



# ACDL

## The Month In Review

### **LIBRARY EXPERIENCE / TESTIMONIALS / REPORTS – February 2022**

“I just want to thank all of you for offering this extra service (COVID at-home test kits). I know you all are busy and I want you to know we appreciate all you do!”  
~*Ashtabula patron*

A patron who submitted a cash donation stated that he and his wife love the library because it's so nice and quiet!  
~*Sybil, Ashtabula Front Desk Manager*

Patron Jim, who reserved the meeting rooms for Sons of the American Revolution, praised Sybil and Ellen for their friendly service: “When I build my library I am going to have Sybil run it and I’m taking Ellen too!”  
~*Lyn, Ashtabula Public Service Coordinator*

Two visitors were “geeking out” over their first visit to the Ashtabula library. Residents of Conneaut, they told me they “desperately missed hanging out inside a library,” and finally made their inaugural visit on a recent cold, snowy day. They toured all corners of the library, spent time reading newspapers in *Ethel’s Reading Room*, then opened library accounts and took home items. They couldn’t have been more complimentary of our building, staff, and selection!  
~*Ryan, Ashtabula Branch Manager*

A patron saw staff giving out COVID tests in the cold and gave us a package of hand warmers; it was cold, windy, and snowing. We thanked him for his generous gift!  
~*Sybil, Ashtabula Front Desk Manager*

A customer seeking an AARP Tax appointment at the Geneva circulation desk raved about the service she received via phone from a Geneva Library staffer. After a little sleuthing, we discovered the fine service had been provided by Aubrey!  
~*Codi, Geneva Circulation Manager*

Patron Stephen S. specifically called out Jim, Stephen, and Austin for the wonderful computer assistance they provided over several of his visits. He informed me that as a truck driver, he has traveled all over and visited many different libraries. Because of the helpful staff and courteous assistance he receives here, Geneva Library is his favorite  
~*Lauren, Geneva Branch Manager*

A patron called in to thank Austin for the service he provided to her family member. Her family member came into the library feeling quite distressed, and by the time he left, Austin had assisted in such a way that the family member could leave feeling much relieved.  
~*Codi, Geneva Circulation Manager*

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Several Geneva students recently expressed their delight with Youth Services staffer Cindi. Cindi's programs are always highly anticipated and well attended.

*~Codi, Circulation Manager*

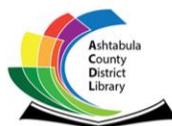
"Amanda has helped me understand my computer more, but I also need to learn more. She has been very patient with a non-tech, older person. She is 'teaching an old dog new tricks!' :)"

*~GOO Technology Training Survey Response*

## **PUBLIC SERVICE**

- Ashtabula distributed 1,038 Covid-19 test kits for the month of January, all of which were distributed in less than 8 hours. Geneva distributed an additional 684 test kits to their local community, including members of Geneva Fire Department and area first responders.
- Ashtabula Front Desk staff have been distributing hand sanitizer that was donated by an anonymous patron. So far we have distributed over 260 bottles. Ashtabula staff also distributed 35 sets of new hats, gloves and "survival kits" containing water, energy bars and other essentials to homeless patrons in the Library during the month of January. *Sub Zero Mission*, located in Painesville, supplied the items, and will continue to restock through the Winter months.
- The Genealogy Room received two requests for information from Europe this month. One person requesting information was a boy who was "kidnapped" by his father back in 1999 and brought from England to Dorset. He and his father were eventually deported back to England. The other was for genealogical research for a patron residing in Finland – one of our wonderful volunteers is helping with this request.
- The Zeuschel was used again by a community member to scan another oversized blueprint for a job proposal. This one is for five one-acre greenhouses for a cannabis facility in New Mexico.
- The Genealogy Room was visited by approximately sixty people during January, one of whom made the trek to do research from Minnesota!
- Melissa arranged with RoLesia Holman from AACD's Office of Diversity, Equity, and Inclusion to make books on MLK Jr. and Black History Month available to the City's primary schools.
- The Storybook Cottage has been redesigned to serve as an impromptu art lab. It's been extremely popular so far, and many have left behind samples of their art for Melissa to post. Families tend to linger in the building after formal storytimes to create art together, and some come back at other times with the sole intention of creating art together.
- Lauren had an in-depth conversation with Leslie Davenport from Wayne County Public Library regarding ACDL's Express Home Delivery service, which allows any patron to order materials for delivery right to their door. Ms. Davenport heard about our program

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from one of her staff members, and she was curious to find out more information about how we make Express Home Delivery work for our community. Lauren happily discussed the logistics of our service. Ms. Davenport will be going back to her administration to see how to best adapt this service for Wayne County Public Library patrons.

