

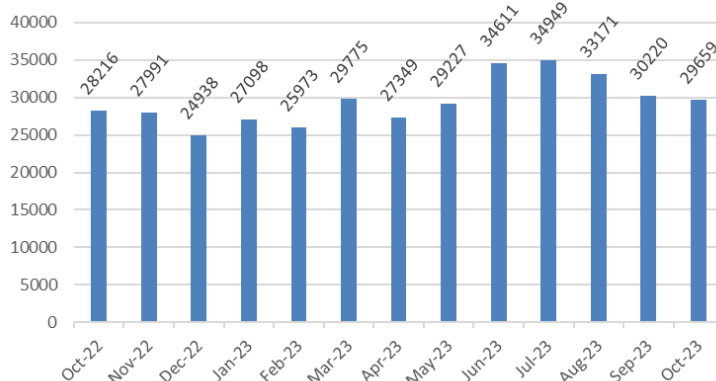
Mammen Family Public Library

Monthly Report – October 2023 Activities

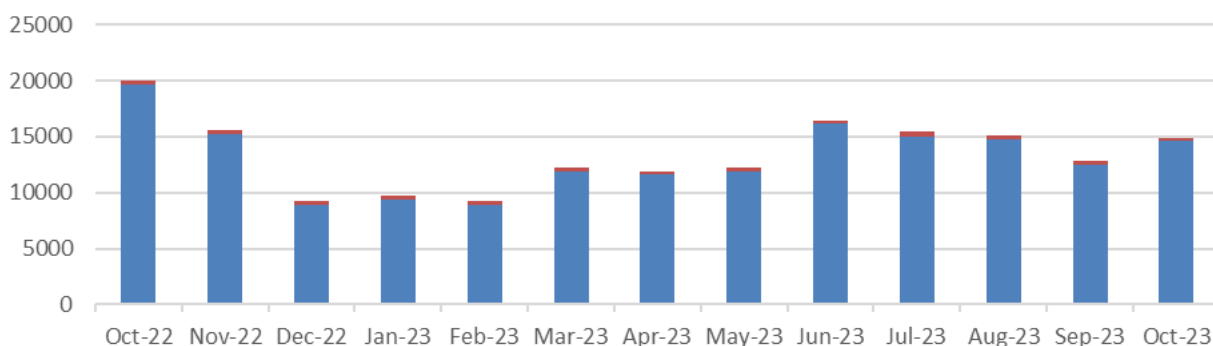
Circulation Team Report

- Number of visitors to the library: 14,871
- Total items circulated: 29,659
- New cards issued: 200
- Number of active members: 9,184

Circulation Trend Chart

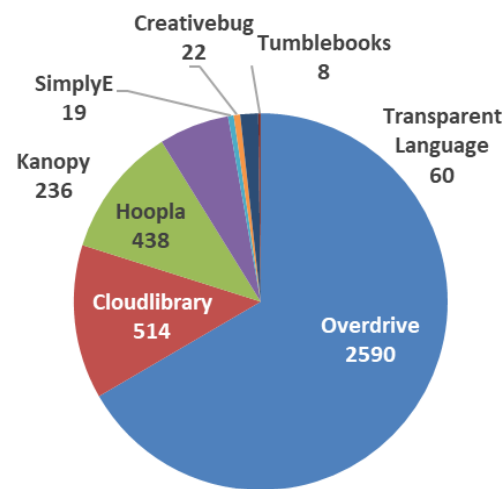
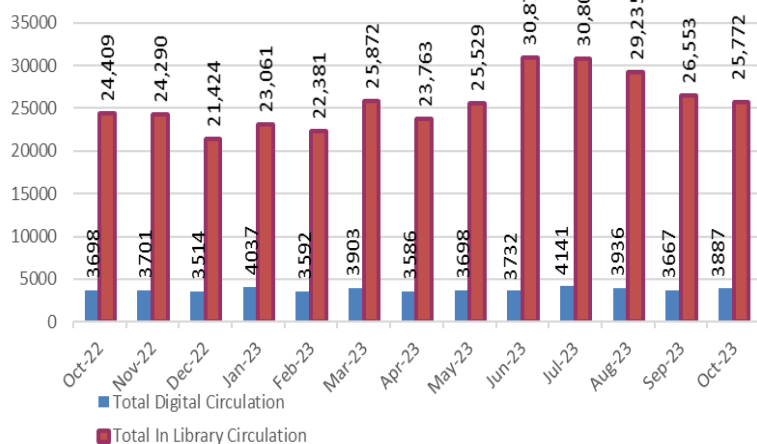


