



ACDL

The Month In Review

LIBRARY EXPERIENCES / TESTIMONIALS / REPORTS – April 2022

A patron came into the Library to have her taxes done by AARP. She said she had just moved from North Carolina to Ashtabula and had no idea what a “gem” the Library is and particularly loved the Storybook Cottage. She registered for a library card, checked out materials, and promised to come back soon.
~ Lyn, Ashtabula Public Services Coordinator

A patron was upset that he could not get a form to print. Unfortunately, it was a form for which he needed an online account that he did not have nor have the information to set up. Sybil suggested he call Social Security and have them fax it to us while he waited. She waited with him while they faxed it over. Through tears he thanked her, gave her a hug, and said he really appreciated her taking the time to help him get what he needed.
~ Lyn, Ashtabula Public Services Coordinator

“I think the staff here are phenomenal, understanding and full of amazing compassion. God bless.”
~ Timothy, via email to askus

"It has been such a long time since I have been in such a nice and helpful library! Thank you for being so kind."
~ Sheila, Ashtabula

"I love the library! It's a great place to find odd and obscure informational materials. Such a great resource."
~ Samuel, Ashtabula

"You have the best collection of documentaries."
~ Ralph, Ashtabula

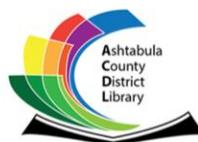
"Is this library new? It's beautiful! The meeting rooms are amazing. Your accommodations were amazing. The library is amazing. You guys are amazing!"
~ Harbor Freight Manager, Ashtabula

"Thank you, ladies at the front desk, for helping me catch up on all of my shows and adjust to being home now that I'm retired!"
~ Sandra, Ashtabula

RoLesia Holman wrote a glowing thank you note about Melissa’s sharing of diverse materials for Dragon Empowerment Center’s *Black History Month* celebration: “Thanks to Melissa's strong work ethic, knowledge of how important it is to highlight books that educate and empower children—especially those who have been historically marginalized—and (sincere belief) that children need to see themselves in books, she was instrumental in instilling the love of reading to both children and adults.”

~ RoLesia Holman, Director of Diversity, Equity and Inclusion, Ashtabula Area City Schools

Ashtabula
440-997-9341
4335 Park Ave
Ashtabula, Ohio



Geneva
440-466-4521
860 Sherman St
Geneva, Ohio



A parent who had just attended Storytime with Miss Tina came to the front desk to say, “The stories, songs, and dancing were just perfect! That’s the best storytime I can remember attending!”
~Lauren, Geneva Branch Manager

A representative from the Office of Diversity, Equity, and Inclusion at Ashtabula Area City Schools called to thank Tina for creating a recorded storytime celebrating Black History Month. Tina had selected Misty Copeland’s picture book titled *Firebird*. “I had never heard of that book! *Firebird* was just perfect!”
~Lauren, Geneva Branch Manager

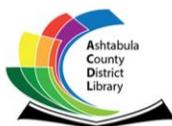
A Geneva customer recently remarked, “When is the next book sale? It’s my favorite thing to go to!”
~Codi, Geneva Circulation Manager

Thank you, Penny! The library, you and your wonderful staff are such an asset to this community!
~ Peggy, Signature Health