- Geneva City Council is ready to move forward with a Memorandum of Understanding establishing a Community Garden on the grounds of Geneva Library. The Library is partnering with the Sustainability Commission of Geneva City Council to make both educational and community garden space available for area residents beginning this spring.

## COMMUNITY INVOLVEMENT & OUTREACH

- The community organizations that used the Robert S. Morrison Foundation and Ashtabula Foundation meeting rooms in December included: Ashtabula Kiwanis, Ashtabula County Prevention Coalition, Zonta Club, NEOFund, Ashtabula County Board of Developmental Disabilities, Key Bank, AARP Tax-Aide, My Neighborhood, LGBTQ Coalition, Ashtabula Democrats, Ashtabula County Genealogical Society, and Ashtabula County Beekeepers Association.
- Geneva's meeting spaces were utilized by several local groups including Geneva Business Women, Life Without Chains, Spencerian Writers, and Geneva Country Quilters.
- Michael attended LGBTQ+ Coalition, Ohio Mean Jobs Partners and Ashtabula Lions Club meetings. The Ashtabula Lions made a donation of \$200 for diabetes materials in large part in recognition of the fact that an employee of the library was a member of the club. Michael reported to the Lions that his work on their new website was proceeding well.
- Ryan attended monthly meetings for Building Resiliency Together, Head Start Policy Council, and the quarterly meeting of Community Action's Health and Safety Committee.
- Ryan consulted with other members of the committee to begin strategizing Longest Day of Play for 2022. After missing the last two summers, the committee hopes to be able to hold at least a *scaled-down* event this year, but has a formal meeting planned in February to discuss scenarios.
- Lauren hosted the monthly meeting of the Geneva Business Women group at the Geneva Library. All twenty of the attendees were gifted with a packet of informational, entertainment, and business resources and services available through ACDL.
- Lyn will be the new Library representative for the Ashtabula County Suicide Prevention Coalition. As part of the transition of representation, both she and Penny attended their monthly meeting and requested materials to distribute to patrons.
- Immediately upon return from our New Year's holiday, Front Desk Staff began taking appointments for AARP tax assistance and distributing information packets to those who plan to use the service. The AARP Tax-Aide program will run from February 4, 2022

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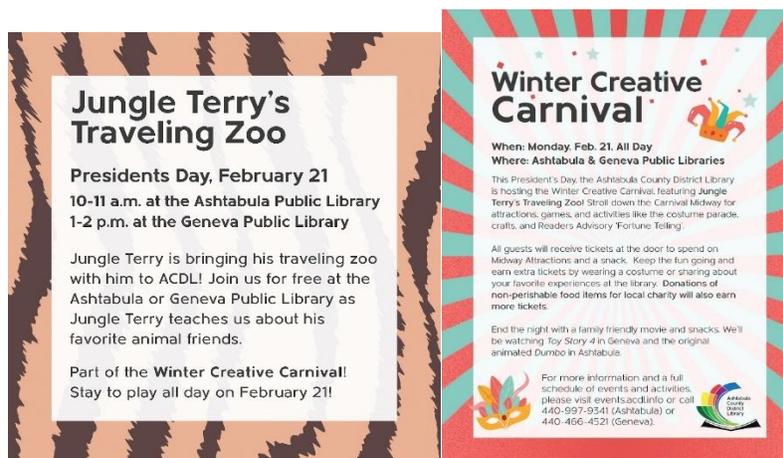
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through April 15, 2022. As in the past, AARP volunteers will be meeting with people on Mondays in Geneva and on Fridays in Ashtabula.

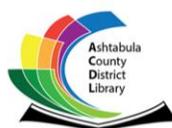
- Melissa continues to provide regular outreach to After School Discovery elementary-aged students. January's ASD classes were filled with kids' Pre-K - second grade. Melissa purposely chose books that begged for interaction rather than just passive listening, such as *Tad* by Benji Davis, and *The Wall in the Middle of the Book* by Jon Agee.
- The Bookmobile continues to visit several local daycares in Geneva and Grades 1-3 at Saint John School in Saybrook. More than 130 youngsters had a chance to visit the vehicle and check out materials and/or listen to a story. Lauren is currently in the process of finalizing a few additional Bookmobile service locations to begin service in February.
- Jim was able to place 385 items into book-drop collections throughout the ACDL service area. He also facilitated 8 Express Home Delivery stops and 14 Homebound visits.
- Geneva's display case currently features crochet creations made by Heather Pizon. Heather's whimsical work includes items such as a Baby Yoda tea cozy, various house elves from the Harry Potter book series, and even a model depicting St. George and the Dragon!