Library visits: Door count and drive up window



	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
Drive Thru	372	388	357	350	309	340	293	312	343	413	363	337	293
Door Count	19613	15219	8915	9325	8893	11907	11597	11923	16119	15011	14798	12442	14578

In-Library and Digitally Downloaded Materials



Monthly Digital Downloads

Programming, Outreach and Community Collaboration

Adult Programs (Hannah Johnson & Hanna Stratton)

In October we confirmed a film screening of H-E-B's new documentary series "Our Texas, Our Future", celebrating Texas state parks, resilient wildlife, and the Texans helping conserve & protect them. The film screening will take place at our library on Saturday, December 2nd. As part of the program, we received a \$500 gift card from H-E-B.

AARP Foundation's Tax-Aide Program will be returning in 2024 to provide free tax prep assistance to the community. We are very fortunate to have volunteer Cartha Haworth managing the tax aide program at our site. She will be returning in January to begin training the 2024 volunteer tax preparers at our library, and tax aide appointments for the public will begin on Friday, February 9th.

The new GED program with area nonprofit Restore Education was scheduled to start at the beginning of October, but unfortunately the program did not work out like we had hoped. We decided to part ways with Restore Education and are evaluating other options for adult education programs in the future. We had a low number of registrations for the GED program that was scheduled to start in October, so we are trying to determine if there is enough demand to continue a similar program at this time.

Program Highlights

At the start of October, two representatives from AACOG visited the library to provide presentations on Medicare open enrollment as well as the free legal services that AACOG provides to the community.

The Spanish program started back up in October, with our long-time instructor Mary Kendall returning temporarily to teach twice-monthly classes for both beginning and intermediate students. We also worked on creating a system for keeping track of Spanish class assignments in Transparent Language to hopefully encourage the Spanish class students to use this digital resource and to continue their studies in between the instructor-led classes. In our French, Italian, and Spanish classes this fall, we have not had quite the attendance numbers we had hoped for, so we will continue to evaluate how to best use the funds available to us while also trying to offer programs that are worthwhile to students.

We had our second Plant Swap of the year on Saturday, October 14th. A couple of Comal Master Gardeners were on hand to answer attendees' plant-related questions, and we also had supplies on hand for attendees to make wildflower seed balls to take home. The weather turned out great, and we had plenty of plants left at the end of the event that we were able to share with others on our new Plant Swap shelves that live on the front patio.



Beginning in mid-October, due to high attendance numbers, we moved our weekly English Language Learning (ELL) Level 1 class to a larger



meeting room for their Monday classes. We are excited that this program has continued to grow. The Thursday Level 2 classes also continue to have reliable attendance.

Similar to last year, we constructed a community ofrenda in the library's lobby at the end of October to celebrate Dia de los Muertos. This year, we engaged our attendees in our monthly Snack & Sip program to help us decorate skulls to put out on the ofrenda.

Outreach (Stephanie Emerson)

October had some lovely days to get us all in the mood for the last quarter of the year.

This month we reached 574 members of our community directly and many more through books and materials. Patrons checked out a total of 55 books for the month through Outreach and the giveaway tallies came in at over 285 donation books placed between the 3 LFL locations, Provisions Food Bank, Helping Hands Food Pantry, SHARE Center, and Sanctuary of Hope.

ART DISPLAY: Spring Branch Middle School Art teacher, Joanne Doll, was our October featured artist. She shared her talent with the library for creating bright and cheerful pet portraits. At her talk, she led the attendees in creating one of their own!

BOOK CLUB: Books & Bites this month read *Woman on Fire* by Lisa Barr. For the bite, I made Candy Corn Pretzel Bites. This read generated discussions on the effect that art can have on us, the human nature related to revenge and the popularity of WWII historical fiction in recent years. Overall, not anyone's favorite book but lots of good discussions!



ASSISTED LIVING / HOMEBOUND:

The Homebound Delivery Program has checked out 7 books this month between our two regular patrons.

Bulverde Assisted Living had 1 new library card and 3 regular readers, and we delivered 30 reserve books in October.

Bella Groves came to do some baking and had such a great time that they posted it on Instagram. Adult Programming did a wonderful job planning and facilitating the activity for



residents! A few days later, the owner of Bella Groves also posted a glowing review of MFPL on Google.

