

Library Director's Report

February 25, 2021

Program Attendance & Number of Programs Offered

	Children	Adults	Total Attendance	Children	Adults	Total Offered
Jan 2021	467	229	696	17	24	41
Dec 2020	598	138	736	16	17	33
Nov 2020	332	220	552	14	25	39
Jan 2020	1,021	772	1,793	64	57	121

New Patrons

Jan 2021	66
Dec 2020	55
Nov 2020	52
Jan 2020	121

Door Count

	Main	Bus	Total
Jan 2021	0	300	300
Dec 2020	0	360	360
Nov 2020	0	267	267
Jan 2020	19,088 (closed 2 days)	1,566	20,654

Adult Volunteer Hours

Jan 2021	41
Dec 2020	27
Nov 2020	37
Jan 2020	941

Interlibrary Loan (ILL)

	Requested/Received/Shipped
Jan 2021	70 / 80 / 2
Dec 2020	82 / 76 / 4
Nov 2020	59 / 86 / 3
Jan 2020	165 / 153 / 4

Teen Volunteer Hours

Jan 2021	0
Dec 2020	0
Nov 2020	0
Jan 2020	279

OverDrive

	New Patrons
Jan 2021	60
Dec 2020	37
Nov 2020	38
Jan 2020	71

Circulation Transactions

	Main	Bus	OverDrive	Total
Jan 2021	11,117	2,296	6,581	19,994
Dec 2020	10,947	2,505	6,028	19,507
Nov 2020	10,848	2,082	5,846	18,776
Jan 2020	29,364	3,319	4,589	37,272

Meeting Room Reservations

Jan 2021	0
Dec 2020	0
Nov 2020	0
Jan 2020	20

Circulation Snapshot (as of February 15, 2021)

Material Type	# of Items	% of Total Holdings	# items currently checked out	% checked-out of total material type	% of total checked out
Adult AV	5,723	11.1	381	6.7	5.5
Adult Fiction	10,795	20.9	1,226	11.4	17.6
Adult Non-Fiction	7,405	14.3	642	8.7	9.2
Juvenile	20,686	40.1	3,575	17.3	51.2
Other	7,028	13.6	1,158	16.5	16.6
Total	51,637		6,982	13.5	

Outreach News from Karen Ballinger

- The bookmobile has resumed a stop at Hill Country Lakes RV Campground off Pace Bend Road after Helping Hand Crisis Ministry of Spicewood changed their parking lot configuration. Helping Hand changed their operations to a drive through model which takes up the entire parking lot, displacing the bookmobile. The bookmobile previously stopped at Hill Country Lakes RV Campground until 2019, but stopped due to low attendance. The manager at the campground welcomed the bookmobile back again at the same time as Helping Hand, and a sandwich board is placed outside Helping Hand to direct patrons to the new location. Karen B. will reevaluate the situation whenever Helping Hand changes operations again.
- One remaining hotspot has been placed at the Apache Shores POA office right before the winter storm, and the other hotspot will be placed at Pace Bend RV Park to have internet service available in a far western library district location. Lake Travis Crisis Ministries reports their hotspot makes it easier for their clients to email information, and LTCM staff are taking care of the device so that it isn't misplaced.
- From Partners in Hope: "The wifi hotspot has been great. We have loaned it to one of our clients who has a smartphone with a limited data plan. She has been able to participate in a couple of video calls for the first time! She and I did a call together to orient her to the procedures for joining a Zoom call, and since then she has participated in two weekly group video calls with a larger number of ladies from Partners in Hope! She is grateful to be virtually connected with that community and we are thankful to you and the staff at LTCL who have prioritized connectivity among our neighbors and made it possible! Thank you!"
- Karen B. promoted the library at the Lake Travis Senior Services webinar on February 8th.
- All bookmobile stops were canceled February 12th through February 19th due to the winter storm and due dates were extended to the next bookmobile visit.

Notes

- Curbside service was suspended February 12-19 due to the epic winter storm. There is now water damage in the women's restroom and we have been added to ABC Home & Commercial plumbing queue.
- Morgan completed the 2020 Annual Report during the epic winter storm.
- Linden applied for the TLA Branding Iron Award honoring creative marketing and public relations projects and activities for our Summer and Holiday Reading Challenges.
- Morgan filed LTCL's Voter Registration Implementation Plan with the Secretary of State in January 2021 and plans were reviewed with all staff.
- Sue plans to start notarizing documents for the public as per Governor Abbott's *Temporary Suspension of Certain Statutes to Allow for Appearances Before Notary Public Via Videoconference* on zoom.
- Staff reviewed the library's Anti-Harassment Policy at a staff meeting on February 3rd.
- Apollo conducted a free 10-Year Tune Up and we made minor changes and updates.
- Our website's Buntington theme is out of date and no longer compatible with our PHP general-purpose scripting language required for our website. Karen Scott is working on the problem and we will likely have to hire an outside developer to migrate to a new theme.
- Texas House Bill 3834 requires local government employees and elected officials to take annual cybersecurity training. The bill also requires the governing body of the

local government to verify and report on the annual training completion by employees. Staff and board members need watch the short TML Cyber Security Awareness Training video and submit test results so we will be compliant!