## MARKETING / PUBLIC RELATIONS

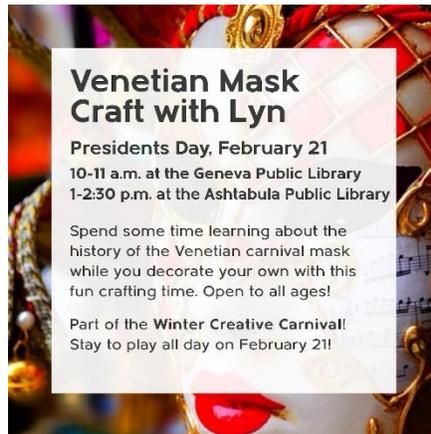
- The biggest project in January was the 2021 Annual Report. It was scheduled to be in the mail on January 31. A digital version of the annual report was made available on the web and on our social media pages.
- The creation of the marketing campaign for the February 21 Winter Creative Carnival is well underway. The design package will feature a poster, a series of Facebook information cards, event squares, and a program with details about the day of events.



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- Rebecca applied for a marketing materials grant from one of our vendors (4imprint) for the upcoming Summer Reading program. If we win the grant, we'll get \$500 in items to be used as prizes or incentives for kids involved in Summer Reading.
- As part of a larger effort to synchronize our signage across the system, some of the signs in Ashtabula received a facelift.
- Social media was quieter this month. Our most widely reaching post this month was the announcement of closure for the big snow storm with 52 shares and a reach of over 5,000 people. What's encouraging about those numbers is that it tells me that a lot of people on social media care when we are open or when we have to close and they are paying attention to these things. The second most engaging post was about the aftermath of the storm. We asked for snow pictures and generated some good conversations with 26 comments and nearly 1,800 people reached. A second run of the personal audio/video digitization services advertisement saw a healthy reach of over 1,800 people and 17 shares in just under 24 hours.
- We gained 39 followers and 26 likes on Facebook.
  - We're changing the way to record Facebook post reach due to a change in the available analytic tools from Facebook. This new number skews higher than the previous method of recording reach. While the new number of 34,668 this month looks tremendously high, it is just slightly under the previous month, if we were to apply the same method to those numbers.
- Rebecca attended four (4) regular meetings of the Ashtabula Rotary Club and an ADDA Economic Vitality Meeting.

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## PROGRAMMING

- Ashtabula co-hosted a hybrid event, *How to Run for Elected Office*, with Ann Rapose from the League of Women Voters. Ann and Ryan presented a PowerPoint with links to numerous resources and special guests, John Mead and Isaac Arthur from Ashtabula County Board of Elections, gave further insight into details and fielded questions from the audience. Eight people attended in person, with 19 joining us on Zoom and Facebook. The complete program is available on our Facebook page and accessible from our YouTube account.
- Lauren's January installment of the DIY craft program at Geneva provided participants with the opportunity to relax and unwind after a hectic holiday season. The group created homemade beeswax lip balm, complete with strawberry or mint flavoring and optional pigments, and a jar of foaming sugar scrub made with whipped soap. Participants especially enjoyed the choice of optional fragrances available for their sugar scrubs: Lemongrass, Apricot Freesia, and Fresh Bamboo. Lauren's February DIY project, an air plant terrarium, is already fully booked!
- Geneva after school programs remain popular with local students. An average of 73 students each school day arrived to enjoy programs like *Gadgets, Gizmos and Games* and *Anime Club*. Students had a blast at a recent *Anime Club* session where participants created candy sushi using Rice Krispies treats, fruit leather, and various colorful candies.
- Miss Tina's Wednesday *Storytimes* at Geneva have been averaging about 15 participants each week. Children who attend *Storytime* have the opportunity to work on pre-reading skills like singing, listening, and writing. Children also have the chance to play and socialize in a group setting.
- Melissa's *Storytimes* continue to serve as growth and empowerment opportunities for the regularly attending youth: a naturally shy child is noticeably much more engaged with the group now. January saw a handful of new faces, and a father purposely chose a *Storytime* session to bring his son to as a socialization practice session.
- *Illustrate* featured books by Charly Palmer and Mo Willems. Everyone had fun sketching recreations of the famous pigeon feature *Don't Let The Pigeon Drive the Bus* (Mo Willems). And participants loved using acrylic paint to create textured dragons reminiscent of Palmer's designs in books such as *There's a Dragon in my Closet*.
- The *ACDL Chess Club* began in January with one gathering in each building. While only a few extremely enthusiastic participants attended the inaugural meetings, several more have expressed interest, and we anticipate larger gatherings in February, March and onward.
- In Geneva, the materials purchased for the *Chess Club* have been embraced. Several of the students who are after school regulars were already familiar with the game and as many as 11 students have started to enjoy learning and playing chess using the new circulating collection of triple-weighted chess sets.

