

# Library Director's Report

## April 23, 2020

### Program Attendance & Number of Programs Offered

	Children	Adults	Total Attendance	Children	Adults	Total Offered
<b>March 2020</b>	<b>501</b>	<b>386</b>	<b>887</b>	<b>33</b>	<b>33</b>	<b>66</b>
Feb 2020	1,138	1,043	2,181	66	66	132
Jan 2020	1,021	772	1,793	64	57	121
March 2019	1,297	730	2,207	74	64	138

### New Patrons

<b>March 2020</b>	<b>69</b>
Feb 2020	95
Jan 2020	121
March 2019	83

### Door Count

	Main	Bus	Total
<b>March 2020</b>	<b>10,142</b>	<b>758</b>	<b>10,900</b>
Feb 2020	21,920	1,319	23,239
Jan 2020	19,088 (closed 2 days)	1,566	20,654
March 2019	20,499	1,468	21,967

### Adult Volunteer Hours

<b>March 2020</b>	<b>378.0</b>
Feb 2020	997.0
Jan 2020	941.0
March 2019	813.5

### Interlibrary Loan (ILL)

	Requested/Received/Shipped
<b>March 2020</b>	<b>77 / 57 / 1</b>
Feb 2020	142 / 135 / 4
Jan 2020	165 / 153 / 4
March 2019	145 / 111 / 5

### Teen Volunteer Hours

<b>March 2020</b>	<b>111</b>
Feb 2020	251
Jan 2020	279
March 2019	190

### OverDrive

	New Patrons
<b>March 2020</b>	<b>120</b>
Feb 2020	43
Jan 2020	71
March 2019	51

### Circulation Transactions

	Main	Bus	OverDrive	Total
<b>March 2020</b>	<b>15,964</b>	<b>1,731</b>	<b>5,267</b>	<b>22,962</b>
Feb 2020	29,804	3,312	4,241	37,357
Jan 2020	29,364	3,319	4,589	37,272
March 2019	31,598	3,747	3,518	38,863

### Meeting Room Reservations

<b>March 2020</b>	<b>18</b>
Feb 2020	20
Jan 2020	20
March 2019	22

### Circulation Snapshot (as of April 15, 2020)

Material Type	# of Items	% of Total Holdings	# items currently checked out	% checked-out of total material type	% of total checked out
<b>Adult AV</b>	6,324	12.0	1,483	23.5	11.0
<b>Adult Fiction</b>	10,594	20.1	1,965	18.5	14.6
<b>Adult Non-Fiction</b>	7,549	14.4	1,053	13.9	7.8
<b>Juvenile</b>	20,955	39.9	6,536	31.2	48.5
<b>Other</b>	7,161	13.6	2,426	33.9	18.0
<b>Total</b>	<b>52,583</b>		<b>13,463</b>	<b>25.6</b>	

## **Pandemic News**

- When the library closed on March 16, we extended due dates, forgave fines, removed blocks to accounts with fines and problems, implemented new online account sign up then online applications (with 59 issued), and suspended ILL service in NRE. Bookdrops are locked and we are asking patrons to hold on to their materials at this time.
- We have added virtual programs, launched a YouTube channel, increased to weekly newsletters, seen exponential growth in social media activity, and created a COVID-19 resource page. Catherine and Karen researched publisher copyright restrictions to facilitate virtual story times. Requested permissions from publishers are documented.
- Our volunteer tech coaches have implemented virtual assistance and launched a popular Tech Coach Corner Column for the newsletter and website.
- We have focused on adding digital content since the closure. We have increased OverDrive purchases, added a Value Line subscription, expanded Ancestry Library Edition to allow for remote access, and added TumbleBooks, TumbleMath, TeenBookCloud, AudioBookCloud, and RomanceBookCloud.
- All staff are actively working from home. We have twice weekly zoom staff meetings and everyone submits a weekly progress report.
- We are planning for an all virtual Summer Reading Program. Sarah has purchased Beanstack, an online and mobile app program to create, manage, and measure reading challenges. The Friends of the Library have agreed to support a Community Read Challenge. If our community reads 100,000 minutes, the Friends will donate \$1,000 to local food banks. We do not plan to hire a Seasonal Summer Clerk in 2020.
- We have drafted the attached Reopening Plan, but we have no timeline for implementation.