OUTREACH COLLECTIONS:

- The giveaway collections, consisting of bilingual and books in Spanish, cook books and children's books, continue to reach the community at both Provisions Food Bank, the SHARE Center, and Helping Hands Food Bank.
- The Large Print Trekker Collection grant purchases continued this month bringing the total to 20. It's a slow start but will pick up speed shortly.

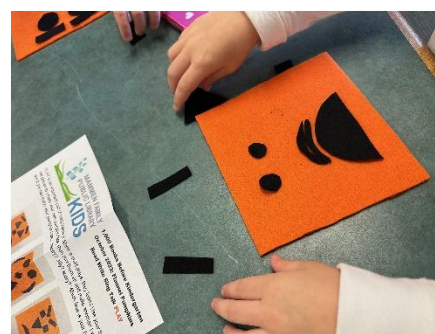
YOUTH OUTREACH:

There was no SHARE Center visit this month but we are back to our normal schedule for November's storytime.

At Johnson Ranch Elementary, the Pre-K classes enjoyed their second and third Outreach storytime and activity. Montana read books, sang songs and then the children were given activities with felt pumpkins and paper leaves. It's always fun to see all the creative minds at work! We also participated in their Trunk-or-Treat mid-month. The Trekker was draped with a web and spooky spider (and available for all curious costumed explorers).

We gave out candy and about 250 paper binoculars.

Montana even found her costume double at the very end of the day!



The SJRC Texas resident facility painted pumpkins and checked out 5 books for our visit this month.

October marks our eighth on campus visit at Sanctuary of Hope. There were two new babies this month. Barely a month old for this visit and so sweet! In total, there are 7 mothers and 8 children in residence. Storytime consisted of two books, many songs and the same pumpkin felt activity that we used at Johnson Ranch Elementary Pre-K storytime. Montana has planned each month's craft based on the Every Child Ready to Read (ECRR) guiding principles for our Outreach stops. Checked out materials were collected and new reserve materials delivered. We also gave the moms fall themed books to use towards their child's 1000 Books Before Kindergarten goals.

LITTLE FREE LIBRARIES:

- The Faithville LFL location had damage to the plexi-glass and it had to be replaced. A **huge thank you** to Rich Herr for cutting and replacing the plexi-glass for us!
- No new word on the LFL approval at the Guadalupe River State Park.
- We have the new Books by the Bundle policy ready for assisting the community with books for their free library boxes. The new policy will be posted on the Outreach page of the website in November with the application google form link, as well as hard copy application available at the information desk.

OTHER NEWS:

- The Association of Bookmobile and Outreach Services (ABOS) Conference in Hershey, Pennsylvania provided an opportunity to gather some new ideas and approaches regarding library Outreach efforts, as well as confirmed the things that we are doing well. There were even a few good ideas to share with our community partners, such as the SJRC Family Resource Center. All in all, well worth the trip.
- Hannah J. and I now have our official Texas Notary Public Commission and are deciding on what scope of services to offer at the library. Eventually, I could add that to the Outreach service options as well once I have a bit of experience under my belt.
- The flyer in Spanish was updated for November for our English Language Learner class and bilingual storytime offerings and distributed to SHARE Center, Provisions, Helping Hands Food Pantry and SJRC Texas Family Resource Center.
- Bulverde Spring Branch Activity Center held its Active Aging Fair in October and the library donated a door prize consisting of a cookbook, a \$5 Book Nook coupon, and an MFPL notebook and pen.
- Last, but not least, I have begun Spanish classes with the goal to be an added resource to the library for our Spanish speaking visitors. Wish me luck!



Makerspace (Lindy Hargrave, Sam Stephens, Marc Dunlap)

Hello everyone! It's your Makerspace team reporting. This month, our classes focused on 3d design and printing, with a focus on the spooky season. Our adult patrons learned several different approaches to generating printable files: Thingiverse, Tinkercad, ZbrushCoreMini, and Blender. The teens learned how to make miniature pumpkins in Blender, and the Tween Club used Microsoft Paint 3d to play a little game and build on each other's creations.

Here are a few pictures of our favorite pumpkins and goblins made this month:



As you might imagine, our Prusa i3 MK 2.5S got plenty of use this month: over 20 hours' worth! We also used the Glowforge laser cutter/engraver for

1 and ½ hours this month, and performed plenty of routine maintenance. People seemed excited about this month's programs: 19 new members joined the Makerspace in October! We're looking forward to the coming month - we'll be doing some stamp making, some laser engraving, and some die cutting - oh my!

