

Library Director's Report

May 28, 2020

Program Attendance & Number of Programs Offered

	Children	Adults	Total Attendance	Children	Adults	Total Offered
April 2020	148	294	442	12	24	36
March 2020	501	386	887	33	33	66
Feb 2020	1,138	1,043	2,181	66	66	132
April 2019	1,177	433	1,610	70	64	134

New Patrons

April 2020	51
March 2020	69
Feb 2020	95
April 2019	135

Door Count

	Main	Bus	Total
April 2020	0	0	0
March 2020	10,142	758	10,900
Feb 2020	21,920	1,319	23,239
April 2019	19,407	2,400	21,807

Adult Volunteer Hours

April 2020	30
March 2020	378
Feb 2020	997
April 2019	889

Interlibrary Loan (ILL)

	Requested/Received/Shipped
April 2020	0 / 0 / 0
March 2020	77 / 57 / 1
Feb 2020	142 / 135 / 4
April 2019	110 / 100 / 3

Teen Volunteer Hours

April 2020	0
March 2020	111
Feb 2020	251
April 2019	127

OverDrive

OverDrive	New Patrons
April 2020	104
March 2020	120
Feb 2020	43
April 2019	51

Circulation Transactions

	Main	Bus	OverDrive	Total
April 2020	28	21	6,305	6,354
March 2020	15,964	1,731	5,267	22,962
Feb 2020	29,804	3,312	4,241	37,357
April 2019	28,312	4,488	3,418	36,218

Meeting Room Reservations

April 2020	0
March 2020	18
Feb 2020	20
April 2019	19

Pandemic News

- The book drops were unlocked to accept returns on May 18. Volunteers were our guinea pigs for the contactless curbside reserve pick up service starting on May 21. And, curbside reserve pick up service launched to the public starting May 26.
- Items are due on June 1, but we will be flexible and forgiving on extending due dates and fines are still forgiven. We are still removing blocks to accounts with fines and problems to allow electronic access, issuing new library cards with our online applications, and we have resumed our ILL service in NRE. We now allow patrons to pay fines and fees online through our PayPal account.
- We consulted with TML and our attorney about liability issues related to opening.

- *The Lake Travis View* article published an article in their April 30 newspaper about our online services.
- Teen Volunteer Coordinator Beth communicated with 2020 summer teen applications this message: “Thank you for applying for a summer volunteer position at Lake Travis Community Library. Up until recently, I was moving forward as if we would have teen volunteers for at least part of the summer. However, at this time, there is a lot of uncertainty as to when we will be able to welcome volunteers into the building. Due to this, we have made the very difficult decision to suspend our teen volunteer program this summer.” If we are able to welcome volunteers back into the library later this summer, we will invite a few returning teen volunteers on a limited basis.
- Sarah and the entire team are ready to launch the online 2020 Summer Reading Program starting June 1st. See details on laketravislibrary.org/summer-reading-program-2020. Sarah was also interviewed from a reporter from the *Lake Travis View* for a story about our virtual summer reading program.
- Sarah contacted all of the LTISD librarians to ask for help promoting the virtual Summer Reading Program.
- Virtual programs continue to grow in popularity and the new Uplifting Reads book club had ten members at their first meeting. Our YouTube channel now has a total of 1,832 views. Social media engagement continues to sky rocket. Karen’s Monday origami class was picked up the Rochester, New York Kid’s Out and About newsletter and she had participants from Kansas City on May 18.
- All staff continue to work well in a combination of remote work and a maximum of five staff members throughout the building at any one time. We still have regular zoom staff meetings and everyone submits a weekly progress report.

Outreach News from Karen Ballinger

- The bookmobile received a new fuel pump from Gen-Tech/Fred Summers on May 22nd. The bookmobile has also been state inspected for the year.
- Karen continues to run both engines once a week, updating software on the bookmobile computers, and preparing for bookmobile curbside reserve pick up service. The bookmobile has a new sandwich board for messaging, new health shields, and hand sanitizer. There are also bookmobile curbside reserve pick up procedures, based on the main library procedures but specific to the bookmobile, and homebound delivery contactless delivery procedures. No deliveries or stops will be made without consent from stop contacts or homebound delivery patrons.
- Karen and Sharon Temple continue to offer virtual story times every week, similar to Sharon Temple's weekly story times at Bee Loved Preschool and at the Sweetwater Clubhouse.
- Karen continues contacting stop contacts on the regular schedule and letting patrons know about the library status. She also participates in weekly LTSS webinars and advertises library services.
- Karen has been working with Morgan and library staff on the TSLAC CARES grant for up to \$25,000 in support of virtual summer reading purchases, wifi expansion into the parking lot and library district, and protective equipment at the library. Karen spoke to USAT for a quote for a new Cradlepoint wifi router on the bookmobile.

Other News

- Rachel Keeler was selected to participate in 2020 TLA TALL Texans!!!
- Raj updated the homepage of the website to make the social media icons more prominent.

- We have received eRate funding thanks to our work with Toby Sykes at eRate Solutions in the amount of \$359,577 for funding year 2020.
- 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 we need four more board members to complete the training by June.
- Eight seniors were selected to receive Friends scholarships for a total amount of \$12,000.
- The next Library District Discussion Group is scheduled at Wells Branch Community Library on Friday, August 21st.
- The LTCL website had 5,363 unique visitors and 16,364 visits in the month of April.
- LTCL currently has 13,643 active cardholder accounts.

Positive News

- Volunteer Todd emailed on May 7th: "I'm not optimistic about a normal reopening of the library in the near future. And I guess if there's a second wave coming then even drive-through service might be a while. But I'm all for not rushing it. I hope you and your family are doing ok. Thanks for everything the library is doing to continue being a valuable resource for the community."
- From City of Lakeway Communications Director Jarrod Wise on May 8: "You all have some great activities planned. Nice work on adapting to a changing time and being so creative. I know this is a difficult time, but you all are doing an amazing job. Keep up the great work!!"
- From patron Selvi on May 13: "Thank you Ms. Morgan. I always appreciate you and your team's service in the library. My both kids first school was our laketravis library since they are babies."
- We received this email from the Kerr family on May 26: "happiest day for my kids in a while hearing the library was doing "curbside"!! Thank you!"
- From patron Amber on May 27: "Hope everyone at the library is well. We are excited to have y'all back even if we can't come inside."
- From the Patel family on May 27: "Hello, and thank YOU for doing this. We miss all of our favorite librarians and volunteers."
- From patron Rachel on May 27: "Thank you very much for your help! We are so excited to have the library open!!"

Morgan McMillian
5/27/2020