

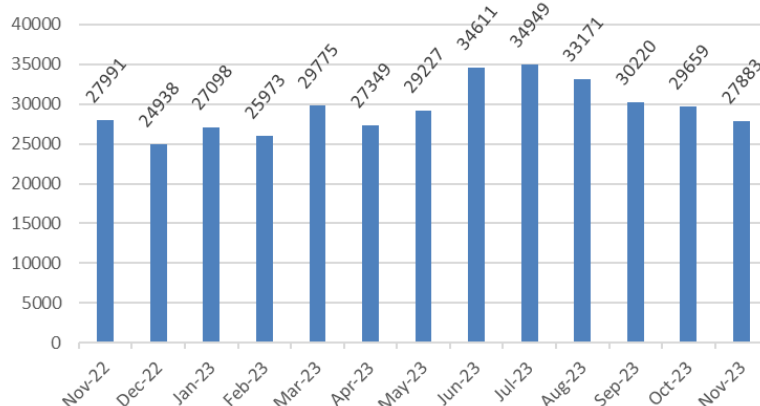
Mammen Family Public Library

Monthly Report – November 2023 Activities

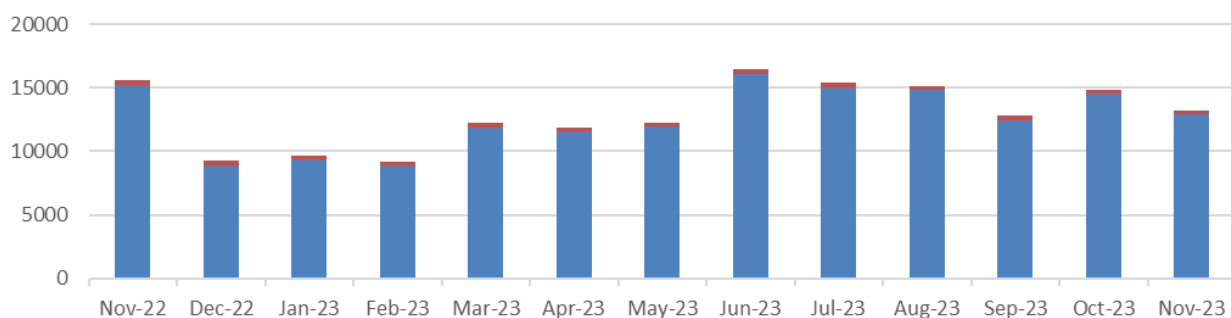
Circulation Team Report

- Number of visitors to the library: 13,182
- Total items circulated: 27,883
- New cards issued: 234
- Number of active members: 9,284