PUBLIC SERVICE

- *AARP Tax Assistance* programs continued through the remainder of tax season at both the Ashtabula and Geneva Libraries.
- Geneva Library noted a 43% increase in the number of meeting room uses and an increase of 37% in the number of public users of meeting rooms when compared to the previous month. Groups who utilized meeting space included: Girl Scouts of America, Geneva Little League, Animal Welfare Center of Ashtabula, and Ashtabula County 4H Equine Team.
- With the support of the Friends of Geneva Library group, Geneva Library has created an Art Lab space in the Children’s area. Friends funded the purchase of a high-quality, child-size activity table and four chairs for use as an art exploration station. Geneva’s young visitors now have the opportunity to experiment with a rotating selection of art supplies and engage their creative potential. During the month of March, children enjoyed making modeling clay creations and coloring & assembling a spring chick.
- NEO Fund started a new series of courses held in the Ashtabula Library: *Starting and Growing A New Business*.
- The community organizations that used the Robert S. Morrison Foundation Room, Ashtabula Foundation Room and other spaces in the Library in February included: Ashtabula County Prevention Coalition, NEO Fund, Ashtabula County Board of Developmental Disabilities, Key Bank, AARP Tax-Aide, My Neighborhood Collaborative, LGBTQ Coalition, PHA Labs, Ashtabula County Commissioner Ducro, Ashtabula County Genealogical Society, Ashtabula County Beekeepers Association, Harbor Freight, Second Chance Citizen’s Circle, Ashtabula County Genealogical Society, Growth Partnership of Ashtabula County, Edgewater Media Team, Samaritan House, The

Ashtabula
440-997-9341
4335 Park Ave
Ashtabula, Ohio



Geneva
440-466-4521
860 Sherman St
Geneva, Ohio



Reserves Network, Ashtabula Downtown Development Association, Ashtabula High school Alumni Association, ACDL Board of Trustees, Geneva Camera Club, Good Morning Ashtabula, Catholic Charities Guardian Volunteer Program, Koski Construction, Key Bank, and Ashtabula County NAACP.

- Ashtabula circulated a new item, *LitKits*, which were created by Hannah. The LitKits included three staff-selected books from the same genre, a word search puzzle specifically made to correlate with the books selected (which Hannah also created), a colorable bookmark with crayons, literary-themed stickers, LifeSavers candy, and some ACDL promotional material, such as a pen and a brochure about all of our online services. All of these items were packaged in an attractive white box with a window, so patrons could see what the kit contained. They were a great hit with the patrons as 23 were checked out!
- Ashtabula Public Services Staff distributed an additional 30 sets of new hats, gloves and “survival kits” from Sub Zero Mission.
- Ashtabula Library distributed 64 covid tests in March. Geneva distributed an additional 72 tests.
- Ashtabula staff helped to process 240 faxes in March.
- Lauren participated in a day of Mock Interviews at Geneva High School. The event allowed students the chance to practice interview skills with local leaders and business people. Each student had a 30-minute session to answer common interview questions and receive feedback from their interviewer.
- The Genealogy/Local History room saw an uptick of out of town research requests. The boost in requests that began with COVID seemed to lull over winter, but in March Carrie received more than twenty (20) requests for information from out of area researchers.
- Those personally visiting the Genealogy/Local History room from the area have also increased, including many who were new visitors to the library. Approximately 100 people visited the room, two thirds of whom used the computers and/or microfilm readers, and just over 400 resources within the room were used. The most common sought out information from locals in March: newspaper articles on microfilm and house histories.
- The Genealogy/Local History room received a couple of donations from out of state. One in particular from Florida was a reunion book for the Knapp family that was found between the rafters of a house whose front façade was removed for a remodel. Thankfully the construction worker saved the book and the owner sent it along to us. Reunion books provide a wealth of information for researchers.
- Highlights from contractor/volunteer work in the Genealogy/Local History Room include the following:
 - Carol H. is adding data such as descriptions, date ranges, titles, places, sizes, file numbers, and searchable subject headings to approximately 100 images. She is scanning 1860s-1870s personal letters from the Lee-Williams-Gee family which are relevant to New Lyme and Rock Creek area researchers and genealogists. The

Ashtabula
440-997-9341
4335 Park Ave
Ashtabula, Ohio



Geneva
440-466-4521
860 Sherman St
Geneva, Ohio



third box of photographs are being adjusted with regards to color, size, and file numbers. In between uploads, Carol is adding transcription data to the Ashtabula County Historical and Philosophical Society book which has already been digitized.