## **Outreach News from Karen Ballinger**

- Alan and Ginger Gober installed a motion detector flood light outside the bookmobile door in the library parking lot for greater night time visibility.
- Karen changed the bookmobile generator oil and filter on March 6th at 2,954 hours. She has been running the generator and the chassis engine every week to keep the entire vehicle operational during the closure.
- Three preschools have requested virtual story times: Goddard School with Rachel, Emmaus ECEP with Raj, and Bee Loved Preschool with Karen and Sharon Temple.
- Karen participates in Lake Travis Senior Services' (LTSS) weekly Zoom webinars. She also delivered food to six families, most of whom were also library patrons, as part of the LTSS emergency food kit project in March.
- Karen contacted families in Armadillo RV Park in March and was able to help 7 families over the phone fill out the LTSSD Google Form to request computers and internet hotspots for online school after Spring Break.
- Raj and Mariah drew hopeful chalk messages in front of Lake Travis Independent Living.
- Homebound delivery staff and volunteers have reached out to their homebound patrons during the closure. All library staff with regular bookmobile stops have been communicating with their stops, generally every couple of weeks.
- Karen has been communicating with other partner agencies, such as the Central Texas Food Bank Mobile Pantry and Partners in Hope, about their cancelations, schedules, and services.
- Raj and Karen reached out to all five assisted living facilities that we visit with the bookmobile to ask if they wanted volunteer callers for their residents who are in their

rooms most of the day. Three facilities were interested, and two facilities have residents who would like phone calls. Karen also made calls to LTSS seniors.

- All previously scheduled special events that the bookmobile was planning to attend have been rescheduled or canceled.

### **Other News**

- A law that was passed last year requires all staff and board members to undertake cybersecurity training to ensure we are all doing our part to keep our computer systems and data safe. TMLIRP has published an online learning course that complies with Texas House Bill 3834's requirements. All staff members have completed the training and board members are required to complete the training by June.
- Rachel attended the Public Library Association conference in Nashville in February. The Texas Library Association, PLA Social Justice Regional Training, and American Library Association conferences have been canceled.
- Parking lot repairs were finally completed by Lone Star Paving in March.
- I updated our Sewer System Service Agreement with Water District 17 and our monthly grinder pump maintenance cost was lowered from \$250 to \$100.
- The Lakeway Police Department CRASE (Civilian Response to Active Shooter Events) training for staff was canceled and staff are encouraged to listen to a webinar provided by Texas State Texas School Safety Center on the topic.
- The next Library District Discussion Group is scheduled at Wells Branch Community Library on Friday, August 21st.
- I completed the 2019 TSLAC Annual Report.
- LTCL was featured on the TSLAC Development Blog post *Libraries Reaching Out to Their Patrons and Communities: Interviews with our Home Libraries* on April 22nd.
- We have begun the process for annual evaluations.
- The Friends Scholarship Committee are planning to hold interviews virtually so they can select winners by the LTHS Virtual Awards Ceremony next month.
- Teen Volunteer Coordinator Beth Yoder has received 47 applications for the summer.
- UT iSchool capstone student Karen Scott continues to work on her juvenile nonfiction project remotely. There is a possibility of sponsoring more capstone students this summer.
- In February, 118 patrons participated in the Food for Fines program with a total of \$1,184.40 forgiven with an average of \$10.04. For comparison, 99 patrons had \$940.60 total forgiven in 2019.
- As suggested in the most recent LTCL Long Range Plan, staff has investigated the elimination of late fines and created the attached Going Fine Free document. Because of the current pandemic and fine free status, it seems timely to address this change now.
- The LTCL website had 9,290 unique visitors and 24,047 visits in the month of March.
- LTCL currently has 13,680 active cardholder accounts.

### **Positive News**

- I received this email from a patron on February 27th: "Just a few words to let you know how much I appreciate the Bookmobile and Julie Raines who has been delivering my reservations. I am grateful that Julie manages to spend some time and visit. Thank you for "making" our library the best."
- Julie emailed appreciation after applying for a library card online: "This is amazing, thank you so much for your help and swift response My kids will be so excited! :)"

- Marsha emailed after applying for a library card online: “Thank you very much. Looking forward to meeting you when you re-open. In the meantime, I will enjoy being able to access your library's electronic resources.”
- An email from patron Cathy on April 1: “Amazing! You are all so wonderful and we appreciate you being another resource to keep the kids and parents reading during all of this! Blessings to you and your family!”
- Sue received this message from patron Faith: “Great work by you and everyone at the library!”
- From patron Heather on April 21: “We miss seeing the LTCL friendly faces and joining in the awesome activities you always have scheduled. It's been fun to keep up with the mini bookmobile adventures on Instagram, and listen to you guys sing old familiar story time songs. Mokie seemed really in to Zoom Zoom.”
- A selection of messages to Karen:
  - From Mary: “The library has kept us informed. I received a sweet postcard from Mariah. Please thank her. Maybe I will see all of you soon but I am not hopeful. Love to you and Linden. mary ♥”
  - From Priya: “I’ve been thinking about you all also. I miss seeing you. I loved seeing your smiling faces on the Facebook site made my day.”
  - From Rebecca, an Apache Shores and library patron: “My kids and I are grateful to all of you at the LT Library. You make our lives happier through the gift of books and community! I know we’ll all get through this strange virus thing and in the meantime, reading gives us peace and enjoyment.”
  - After the origami class: “Thank you Karen - you did a great job explaining everything and were so patient with everyone!”
  - From Helen: “You all (staff) are being so great, keeping us old folks engaged and connected. It’s been a big help and a service to the community.”