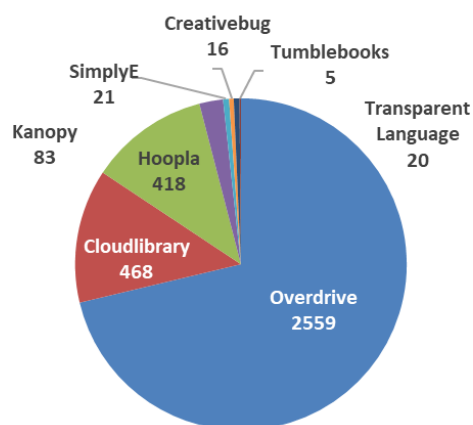
Circulation Trend Chart



Library visits: Door count and drive up window

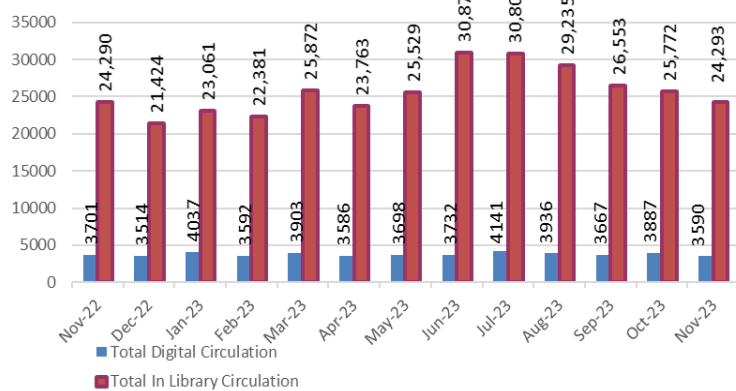


| | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Drive Thru | 388 | 357 | 350 | 309 | 340 | 293 | 312 | 343 | 413 | 363 | 337 | 293 | 292 |
| Door Count | 15219 | 8915 | 9325 | 8893 | 11907 | 11597 | 11923 | 16119 | 15011 | 14798 | 12442 | 14578 | 12890 |



Monthly Digital Downloads

In-Library and Digitally Downloaded Materials



Programming, Outreach and Community Collaboration

Adult Programs (Hannah Johnson & Hanna Stratton)

General Updates

Planning for 2024 is in full swing. We took advantage of great Black Friday sales to get a head start on purchasing our Great Courses series for the coming year. In the process, we confirmed a Great Courses series on the topic of *Propaganda and Persuasion* starting on February 20th with volunteer facilitator Ann Koopmann. Ann facilitated a course last spring, and we are fortunate to have her come back to join us for another course! We think this topic will be especially timely given the busy election year we have ahead.

As we wrapped up November, we finalized the end of year programs survey, which will be live from Dec. 1st through Dec. 16th. We hope that the feedback from patrons will help programming staff as we continue to plan for next year!

Program Highlights

The beginning of November brought the last of our Artist Talks for the year. We have enjoyed working with Stephanie in the Outreach department to coordinate monthly talks featuring the artists on display in the hallway exhibit. We are currently brainstorming how this program should evolve in the future, but we enjoyed having R. Keith Randolph back to talk about his watercolor painting process, supplies, and techniques. We have been lucky enough to have him join us for two Artist Talks and attendees have really enjoyed his informative lectures and demos.



During the first weekend of November, we had a volunteer instructor Cindy Cassady who taught a Saturday class on beginning techniques for book folding. Cindy created the beautiful folded and cut books that are on display at the library's information desk, and we get lots of comments from patrons who are interested in learning how to make similar display books. Cindy taught the class how to follow a basic folded book pattern, and we have continued to receive great feedback from the class attendees who have said they would also like to learn more advanced skills.



On Saturday, November 11th, the library hosted Veterans Day events, including speakers and JROTC color guard coordinated by the BSB Chamber, a musical performance by the US Air Force Band of the West's clarinet quartet, and a documentary film screening provided by KLRN. We had a total of roughly 50 people attend the events throughout the day. A lot of community effort was put into hosting the event this year. We appreciate the BSB Chamber Foundation Veterans Council, KLRN, the US Air Force Band of the West, and H-E-B for their support and involvement in the event.

In mid-November, we wrapped up the last of the Great Decisions gatherings for this year. While we had steady attendance throughout the program, which focuses on global current affairs and foreign policy, we are currently exploring alternative options for next year. The Great Decisions format and video content has not returned to its pre-pandemic quality, so we are hoping that we can find an alternative program that may provide a greater impact for the cost, while still appealing to our patrons who are interested in learning about global current affairs.

The weekly Great Courses series (not to be confused with the similarly-named Great Decisions program!) on the topic of *The Secret World of Espionage*, moderated by volunteer Steve Robertson concluded in November. The topic was much different from our recent course topics, but feedback from attendees was overall quite positive. They hope to see Steve back for another course in the future. As mentioned previously, we are working on our Great Courses line-up for next year, and despite the costs involved with purchasing the courses and licensing to show the course, we are still happy with the attendance and participation in the Great Courses programs at our library and see it as worthwhile to continue.