Youth Services (Montana Rindahl, Javier Gonzalez, Briana Gonzalez)

Teens



Along with painting mini pumpkins, creating a 3D pumpkin, and exploring the mystery/thriller genre in book club, the teens really enjoyed cooking club. The theme was Cupcake Wars and they had three rounds to make spooky themed cupcakes. The winning group created cupcakes based on the movie *Hocus Pocus*.

Children's

October was a busy month for Youth Services! The bulk of our Family Place Play and Learn Workshop occurred in October, with visits from the Comal County Health Department, the Comal County AgriLife Extension Office, Empowering Connections Speech Therapy, and TLC Kids Therapy. We are so grateful for their expertise and for their partnerships with us!



This month in Art for Kids! the kids created seasonal and spooky watercolor paintings.

Kori Ashton led another Kids Who Code Scratch Workshop, during which kids ages 8 and up could build their own Pac-Man type game in Scratch. The workshop filled up quickly over the summer, so we were excited to offer it again this fall and have a lot of new kids sign up!

Monday's Kids Chess Club has been picking up some steam this month. Our Chess Coach, Mr. Castro, is back to lead the club. We had about 16 kids attend his first session.

At Crafty Tuesday, families made a variety of festive crafts for the fall. Projects included leaf hedgehogs, ghost/pumpkin bird feeders, sock pumpkins and leaf lanterns.

Kids got to put on their mad scientist lab coats for STEM Day this month as they made their very own lava lamps, created chemical reactions in a bag and





whipped up a delicious concoction. For Lego Builders Club, the kids were challenged to build halloween-themed creations such as haunted houses, jack-o-lanterns, vampires and witches.

Our biggest October event was Indoor Trick-or-Treating at the Library. We pivoted a little from past years' Trunk or Treats to set up stations around the library for kids to play games, do a craft, get their faces painted, hear a story, and – of course – get plenty of candy! We had over 450 people attend on Halloween night and all of the

feedback has been positive! With colder and rainier weather, being inside was a gift!

3-4-5 Club put their painting skills to the test and painted sugar skulls in celebration of Día de Muertos.



A highlight of the month for Tween club was our Makerspace program. The kids had fun designing a monster in paint 3D. They were also able to watch a 3D print in real time. Many of the kids said they were interested in learning more about our Makerspace here at the library.

Collections Reports

Adults (Kristin): We loaned 4 items to and borrowed 78 items from other libraries in the Interlibrary Loan (ILL) system. We worked one-on-one with 7 members to teach them how to use our electronic resources. In October the biographies were weeded and the audiobooks were inventoried. This month I will focus on weeding the Spanish collection and inventorying the biographies. One adult was emailed a personalized reading list in October.

Teens (Montana & Javi): We fulfilled six YA purchase requests in October.

Children (Montana & Javi): We sent one recommended reading list for Kids and fulfilled 10 purchase requests for children's material in October.

We deleted 226 items for the following reasons:

- Weeded – 178 items
- Vanished – 9 items (due to inventory)

- Lost and unpaid for – 15 items (sent to collections)
- Lost and paid for – 21 items

Marketing & Public Relations (Hannah & Hanna)

This month we explored some new marketing strategies, both internal and external. To promote October's Plant Swap and the Library Trick or Treat event we created small goodie bags to be placed in our new reserve lockers for patrons when they receive their items.

Paid Marketing:

We purchased ad space in the Bulverde Spring Branch Highlights' December issue. We created an ad for the Polar Express event, it will be a 1/8 page ad.

Email Newsletter:

In October we cleaned our subscriber list on MailChimp. We removed anyone who had not opened any of the last 50 emails that have been sent out. Doing this significantly increased our open rate by almost 10%. Since completing this all emails have reached over 50% opens with the highest open rate being 58%. This month our click rate has also been consistently over 1.5%.

Social Media:

We continue to post regularly to our social media accounts. On Instagram this month our reach was up 37% from the previous month! Our Instagram reel encouraging people to come to Library Trick or Treat has been the most liked post this year with over 48 likes! In October we also applied and were approved for a public agency page on Nextdoor. We will be posting special events on this page to hopefully reach a broader audience. Since we are a public agency, users do not need to subscribe to our page to receive our posts. If they are in our service area they will automatically receive our posts in their feed.

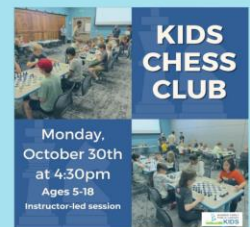


Social Media Highlights!

Top Facebook Posts



Reached almost 900 people!

