unit, monitor its power consumption, and review its history.

While we did briefly lose power our internet did stay up, but we haven’t always been lucking in that department. Unfortunately, our options for backing up our fiber has always been very limited. Luckily the same manufacturer of our networking equipment decided to start making one. We purchased their LTE Failover. It is basically a cell signal antenna that hooks directly into our system. If and when our fiber was to fail it would take over. It was very easy to deploy. All we had to do was get a prepaid SIM card from AT&T and plug it in.

What was not so much plug and play was fixing the issue of people not being able to connect to our public Wi-Fi, because of a certificate error that would pop up. Browsers were no longer recognizing our landing page as secure and were blocking the connection. For some reason that no one can figure out the company that manufactures our gateway doesn’t provide valid certificates. To fix this we needed to buy an SSL certificate from a separate vendor and load it into our network gateway. This was not fun. Seems straight forward, but it was not. We did, however, get it loaded after a couple of hours of stop and go work. Once it was done the error went away and the public could once again use our amazingly fast free Wi-Fi.

Administration (Susan/Cathy)

Susan continued the Spring staff progress meetings. It’s wonderful to spend time individually with each of the staff.

Taryn Young, one of our part time Clerks, completed her Master’s in Library Science degree in May! Congrats to Taryn!

The new website went live in May. It is beautiful and we are so grateful for Kori Ashton’s donation of so much time and talent! Susan continued to update the missing information on the website but so far it has been very well received!

We received news that TSLAC granted our library $17,200 for outreach support. We will use the funds to add to the Outreach large print collection and for story time materials when doing outreach. We also plan some teen programming with the funds.
Marketing & Public Relations (Marc Dunlap)

The creating, following up, and making print-ready of the Summer Library Program Guide was a bit “unwieldy” this go around. Though I think all involved learned something, and next year’s will go much smoother as a result. With the help of Devon we have gotten a lot closer to concluding the Branding Book v1.0 and should have something presentable within the close of June.

Facilities Management (Warren Pichon)

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

Study Rooms: 415 people used the Study Rooms in May

Public Meeting Room use: 118 people used the meeting rooms in May

Tasks completed this month:

- Adjusted staff entrance door that got out of alignment
- Swept dead bugs and trash in Storage room upstairs and rearranged some items that were trip hazards
- Moved gray key box from book drop area to server room and updated emergency procedures accordingly and rearranged keys for easier identification
- Hung clocks in study rooms and one across from help desk
- Verified with CLWSC that they received the annual backflow inspection paperwork from Carter Irrigation and Services LLC.
- Cleaned all windows inside and outside of the Children’s area
- Updated emergency binders located in book return area and shelf behind help desk
- Labeled some filters in the mezzanine areas and inspected all mezzanine areas
- Treated area around children’s patio and walkways for ant mounds and wasp nests
- Primed floor traps in mezzanine areas, employee restrooms and mechanical room
- Inspected water drains on roof
• Inspected water softener unit and added 3 bags of salt
• Labeled shut off valves to cut off hot water supply to building when necessary
• Secured alarm catches at butterfly garden exit and employee entrance/exit door
• Replaced weather stripping at bottom of kitchen exit door
• Tightened all toilet seats throughout the library including employee toilets (handicap Ladies public toilet seat was nearly all the way off)
• Repaired partition at help desk
• Patched and repainted hole, dents and scratches on wall in green study room
• Removed standing water at entry ways and sidewalks after powerful thunderstorm
• Updated and noted some corrections to the Employee Handbook located behind help desk
• Replaced worn US flag with a repaired US flag in preparation for Memorial Day
• Treated water feature weekly with Algaeoff and “Sludge Away”
• Started a daily “Walk Around” that includes blowing debris from all entrance ways, walkways, patio areas and butterfly garden area. In addition: check grounds for trash and debris left by raccoons and others and for anything out of place or vandalized
• Had drywall contractor to repair the ceiling before the automatic door entrance to help desk (water damage)
• Master Gardeners cleared area and pulled weeds in butterfly garden area and area at memorial pavers
• Repaired broke brace and welded it securely to chair in children’s patio area
• Replaced broke/cracked right side of butterfly chair in butterfly garden area

Roman Electric:
• Converted existing five pedestal lights to LED
• reprogrammed Lutron system to correct flag pole lights
• walkway lights overhead on employee entrance repaired and working
• repaired faulty Lutron relay in mechanical room panel and wired to a replacement relay
• remote control added to 24 hour book drop gate and Rob programmed to open and close when needed
• handicap walkway lights have been repaired and rewired for LED bulbs, and all cleaned of dead bugs, trash, and now are all working
• All lights in parking lot areas repaired and are all working
• Flagpole light repaired and working
• Installed in the pump house dedicated 120 V GFCI circuit to receptacles for Rob to install cameras for the dark area there
Fence Project Completed 5.31.2023: Rsendiz Welding And Construction

Team Mechanical PUT INSULATION AROUND NEW PUMPS FOR CHILLER