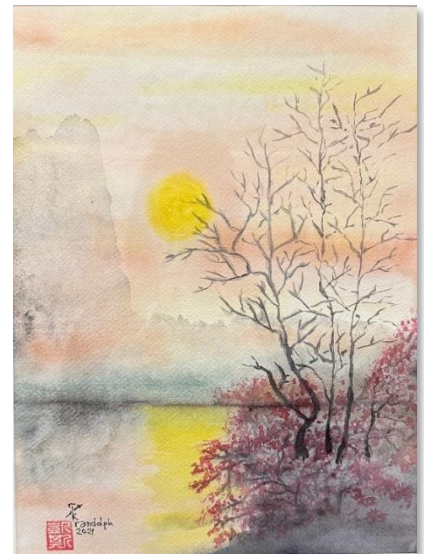
Outreach (Stephanie Emerson)

November was a welcome transition to the cooler weather, rain, and the holiday season. It's about time!

This month we reached 145 members of our community directly and many more through books and materials. Patrons checked out a total of 77 books for the month through Outreach and the giveaway tallies came in at over 277 donation books placed between the 3 LFL locations, Provisions Food Bank, Helping Hands Food Pantry, SHARE Center, and Sanctuary of Hope.

ART DISPLAY: The beautiful watercolors of R. Keith Randall graced our artist spotlight hallway this month. It's been a year since his debut at the library and we are so grateful he agreed to come back! He held a talk and demonstrated his painting process while discussing the materials and techniques he uses to approach his art.

BOOK CLUB: Books & Bites this month read *Iona Iverson's Rules for Commuting* by Clare Pooley. I made Gingerdoodle cookies to enjoy as we discussed the dangers of a first impression judgement and the opportunity for friendship across generational and demographic ranges.



ASSISTED LIVING / HOMEBOUND: The Homebound Delivery Program has checked out 11 books this month between our two regular patrons.

Bulverde Assisted Living had 23 books checked out between 4 of their residents. The borrowing bookshelf remains in constant use.

The Highlander Senior Village has joined the Outreach schedule this month. On our initial visit, 7 library patrons checked out 11 books in total from the combined Trekker collection with some pulled from the main LP collection. They will have a lobby stop every other Monday afternoon.

Bella Groves came to the library for an art endeavor that will become our December artist wall spotlight! They were hard at work creating their holiday collage works, and we are excited to put them up for all to enjoy next month.

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 TSLAC grant purchases took a significant uptick this month with the purchase of 48 additional LP books. We hope to receive them in early December to put into Trekker circulation. At the end of November, there were 29 received, processed, and in current circulation.



YOUTH OUTREACH:



SHARE Center enjoyed a bilingual storytime and early literacy turkey themed craft. There were 12 adults and 11 children in attendance. We issued 2 new library cards and checked out 12 books from the children's Trekker collection.

Our visits with the SJRC Texas resident facility have taken on a new path forward. This month was our first Life Skills class on nutrition. We put together information and played a few short videos on food labels. Afterwards,

they had the opportunity to do a good old fashioned turkey hand craft as well! We also purchased some of the TSLAC grant items that will be used towards the nutrition based Life Skills classes. The various kitchen measuring tools and Ninja Mega Kitchen System is ready for the next month's visit!



November marks our ninth on campus visit at Sanctuary of Hope. We utilized the TSLAC Grant bilingual board books, sensory floor tiles, Magnatiles, and infant toys. The residents

checked out 13 books from the Trekker children's and the library teen collections. Time went fast so we left the November ECCR craft with them to do later. There are 2 new moms and kiddos in residence.

LITTLE FREE LIBRARIES:

- The Faithville LFL location is back in business and good as new.
- The Jumbo Evans location is going to be relocated somewhere with more regular traffic and visibility. The sports field location where it is located is only used during games, and the books have continued to sustain damage from being left out in the elements. In addition, the door is

continuously left open even with the addition of magnetic closure. The books were removed mid-month. We are exploring potential locations north of Jumbo Evans.

- Books by the Bundle program is live on the Outreach site and available to our patrons with sharing book boxes. We have only had the one patron take advantage of the program to date.