Morgan McMillian  
4/22/2020

## Circulation Snapshot – Wednesday, April 15, 2020

Type	Holdings	Out	Titles	Main	Main Out	Bus	Bus Out	% of Total Out
1 – Default	0	0	0	0	0	0	0	0
2 – Caldecott	144	17	78	141	16	3	1	0.1
3 – Bluebonnet	41	19	21	39	18	2	1	0.1
5 - Lone Star	39	4	20	34	4	5	0	0
6 – Tayshas	0	0	0	0	0	0	0	0
7 - Feature Films	0	0	0	0	0	0	0	0
8 - Music CD	157	12	156	152	12	5	0	0.1
9 – Audio	1938	327	1930	1897	317	41	10	2.4
10 – Magazine	946	113	146	934	113	12	0	0.8
11 – Reference	42	0	10	42	0	0	0	0
12 - Beginning Reader	2030	880	1754	1704	714	326	166	6.5
13 – DVD	3721	1080	3297	3416	941	305	139	8
14 – Fiction	9884	1835	9528	9738	1749	146	86	13.6
16 - CD-ROMs	0	0	0	0	0	0	0	0
17 – Juvenile	3304	886	3116	3184	840	120	46	6.6
18 - NF DVD	0	0	0	0	0	0	0	0
19 - NF Audio	508	64	501	474	62	34	2	0.5
20 - J Audio	393	52	392	372	51	21	1	0.4

21 – Kits	209	56	201	198	52	11	4	0.4
22 – YA	1588	272	1549	1567	270	21	2	2
23 - Board Books	1207	718	1096	1004	586	203	132	5.3
24 - Picture Books	7926	2454	7587	6965	1911	961	543	18.2
25 - Large Print	710	130	708	641	111	69	19	1
26 - NF Juvenile	2794	676	2761	2564	575	230	101	5
27 - Family DVD	639	350	505	520	280	119	70	2.6
28 - Professional	20	1	17	20	1	0	0	0
29 – Oversize	23	1	23	22	0	1	1	0
30 – Biography	677	75	661	646	64	31	11	0.6
31 - Summer Reading	0	0	0	0	0	0	0	0
32 – CTLS	0	0	0	0	0	0	0	0
33 - 000 – 099	121	21	120	119	20	2	1	0.2
34 - 100 – 199	272	71	267	266	65	6	6	0.5
35 - 200 – 299	245	35	239	237	33	8	2	0.3
36 - 300 – 399	1479	212	1448	1446	203	33	9	1.6
37 - 400 – 499	48	7	48	48	7	0	0	0.1
38 - 500 – 599	181	19	180	179	17	2	2	0.1
39 - 600 - 699	1429	236	1421	1404	226	25	10	1.8
40 - 700 - 799	559	62	558	541	56	18	6	0.5
41 - 800 - 899	270	33	255	262	30	8	3	0.2
42 - 900 - 919	393	63	390	391	63	2	0	0.5
43 - 920 - 921	30	6	28	30	6	0	0	0
44 - 922 - 999	876	99	813	861	97	15	2	0.7
45 - Book Club	0	0	0	0	0	0	0	0
46 - Spanish - Children	641	152	599	506	108	135	44	1.1
47 - Flash Drive	0	0	0	0	0	0	0	0
48 - Equipment	0	0	0	0	0	0	0	0
49 - J DVD	860	312	793	794	299	66	13	2.3
50 - Story Time	15	0	15	15	0	0	0	0
51 - Book Buddy	0	0	0	0	0	0	0	0
52 - YA Graphic Novel	246	39	246	232	36	14	3	0.3
53 - J Graphic Novel	1185	582	1004	1057	506	128	76	4.3
54 - Laptop - In Library	3	0	1	3	0	0	0	0
55 - J Biography	487	137	478	469	134	18	3	1
56 - Adult Graphic Novel	101	15	100	101	15	0	0	0.1
57 - Spanish - Adult	164	11	150	136	6	28	5	0.1
58 - Lake Travis Reads	0	0	0	0	0	0	0	0
59 - Mass Market	0	0	0	0	0	0	0	0
60 - YA Audio	55	9	55	54	9	1	0	0.1
61 - Chapter Book	2307	910	2032	2100	824	207	86	6.8
62 - Scouts	136	13	135	136	13	0	0	0.1
63 - Online Database	0	0	0	0	0	0	0	0
64 - J Foreign Language	22	1	22	22	1	0	0	0
65 - TV	1467	365	1407	1374	320	93	45	2.7
66 - ILL	9	0	1	9	0	0	0	0
67 - Launchpad	18	12	18	18	12	0	0	0.1
68 - Launchpad - In Library	4	0	4	4	0	0	0	0
69 - Mobile Hotspot	20	19	1	15	14	5	5	0.1
<b>Total</b>	<b>52,583</b>	<b>13,463</b>	<b>48,815</b>	<b>49,103</b>	<b>11,807</b>	<b>3,480</b>	<b>1,656</b>	