- We completed a trial and plan to launch the on-demand streaming video service Kanopy for library patrons next month. The content includes documentaries, indie films, classic cinema, foreign films, Kanopy Kids, and more than 5,000 Great Courses videos. They use a Pay Per Use model and we plan to limit patrons to 10 checkouts per month.
- Morgan attended the zoom Library District Discussion Group meeting on January 29th.
- Sue and Morgan completed an Open Records Request from SmartProcure on February 22.
- We canceled TFE’s visit in February and plan to use those hours for phone installation.
- Morgan plans to attend the Lakeway Tuscan Village Condominium Community Master Association Board Meeting via zoom on February 26th.
- Lake Travis Reads 2021 with Lisa Wingate will take place on Wednesday, March 10th at 7pm.
- Gabe Garcia will complete his CPR certification in the next month.
- The LTCL website had 10,263 unique visitors and 24,856 visits in the month of January.
- LTCL currently has 13,308 active cardholder accounts.

Phone System Solutions

We have struggled with our phone system practically since the date of installation in 2013. The handsets struggle to hold a charge, the connection frequently drops, and the audio is often static or garbled. The new system should give a monthly savings of \$95.37.

Current Cost/ month			New Cost/ month	
AT&T service 6 lines	\$ 428.77		AT&T service 2 lines	\$ 92.00
Spectrum Internet	\$ 42.35		Spectrum Internet	\$ 42.35
AT&T Internet	\$ -		AT&T Internet	\$ 40.00
GoToConnect	\$ -		GoToConnect	\$ 201.40
TOTAL	\$ 471.12			\$ 375.75

Follow up information after last month’s discussion:

- With a 3 year or more contract, we have the option of leasing rather than purchasing the phones/hardware. Most phones come with a 1 year manufacturer warranty when purchased. With leased hardware, GoToConnect will warranty the phones for the life of the contract (if larger than the length of the manufacturer’s warranty). Leasing allows an extension of warranty as well as the ability to exchange the hardware after the contract is complete/renewed.
- Sometimes the terms wireless and cordless are used synonymously, however within the terms of telephones, there are differences.
 - The Yealink W56H is a cordless phone (not WiFi) that communicates with a base station. The base station is connected to the data network with a hardwire

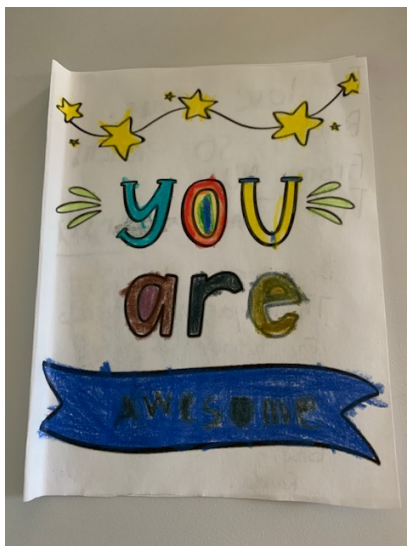
cable. This base station has a limit of handsets that it can manage. To extend the range between a handset and base station, a repeater can be used to extend the signal strength.

- A WiFi phone (like your Cisco WiFi phones) communicates with a WiFi Access Point. The access point is connected to the data network with a hardwire cable. This may be the same WiFi network your mobile phones connect to for data usage at the library. An access point does not have a limit of handsets it can manage. There is no need for signal extension as long as the WiFi phone can register with and communicate with an access point near it (assuming the access point is part of your data network).

Patron Comments

- From patron Jeanne on February 1: Even with the doors closed to the public, you are the best in keeping our community library Number 1 🏆!
- From the Ingrams on February 8: I just wanted to thank y'all for the videos on YouTube of songs and stories. My kids miss going to the in-person Storytime, but we are so grateful for the safe alternative in this crazy time. After watching a few this weekend, my daughter wanted to make her own video. Enjoy! 🎵 (She's singing "Lake Travis Community Library") Thanks so much for all you do!
- After attending the Learning with the Library program on February 10 with Bright Star Theatre about Black History Heroes, patron Paula wrote: Thanks so much for presentation, it was very informative. I shared the stories with my grandson.
- We received this Facebook review from Beth on February 20: Wonderful library!! Appreciate all they have done during the pandemic. Everyone is very helpful as well.
- Patron Phyllis delivered chocolates and this note on February 23: Thank you all for this much appreciated service at this time. Looking forward to enjoying programs in person. Stay healthy!

Morgan McMillian
2/24/2021



As a result of Recommended Reads, Sarah received the above thank you note from an appreciative young reader.