OTHER NEWS:

- The need for notary services has been steady over our first full month of offering it. Between Hannah and myself, we have notarized 9 signatures. Most are library patrons.
- The flyer in Spanish was updated for December for our English Language Learner class and bilingual storytime offerings. It was distributed electronically to SHARE Center, Provisions, Helping Hands Food Pantry and SJRC Texas Family Resource Center.
- One Thursday afternoon was spent at the Helping Hands food pantry this early in the month. It was the perfect day to be outside answering questions and providing library information.



Makerspace (Lindy Hargrave, Sam Stephens, Marc Dunlap)

Hello everyone! Makerspace team reporting. This month, we taught a variety of classes with a focus on 2d graphics and engraving. First, we hand-carved linoleum stamps with our adult patrons. Our other adult classes include laser-engraved bookmarks, Glowforge-made Thanksgiving decor, and holiday cards made with die-cutting and foiling machines. Our teen makers and tween club attendees made laser-cut puzzle pieces that snap together to form 3d figures.



As you can imagine, our Glowforge saw plenty of use this month: 11 hours worth! Our Prusa 3d printer also put in nearly 9 hours of work. We also used the Cricuts in most of this month's classes to make stencils and embellishments.

Stay tuned for our December classes, as we'll be using a variety of machines to make bright and cheery ornaments! Thanks for reading, and here's to a great end of the year!

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

Teens

For our Teen Thursday programs for the month of November, the teens were able to design and print a wood cut out using our glowforge as part of the teen maker class. Arts and crafts night consisted of the teens making and sculpting clay creations. The highlight of the month was teen cooking club where they made Salsa, Queso and a S'mores dip.

In November we also offered multiple volunteer opportunities for the teens to attend, with a special session during the week of Thanksgiving. We are really thankful to all our teen volunteers that come help us out on a weekly basis.

Children's

November was a busy month despite the holiday!



We offered a special program for early elementary students this month called "Dinos 101." We had a zoom call with the Permian Basin Petroleum Museum to learn



all about dinosaurs before putting together our own dinosaur skeletons. The kids had a great time and many now want to take a field trip to Midland to visit the museum! The same week, we hosted a special edition of our LEGO Club where kids were challenged to build prehistoric creations! Kids were able to display some of their creations at the Children's Info Desk.



In November, we had a consistent group of 12-16 kids ages 10-14 come to the library for Tween Club. For tween genre book club the kids tested their knowledge with a nonfiction trivia kahoot game. They made wood turkeys using the Glowforge during tween makers, and they ended the month with a painting night.

This month at Crafty Tuesday kids made a variety of crafts including, burlap bag scarecrows, pie garlands, painting canvas tote bags, and adorable washcloth owls.



At STEM Day kids made their own butter by shaking mason jars filled with heavy cream. Everyone was excited to try the butter and take the buttermilk home and use it for other recipes. They also got to make their own light-up turkey using batteries and LED lights.

Collections Reports

Adults (Kristin): We loaned 2 items to and borrowed 70 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 November the Spanish collection was weeded and the biographies were inventoried. This month I will focus on weeding the business section and inventorying the Spanish collection. Two adults were emailed a personalized reading list in November.

Teens (Montana & Javi): We fulfilled three purchase requests for YA material in November.

Children (Montana & Javi): We fulfilled eight purchase requests and sent one recommended reading list in November. We also weeded our Juvenile non-fiction collection.

We deleted 302 items for the following reasons:

- Weeded – 162 items
- Vanished – 25 items (due to inventory)
- Lost and unpaid for – 90 items (sent to collections)
- Lost and paid for – 23 items

Marketing & Public Relations (Hannah Johnson & Hanna Stratton)

This month we had two events featured in the Hill Country Current, and had our Veterans Day program announced on the Ranch Rodeo. We also found a local Texas company that manufactures custom solar eclipse glasses. We have begun working with them to design and order custom glasses for the upcoming eclipse in April.

Books Displays:

After watching books fly off the display the last month and seeing some books checkout that don't check out often we have decided to continue creating a monthly book display by the info desk. November's theme was "Thankful & Grateful". It featured adult books



on expressing gratitude, being positive, how to make the best of what you've been given, and more. It also featured children's books on being thankful and Thanksgiving.