- Char L. has finished labeling the clipping files. She continues to organize, sleeve, number, and enter the information of the photo collection onto a spreadsheet, and is learning to scan with the Zeutschel.
- Cathy B. is completing the spreadsheet that includes all of the births, marriages, and deaths that appeared in the Geneva Times newspaper. So far she's gathered information from about 1869-1877.
- Maryjane B. has helped with local history research from home accessing the newspaper subscription websites as well as the genealogy websites.
- Troy B. scanned several of the UCC Andover ledger books as they donated the electronic version for the Ashtabula Memory page.

COMMUNITY INVOLVEMENT & OUTREACH

- Lauren attended the March meeting of the Geneva Business Women group (GBW). GBW will be holding their annual Purses and Pastries fundraiser event in April to support their scholarship fund. Karen assisted by creating a beautiful literary basket to be raffled off at the event. Lauren created over 100 packets stuffed with ACDL pamphlets, notepads, and magnets to be included in swag bags for event attendees.
- Dwight performed ACDL's second Travel Notary session in March at an Austinburg nursing facility. The documents were simple advanced directives and end of life care, but the work was greatly appreciated by the clients based on the timeliness of the services rendered.
- Lyn is participating as a member of the Programming Committee of the *Ashtabula County Suicide Prevention Coalition*. They are looking into producing a number of PSA films to be used throughout the County.
- Ryan attended monthly meetings for *Geneva Kiwanis Club*, *Head Start Policy Council*, and *Building Resiliency Together*. (*Building Resiliency Together* has been meeting virtually, but will again resume monthly meetings at the Ashtabula Public Library starting in April.)
- Rebecca attended two meetings of *Ashtabula Rotary Club*.
- Mike attended two *Ashtabula Lions Club* Meetings; the *Growth Partnership Community Advisory Panel* meeting (at ACDL); the *Ohio Means Jobs March Partner Meeting*; and the *A-Tech Board Meeting*.
- Lauren reached out to members of both Harpersfield and Austinburg township trustees regarding the selection of Bookmobile sites. New stops in those townships are planned to begin in April.

- March Bookmobile stops served a total of 293 children and 16 adults. New Bookmobile stops at the Township Park in Footville (Trumbull Township) and Superior Intermediate School in Ashtabula greatly contributed to an increase in service numbers. Bookmobile staffers Jim and Stephen greeted 10 classes of children at the Superior stop. Students were able to open a library card to check out materials or select a free book to add to their home library. Residents living near Footville were eager and excited to explore the Bookmobile and open new library cards.
- The Bookmobile continues to visit Carol's Corner Daycare, Loving Cup (previously Kids Only II), and Saint John School. All daycare visits included a Bookmobile Storytime with songs and an activity for children to take with them.
- Jim completed 29 Homebound visits with 220 item checkouts, 14 Express Home Delivery stops, and placed 320 items in Bookdrop Collections throughout the ACDL service area.
- Rae-Ann Nursing Center contacted Jim to resume in-house read-aloud programming for residents following updates to their pandemic visitation policy. Jim will be visiting twice per month beginning in April to read and discuss novels and short stories with interested residents.
- Stephen transitioned from a Public Services role to an Outreach role in order to better support the growth of Outreach stops in the ACDL service community.
- Melissa continues to visit *After School Discovery* a few times each month. She visits two classrooms consisting of about 30 kids altogether. They read the stories and then discuss them and their themes. The favorite books of the month were *The Proudest Blue*, *Sulwe*, *Those Darn Squirrels*, and *Eyes that Kiss in the Corners*. Melissa is thrilled that "the kids responded extremely well to the books on (all kinds) diversity. They show a love of learning about cultures that are not their own."
- We co-hosted the Edgewood Media Team Downtown Tour with the Ashtabula Downtown Development Association (ADDA). We had 12 students and ADDA representatives and Rebecca joined them for a tour around the Main St. area which ended back at the Ashtabula Library for a meeting. This is part of the image campaign that the ADDA Economic Vitality Committee is focusing on.
- We participated in the Ashtabula County Home Show on March 11-13. We had 12 Ashtabula Staff take part in it. We recorded 311 interactions at the table, gave away 56 free books, and signed up 11 new card holders. We also gave away 14 painted rocks and oodles of marketing materials. We received a lot of great compliments about events, staff, and the building. A favorite comment was "Libraries saved the world the last couple of years".
- Rebecca attended a C.R.E.A.T.E.S. (Community Resources Equally Accessible To Every Student) Initiative meeting as the ACDL representative. The C.R.E.A.T.E.S Initiative is about making sure students have equitable access to community resources.