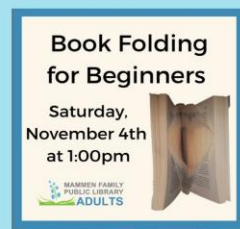


The link was clicked 3 times more than average!

Top Instagram Posts



Most popular Instagram post in October with 48 likes, 9 shares, and reached over 400 people!



Reached twice as many people as the average post!



Book Displays:

Starting in October we have begun doing a themed monthly book display by the info desk. October's theme was "All Hallows Read" and featured horror, mystery and generally spooky books. The books flew off the display, they were getting checked out faster than we could refill it!

Technology (Rob Lerner & Marc Dunlap)

Marc: Some consistent issues with the Public Access Computers (PACs) but nothing a reboot of the system couldn't resolve.

Technology Help

The "**Let's Learn**" classes are really doing well, with most fully booked the week before and only 1-2 no-shows at the most. I have continued to collect suggestions for future classes but still believe there is enough demand to repeat these *basic* classes again in February & beyond. I have developed and saved slideshow presentations for each class, with the expectation that only minor changes will be needed in the near future to keep them up-to-date yet are still future-proof enough that anyone with moderate knowledge of the subject could lead the class.

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

A patron brought in some floppy-disks, and while we couldn't make one of our older computers work, I was still able to assist her in finding a decent external-drive (for online purchase). Once it arrived, I helped her navigate the transfer of files. She plans on coming in sometime in Nov. to digitize some Super8 film!

Several appointments have come from those who attended a Let's Learn class, wanting a bit more in-depth help. The mother of a patron has come in now 3 times with the focus on understanding email-safety and organization of files. Very nice lady, and even though she is in her 80s she has caught on to each topic and teaching with ease!

There have also been quite a few "walk-ins" this past month. One of them in particular was with an older gentleman who needed help with some PDFs, getting them, printing them, and then scanning them in. He was so patient and I found myself having wonderful conversations about almost anything with him.

Misc:

Developed, printed and put up several banner signs throughout the library, along with some magnet-backed shelving displays for the magazine area, and have been working with the Makerspace Team to develop a new brochure.



COME & MAKE IT!

Books for Sale  Managed by the **FRIENDS**

Rob: In October we commissioned our generator. The Library now can stay open when the power fails. After the last three winters, where we had to close repeatedly because of power failures, the Board approved the purchase of 250kW backup generator. We decided on 250kW because we estimated that would easily handle our maximum potential power load. It would keep the heat on and have room to spare for all of our systems to stay on, however, when we went to sign the contract the supply chain nightmare hit again, but this time in our favor. We wouldn't be able to get our generator for 42 weeks, meaning would go through another Winter and Summer with no backup. Fortunately for us they had a 400kW marine diesel generator available almost immediately and we would still be within budget. Not only is it significantly more powerful, but because it is a marine diesel it is more heat and moisture tolerant, so it should easily stand up to our Hill Country weather. On commissioning day, we temporally switched the library over to generator power and with all our systems on we were only drawing 50kW. Even if we doubled that we should be able to run the library for several days off the fuel we have in the tank. With the generator installed and our ISP being different than the one most of the community has, along with our backup cellular network, the library can remain open and serving the community under almost any conditions.

The generator test was the catalyst for us deciding it was a good time to ensure our other backup systems were ready when needed. When we switched over to the generator the battery backups as configured couldn't handle the sudden draw of power, so some of our network infrastructure went down. Luckily all it took was rearranging the load, so that one battery wasn't taking the majority of the surge. The speed at which the generator comes on also means that the batteries only have to power the systems for a very short period of time, and we won't have to invest in a larger battery array.

We did have to invest in a new files system cloud backup system as the Cloudberry product on AWS was no longer supported. While we do need to back up our files off sight, our total backup needs aren't very large and we found that Carbonite was the simplest and best value for us. The install was ridiculously simple compared to any of AWS offerings. It was less expensive and the funny thing is that Carbonite uses AWS servers for the backups.

While it's impossible to predict what kind of disasters may strike, the Library feels prepared to remain open for our community as a resource and a refuge.