Social Media:

In November, a total of 62 posts were made across Facebook, Instagram, Twitter, and Nextdoor. Of those posts 7 reached more than 800 people. The most liked post across all platforms was our post thanking everyone for attending Library Trick or Treat on Facebook; it received 45 likes, reached over 1,100 people, and received 4 comments. We have continued to post larger scale events on Nextdoor with our posts reaching 500-1,500 people.

E-Newsletter:

In November our open rate stayed above 50% for all emails we have sent out; with the average open rate being 52.7%. We have continued to send a weekly email discussing programs, digital resources, closures, updates, and more. The email is sent out on Friday mornings at 7:45am with the hope that it is delivered to all in boxes by 8:00am.

Brand Guide:

In November we finalized a simple Brand Guide for the staff to use when creating content. These guidelines will allow library content to be cohesive and consistent across all materials. This guide contains Brand Colors, Fonts, Logos, and Brand Image. Once it was finalized it was shared with the staff so they have it on hand and are able to reference it.

Technology (Rob Lerner & Marc Dunlap)

Marc:

Stand-out-Issues:

There were power outages that caused some issues with the PACs.

Technology Help

The “**Let's Learn**” classes have been fruitful this month. While attendance was slightly down, they did produce both one-on-one bookings and introduced patrons to some of the digital features we offer here at the library.

Interest in the classes is still present, it seems the word hasn't quite gotten out yet. Almost every walk-in tech-help patron asks if there are classes, and when I tell them we do have some, they sound very interested in the program. With that said I plan to “recycle” the classes already developed from Feb. – May. While peppering in some new classes as well.

Social Media Highlights!

Top Facebook Posts



Was shared 11 times!



This received 45 likes & 4 comments!

Top Instagram Posts



Reached twice as many people as the average post!



Received almost twice as many likes as any other post.



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

- A lovely lady, who was once a zookeeper, brought in some film reels (super 8s) to be digitized (with the help of the makerspace). She didn't even know what was on them until we hooked them up to the machine. She says "she found some real jewels", and hopes to share them with her family over the holidays.
- A gentleman came in with "all new tech", as he described it, having had to replace his phone of 8 years and his tablet of 5. We muddled through getting signed into old accounts he no longer knew the passwords to, but got him all set up and ready to face this "bold new online world" as he put it.
- One visit ended up turning into a family affair, with 1st the grandmother seeking help, who had her son come over for help, who then had me briefly work with his daughter... all setting up their Libby & Hoopla accounts on their multitude of devices. (they have also been by as walk ins, since then).

Rob:

We are thankful that November is over. It seemed to be the month where things started to break or just plain go wrong. It started with the lockers. We are still working out all the bugs with the lockers. Mystery issues kept popping up and then seemingly resolve themselves. Certain patrons couldn't open the locker that had their books, or random changes in connectivity would happen for no discernable reason and disconnect the system. We're making progress and the good thing is that the lockers are proving to be popular with our patrons.

After several years of dependable use, our Makerspace Glowforge laser has begun to experience some performance issues that we couldn't fix on our own. The most cost effective solution we found was to exchange our unit for a manufacturer refurbished unit for less than the cost of a service call. The new unit will come with a 90-day guarantee so we can put it through its paces to make sure that it is 100% functional.

We also had to purchase a new Prusa 3D printer for the Makerspace. After almost 6 years of fairly heavy use, even during Covid, we were down to one 3D printer from three and the remaining one was showing signs it was soon going to give up the ghost. The new printer is a full generation ahead of our old printers with increased ease of use and functionality.



November did go out with a bit of a bang. On the 30th there was some kind of electrical event that took out the electricity around the library. We even caught it on camera.