- We were chosen to receive a shout out from Geneva Winterfest this year. As they couldn't have their regular in-person event, they sent their royal court out to local businesses to take photos. The Geneva Library was chosen by 2nd Attendant Kendra. She also got a library card while she was there.
- We hosted the Greater Ashtabula Chamber of Commerce 'Good Morning Ashtabula' at the Ashtabula Library. There were 25 attendees from businesses around the county and Rebecca gave a presentation on the importance of a free public library and what kind of impact it can have on the community.



MARKETING / PUBLIC RELATIONS

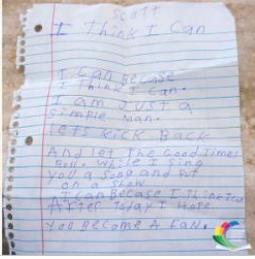
- The April Highlights eNewsletter was sent on 3/29 and has an open rate of 19.55%, which is better than last month. This month, patrons were most interested in the *DIY: Bedecked Birdhouses*, and *Planning a Future for Your Family's Past* programs.
- We were able to get the April Events Program finished in time for the Home Show. It was a welcome resource.
- We ran out of space in the tabloid sized spread and had to move afterschool programs to an insert page - which is evidence of all the great programs we have going on.
- Social Media:
 - We gained 24 likes and 44 followers on Facebook
 - We gained seven followers on Instagram
 - Our post reach was 35,986
 - We also published a post of all of our amazing female staff members for International Women's Day.
 - "Scott's Song" stole the show this month. When working the Front Desk one Saturday, Rebecca happened to catch Scott as he came in to get his song typed and laminated. She asked if she could take his picture and post his song on Facebook, and the post went viral. It was shared 53 times, had 571 reactions, and reached over 8,000 people.



Ashtabula County District Library
Published by Rebecca Moisiso · March 5 · 🌐

Scott came into the Library to type out and laminate the song he wrote. He gave us permission to share his hard work. We're big fans, Scott ❤️

What will *you* do at the Library?
..... See more

8,176 People reached 1,205 Engagements [Boost post](#)

8,176
People reached 📈

0% from boosted posts

8,176 organic	0 paid
---------------	--------

1,205
Post engagements 📈

571 reactions	54 comments
162 on post	11 on post
409 on shares	43 on shares
53 shares	527 clicks
53 on post	199 photo clicks
0 on shares	0 link clicks
	0 clicks to play
	328 other clicks

- Later in the month the Ohio Library Council picked up one of our posts about a group of siblings playing in the library and shared it on their page.
- VOX Books:
 - With the arrival of our new VOX Books, some quick promotional pieces were created including a few videos. More videos will be released on social media in April, featuring the bilingual books.
- Misc:
 - Assembled 500 magnets with marketing material attached which were then donated to the RAM clinic volunteers.
 - Reserved billboards for September and October, 2022.
 - Put together new bookmarks with QR codes to specific databases.



PROGRAMMING

- Geneva saw an average of 77 students during the after school hours for the month of March, a slight increase from the previous month. Students remain engaged with the Gadgets, Gizmos and Games programs, Anime Club, and Stir It Up cooking programs.