Facilities Management (Warren Pichon)

Study Rooms: 584 people used the Study Rooms in October 2023

Public Meeting Room use: 393 people plus 1650 Voters/Clerks (Meeting Room A) used the meeting rooms in October 2023

Table and Chair Inventory for Classroom and Training Room:

- Classroom: 11 Tables; 15 Chairs
- Training Room: 11 Tables; 17 Chairs

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

- Cleaned large center area windows, door and windows at butterfly garden exit door and teen room
- Cleaned "Old Bulverde Wood Store" display case
- Cleaned drive up windows inside and outside and sanitized
- Cleaned book drop drive up bin inside and outside and sanitized
- Cleaned Employee exit door glass
- Septic System Treated with 2 gallons of Bleach
- Monthly Pest control completed - Still have mice in Mechanical room
- Primed floor traps in mezzanine areas, employee restrooms and mechanical room **10.5.2023**
- Inspected water drains on roof and cleared drains of standing water and debris
- Inspected water softener added two bags of salt
- Tightened all toilet seats throughout the library including employee toilets
- Treated water feature weekly with Algaeoff and "Sludge Away"
- Did 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
- Cleaned the built up grime and dirt off the book drop containers and Book Lockers and disinfected them
- Cleaned all windows inside and outside of the Children's area, newspaper reading area, study room
- Updated Facilities Maintenance Notebook **10.20.2023**
- Watered 5 Trees dying from Extreme Heat
- Dusted and wiped down Sculpture
- Sanitized and Cleaned all door handles throughout the building
- Researched and got best price for 665 gallons of generator diesel delivered **10.13.2023**
- New Generator installed and tested **10.12.2023**
- Changed broken socket cover on outside HEB Children's Patio **10.10.2023**
- Bought 8 bags of topsoil and spread in area near new generator **10.20.2023**
- Sealed conduit pipes leading to the new generator electrical box in chiller area **10.20.2023**
- Pruned shrubs around backflow unit to be able to put winter cover on unit **10.23.2023**
- Put cover back on junction box behind walkup gate and sealed it to box **10.20.2023**
- Used blower to clear parking area where temporary chiller was and cleaned
- the rest of the parking lot stained by chiller hoses **10.2.2023**
- Chiller area cleaned cleared of standing water **10.13.2023**
- Leveled and Placed Pavers Behind Generator **10.16.2023**
- Leveled and Placed Pavers for Generator Diesel Access **10.16.2023**
- Magnetic Custom Made Cover for Generator Electrical Box LED Display **10.24.2023**
- Cleaned Makerspace Windows Inside and Outside and **Placed "Come Make It" sign 10.25.2023**
- **Boy Scouts of America** built a deck next to our shed **10.30.2023**
- **Roman Electric:** Installed 18 new GFCI switches that were tripping too often in all the kitchens and bathrooms and other areas needing to be changed **10.20.2023/10.23.2023**
- **Gen Serve:** Installed new Generator and tested system **10.12.2023**
- **Master Gardeners and Naturalist:** Watered, trimmed, weeded and cleaned butterfly garden area and handicap walkway areas. **10.3.2023**

- **Chabelo Landscaping:** Trimmed shrubs along sidewalks at back exit , cleaned drain holes and area behind chiller room to clear area for rain water to drain, cleared area behind new generator and installed pavers for room to walk on safely and pavers for diesel tank access **10.16.2023**
- **GOFORTH PEST:** Completed Monthly Pest Control Services including mice boxes **10.5.2023**
- **Parks Coffee:** Replaced coffee maker in staff kitchen that would not fill properly **10.20.2023**
- **Home Elevator of Texas:** Performed annual inspection of dumb waiter elevator and state inspection **10.10.2023**

Administration (Susan/Cathy)

We were closed to the public on October 9th in observance of the holiday. It is not a staff paid holiday so it is one of two days in the year the staff are able to gather for a full day of training together. Our wonderful Trustees, Friends and Foundation of the Library District provided the staff with pizza, salads and desserts for lunch to enhance our gathering. We are so grateful for their generosity and support!

Susan attended the library support group meetings as well as the BSB EDF meeting as the library representative. She prepared projections to help complete the annual audit and spent a lot of time researching the community demographics as part of updating the Master Facilities plan.

Susan submitted the Request for Funds reimbursement forms for the TSLAC Out and About grant and will be responsible for doing this monthly for the duration of the grant period. She also worked with Stephanie to submit the quarterly Performance Report for the grant.

Susan and Rob spent some time this month learning more about the chilled water system and the controls for the system as we will now be the administrators for the system. In the past Beyer administrated the system but with Team Mechanical as our new HVAC maintenance team, we will have more control over it ourselves.

The hold lockers had connectivity issues and were not communicating between the locker software and our Apollo library system software, so Susan and Rob spent time this month troubleshooting the issues.