Approximately 3:55am on November 30. It looks like a transformer blew and took out all the power along Bulverde Crossing. The sound from the video is pretty impressive. Anyway, we lost power and, unfortunately, we learned 2

things the hard way. The first thing is that our generator won't come on if we forget to switch it to "Auto" after we do our weekly maintenance. The second is that we need to replace some of our technology backup batteries. One of our units failed when the power went out and

disrupted some of our systems. In actuality this was a good experience. We learned about some of our systems in a non-emergency situation, and we know what we need to do for next time.

Facilities Management (Warren Pichon)

Study room use: 470 people

Public meeting room use: 373 people and 2127 voters

Table and Chair Inventory for Classroom and Training Room:

- Classroom: 11 Tables: 16 Chairs
- Training Room: 10 Tables: 20 Chairs

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

- Cleaned: large center area windows, door and windows at butterfly garden exit door and teen room; "Old Bulverde Wood Store" display case; drive up windows inside and outside and sanitized; book drop drive up bin inside and outside and sanitized; Employee exit door glass; the built up grime and dirt off the book drop containers and Book Lockers and disinfected them; all windows inside and outside of the Children's area, newspaper reading area, study room
- 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
- Inspected water drains on roof and cleared drains of standing water and debris and 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
- Updated Facilities Maintenance Notebook
- Dusted and wiped down Sculpture
- Sanitized and Cleaned all door handles throughout the building
- Vacuumed FOL room and storage room in Meeting Room C
- Installed access panel in ceiling where water leaks in the Main Hallway with pan to catch Leaks
- Repaired walkup gate fence that came apart
- Replaced missing lock cover in green study room and water lines, shut off valve and old filters on the Staff kitchen water fountain
- Put two shelves together to store valuable parts that were on the floor of the mechanical room
- Updated emergency binders, had staff input on changes, had staff review and sign sheet that they have read the emergency binders
- Team Mechanical: Installed ubiquity controls for new Chiller

- Master Gardeners and Naturalist: Watered, trimmed, weeded and cleaned butterfly garden area and handicap walkway areas; Cleared Handicap walkway in lower parking area greenery of weeds, trimmed and watered area and put new labels on placards...
- Chabelo Landscaping: Trimmed shrubs along sidewalks around property and parking areas. Cut cedars in new fenced area and stored for mulching later. Cleared area around gate to septic system
- GOFORTH PEST: Completed Monthly Pest Control Services including mice boxes 11.02.2023
- Parks Coffee: Replaced coffee maker in staff kitchen that would not fill properly
- Resendiz Welding and Construction: Cut out path to extend parking area for the 24 Hour Book drop and Book lockers...added a step up to access books from Book lockers. Poured concrete and finished it on area dug out to extend the parking area for the 24 Hour Book Drop and Lockers.

Added step to access 24 hour book drop container completed Curb extension at 24 hour book drop completed (2)



- Roman Electric: Worked on changing GFI switches in the large meeting room kitchen in preparation for Holiday Tea event (switches were tripping too often).
- Tex-Air Filters: Changed filters in AC/Heating units in mezzanines

Administration (Susan/Cathy)

Susan modeled this month in the Bulverde Thrift Store fashion show fundraiser which was held at the library. She also attended the Library Director's monthly lunch which was held in Schertz this month. It was a great reminder to be thankful for the Mammen programming funds while sitting with Director's from small city libraries and hearing that their monthly budget for all programming at their library is just \$168 per month!

As Rob noted above, Susan spent a lot of time working with him, Biblionix, and Dtech on troubleshooting the issues with our hold lockers, which still seem to be a bit of a mystery. We think our next step is to install an ethernet line rather than connecting over wifi, but this is a bit discouraging as it will limit where we might put other locker locations out in our community in the future.

Susan reached out to the Mayor and City Manager of the City of Bulverde to request a meeting to discuss the library's Master Facilities Plan update as part of determining what direction the District will need to take with the plan should the City not allow the variances needed for the ideal plan proposed by the contracted library planner, Denelle Wrightson. Susan did work with Denelle to come up with some alternative plans should we not receive approval from the City but neither of the other two options would be ideal. Susan will meet with the City administrators at our library in mid-December.