Ashtabula
440-997-9341
4335 Park Ave
Ashtabula, Ohio



Geneva
440-466-4521
860 Sherman St
Geneva, Ohio

- 
- Teen Action Group (TAG) members elected to host a Harry Potter Escape Room during the month of May and a Murder Mystery in June. March TAG meetings have focused on planning for those events.
 - Two sessions of *Illustrate!* were held in Ashtabula in March. One week featured Cale Atkinson's *Sir Simon: Super Scarer*—a fun story about friendly ghosts. Another week featured friendly monsters—*Monster Trouble* by Lane Fredrickson. A couple of the created monsters are displayed prominently in the StoryBook Cottage.
 - Melissa's special *Spring Rocks! Art Lab* on Saturday, March 26, was a lot of fun for all 14 attendees (including 3 new faces and 3 returning-after-COVID faces)! The theme was spring and participants painted rocks reflecting the new season. For inspiration and discussion, Melissa highlighted many books on spring, rock painting, art, and outdoor activities available to patrons, along with copies of our *Ranger Rick* magazines.
 - Melissa's newest program *Tech Toy Time* started with patrons making 3D shapes with the 3Doodler pen. From then we moved to the *Makey Makey* for the rest of the month. In one session patrons learned about conductive and non-conductive materials from trial and error. Then patrons learned how to make themselves and their friends each a key on a piano. The following week we used coins and cardboard to make a guitar that could be played via the Makey Makey website. Melissa says that one of the regular attendees—a juvenile: "loves tech and has figured things out with the Makey Makey that stumped me!"
 - Phoebe, Ashtabula's steady youth services volunteer, greatly contributed to the handling of the game room and continues to help update the video games. In addition to Dwight, she also played an active role in helping to create up-to-date basic instructions and troubleshooting game room tips for staff.
 - Lauren's March DIY project instructed participants on techniques for creating pieces of faux stained glass art using picture frames and common art supplies. A display of books covering medieval stained glass, modern stained glass techniques, and stained glass patterns provided ample inspiration for attendees.
 - The Wm. Tokarczyk Gallery featured contemporary art prints by Macie Acaro. "Made By Macie Lynn" focused on pet portraiture.
 - Tai Chi continues to draw a small, dedicated crowd on Saturdays.
 - Carrie hosted a two-part hybrid series, *The Global Tree at Familysearch - Basics*, facilitated by local genealogist, Cheryl McClellan.
 - The *ACDL Chess Club* is experiencing much success in Geneva on Thursdays between 2:30 - 4:00 PM as a teen focused group, with participants needing little supervision or instruction.
 - *ACDL Book Groups* are nicely attended and provide for fun and spirited debate among participants. In March, the Ashtabula Library and the Ashtabula Senior Center Groups both read and discussed *Lost Boy Found* by Kirsten Alexander.

- 
- In total, Amanda worked with 62 patrons through programs, walk-ins, and appointments. 45 were from programs and 17 through appointments and walk-ins (including Tech Days). She was able to help patrons with the following topics:
 - Activating a phone
 - How to use a Windows 10 touchscreen
 - How to create internet bookmarks
 - How to download photos from Google Photos onto a Windows PC
 - Installing an antivirus
 - Writing a letter using Microsoft Word
 - Scanning photos and saving them to a flash drive
 - Opening files from a flash drive
 - Printing photos from Windows 10
 - Posting on Facebook Marketplace
 - Installing an app from the Google Play Store
 - Changing the display timeout settings on Android
 - Increasing brightness on Android
 - How to attach to ACDL WiFi
 - Using Windows 11 virtual desktops
 - How to update an iPhone
 - How to clear storage space on iPhone
 - Understanding Android notification shade - what the different colors on the buttons mean, how to toggle features on/off, how to long-press icons to see more options, how to access Settings from the notif shade

COLLECTION DEVELOPMENT & TECHNICAL SERVICES

- As part of a best use of space initiative in Ashtabula, Susan has begun overhauling the Paperback collection (we will be shifting collection space in the Adult Fiction section to make optimum use of our space and resources.)
- Geneva staff have begun the process of making shelf adjustments in the Children's section and Adult Fiction section. Shelves are being lowered to facilitate easier browsing for patrons.
- Codi and Austin are in the process of reviewing Geneva's Large Print titles. The Large Print collection is being evaluated for potential selections that can be sent to Ashtabula to expand the Large Print collection housed there.
- Aubrey created book displays in Geneva to highlight the topics of nutrition, women's history, and Geneva's collection of *Very Short Introductions* (VSI). VSI books combine facts and analysis to offer readers a concise overview of topics from democracy and politics to fairy tales and mythology. Aubrey included in her display information about how to access even more content through our VSI database.