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- The *ACDL Writers' Group* is becoming a popular Zoom event. While we offer the opportunity to meet in person, the majority of this group likes to meet online. This matches up well since many of the participants do their writing, editing, and critiques all in front of their personal computers, and so it is very natural to meet virtually.
  - The *ACDL Book Discussion Group* is a good mixture of online and in-person participation. January featured a lively discussion of *The Other Einstein*. The book grappled with love and relationships. Arguably the descriptions of the locations and the richness of the cafe culture described made some of us feel like we were on a European vacation.
  - As an Outreach Event, Dwight has held an additional session of the *Book Discussion Group* at the Ashtabula Senior Center each month. These patrons are very eager to talk with their friends about our book selections. They also enjoy that Dwight hands out the questions well in advance of the discussion. This gives the participants “homework” that is easy to use to drive the discussion once we get together. This group originated out of the critique that some patrons find it difficult to drive after dark, and Zoom seems like a barrier to adults who did not grow up surrounded by technology.
  - Dwight conferred with the Tech Team, and is finishing his research on the potential attainment of a Glowforge Plus laser engraver(s) for our Maker Spaces. Laser engraving has a low learning curve and the average patron should be able to execute very high quality projects with only a small amount of training. Dwight will soon have a proposal for the team that includes an investigation of materials, costs, ventilation, and possible grant opportunities.

## COLLECTION DEVELOPMENT

- Ric has finished inventory of the children’s nonfiction collection in Ashtabula and has begun reconciling the missing items. He has also been working with Melissa and Ryan to freshen, update and boost the collection. He has also replaced some adult nonfiction inventory and ordered several carts of new adult nonfiction books.
- Codi has started the process of training to assist with DVD and video game ordering for Geneva. As he gains experience with collection management, he hopes to be able to assist with purchases for other areas of the collection.
- Lauren focused her recent Mobile Services collection purchases to better support the diversity of students using the Bookmobile and Teacher Collection sets for classroom use. While many young students enjoy fantastical stories of magic and wonder, additional materials featuring more traditional literary stories were needed to better support Amish schools in our service area.
- Codi and Dwight are working together to order a more robust circulating Video Game Collection. The initial order has several titles for Playstation 4, Xbox One, and Nintendo Switch.

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- Alecia has officially begun placing orders for Baker & Taylor and is setting a good pace. A test order is prepared for early February with Midwest Tape, after which Alecia will be sending out all of our major orders, lightening Mike's current workload.
  - Alecia continues to process all problem items such as those no longer in the catalog, needing spine labels, etc.
  - What amounted to a cart full of genealogy books deaccessioned from other libraries was acquired by ACDL for the Archives and were processed by Technical Services.
  - In support of the Carnival program on February 21, Alecia searched for audio/visual materials in the ILS and put the items on hold for both buildings. She also made purchasing/use recommendations for a handful of book titles, audio-visual materials, and websites for juvenile craft projects.

#### **PROFESSIONAL DEVELOPMENT**

- Amanda viewed the webinar "Dealing with Hostile and Potentially Dangerous Library Users' Behaviors" provided by NEO-RLS.
- Geneva staff members have committed to monthly deep-dives into ACDL databases so that their increased familiarity with those resources can be used to better assist patrons. Austin's January deep-dive was into the Ohio Obituary Index. He shared such a thorough analysis of the database's features that we may adapt his work for a future library program.

#### **TECHNOLOGY**

- New Uninterruptible Power Supplies (UPS) were deployed to Multi-Media Digitization Station, three Microfilm stations, and the Zeutschel Scanner. This will considerably improve the surge protection for this expensive equipment and allow patrons and staff using these devices the opportunity to save hard-to-replace work in the event of a power outage.
- Significant updates were made to the creative corner iMacs to improve usability and utility. The Multi-Media Digitization Station has had some changes to promote ease of use and accessibility. Also, patrons can now take advantage of iMovie and Garageband on the device the Cricut is connected to. Beyond allowing patrons access to this software, it also allows for videos converted at the Multi-Media Digitization Station to be edited without tying up the Digitization Station itself.
- Due to terminal equipment failure, the fax in the Ashtabula building was replaced. The new device has thus far proven to be an improvement on the old with staff citing it as reliable and straightforward to use.

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- The Information Technology staff are delighted to report that we have succeeded in making changes necessary to allow the Library's Oculus and other tech toys in the Geneva Teen Tech Room to function as designed.
  - Replacements were ordered for the last of the 2012 era Dell 790s. Included within this group of devices will be two new patron devices for the Archives room which will greatly improve the usability of the general research devices in this space.
  - The website received quality and ease of use improvements to the Board of Trustees, and Information for Today Pages, and the Library's Annual Report was posted in coordination with Marketing.

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