- 
- Ashtabula displays this month included: Try A New Genre: LitKits; International Women’s Day; National Craft Month; and Hello Spring: Spring Magazines. We also had two separate displays (one for youth and one for adults) about nutrition and healthy foods that tied into a table display provided by WIC celebrating *National Nutrition Month*.
 - A VOX Books collection is now available at both Ashtabula and Geneva Libraries. Tina created a display to highlight these audio-enabled picture books for our Geneva patrons. VOX titles have already proved to be a popular item for our young readers and their families.
 - Codi has taken on management of the Geneva video game collection. He purchased a broad selection of titles to support the library’s video game systems and gamer needs. New game titles will be added throughout the year with future purchases supporting new game systems such as PS5 and Nintendo Switch. Dwight and Mike have mirrored these efforts in Ashtabula, and there is now a healthy batch of newly arrived games for checkout and in-house use.

PROFESSIONAL DEVELOPMENT

- Ric and Susan attended the *Handling Angry Customers with Tact and Skill* webinar.
- Teresa attended *Diverse Reads and Resources for Growing Lifelong Readers*
- Michele, Myah, Sybil, Ric and Lyn attended *Core Training Intensive: De-escalation Skills* presented by Ryan Dowd
- Lauren, Ric, Dwight and Rebecca completed Proctor Training for *Northstar Digital Literacy*.
- Jim and Cindi attended an online mini-conference titled *Virtual Reality and Learning: Leading the Way*. Presentations included information on the use of VR in educational institutions, creation of VR content, and virtual storytelling.
- Tina attended the March session of an ongoing NEO-RLS training program called *New Supervisors’ Academy*. This session focused on communication, setting goals and expectations, and addressing unresolved challenges.
- Lauren and Ryan facilitated an ACDL Youth Services Training Day held at Geneva Library focused on discussion of best practices for youth collection management and purchasing resources.
- Tina attended a Spring Picture Books webinar presented by BookList Online. The webinar introduced new and upcoming picture book titles from diverse authors and illustrators. Bilingual selections were also highlighted.

TECHNOLOGY

- New OLED Nintendo Switch consoles were deployed at Ashtabula and Geneva Public Library for use in the game room. The OLED Switch is the latest version of the current Nintendo flagship console. The Switch is notable for the flexibility of play modes and the



easy interactivity and group play possible. Each location has two consoles which will allow for general game play as well as use in library events.

- We have deployed four Samsung Galaxy Tab A7 Tablets at the Geneva branch. These smaller form factor tablets are to be used to enhance the Tech Toys and Gadgets, Gizmos, and Games programs by allowing multiple activities to occur simultaneously.
- We deployed two more Meeting Owl Pros in March. Owls are easy to use, hybrid meeting devices with 360-degree cameras, mics, and speakers designed to improve the connection between in-person and virtual attendees. One was deployed to Geneva to add Owl capabilities to that location and the other was added to Ashtabula. With two, Ashtabula Public Library can take advantage of the capability of pairing the devices to improve coverage in larger meetings.
- As anticipated by the announcement in the February report of new staff devices, the final Dell 790 was officially taken out of service during March. The devices are being prepared for deaccession.
- A number of minor IT refinements and fixes have been completed. Notably
 - The power arrangements at the Conklin Desk in Ashtabula have been redesigned to reduce the number of power strips and increase efficiency of troubleshooting;
 - Department staff consulted with public service staff working on the circulation Rokus project to provide additional input and insight.
 - Significant updates were made to the Network Attached Storage for both buildings including the replacement of a failed drive in Geneva. We are pleased to report that the NAS unit worked as configured and no data was lost on the failed drive.
- The website received some routine updates and page improvements as the planned bigger updates are finalized for an April launch.