



CITY OF FRIENDSWOOD  
LIBRARY BOARD  
TUESDAY, SEPTEMBER 15, 2020 - 6:00 PM

## AGENDA

NOTICE IS HEREBY GIVEN OF A FRIENDSWOOD REGULAR MEETING TO BE HELD AT 416 S. Friendswood Dr., Friendswood, TX via Zoom, , REGARDING THE ITEMS OF BUSINESS ACCORDING TO THE AGENDA LISTED BELOW:

1. Call to Order
2. Communications from the Public
3. Approval of July 21, 2020 Minutes
4. Director's Report
5. Discuss Long Range Strategic Plan
6. Open Discussion
7. Adjournment

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**Matthew Riley**  
Library Director

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This facility is wheelchair accessible and accessible parking spaces are available. Requests for accommodations or interpretive service must be made **two (2)** business days or more prior to this meeting. Please contact the City Secretary's Office at (281) 996-3270 for further information.

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**I, MELINDA WELSH, CITY SECRETARY OF THE CITY OF FRIENDSWOOD DO HEREBY CERTIFY THAT THE ABOVE NOTICE OF MEETING OF THE FRIENDSWOOD LIBRARY BOARD WAS POSTED IN A PLACE CONVENIENT TO**

THE GENERAL PUBLIC IN COMPLIANCE WITH CHAPTER 551, TEXAS  
GOVERNMENT CODE, ON

\_\_\_\_\_  
DATE

\_\_\_\_\_  
AT TIME

\_\_\_\_\_  
MELINDA WELSH, TRMC  
CITY SECRETARY



CITY OF FRIENDSWOOD  
LIBRARY BOARD  
TUESDAY, JULY 21, 2020 - 6:00 PM

## Minutes

MINUTES OF A FRIENDSWOOD REGULAR MEETING HELD AT 910 S. FRIENDSWOOD  
DRIVE, FRIENDSWOOD, TEXAS

**DRAFT**

STATE OF TEXAS  
CITY OF FRIENDSWOOD  
COUNTIES OF GALVESTON/HARRIS  
JULY 21, 2020

**1. Call to Order**

Diane Freeman called to order at 6pm.

**2. Communications from the Public**

**3. Approval of May 5, 2020 Minutes**

Diane motioned to approve the May 5, 2020 minutes, Neeta seconded. Minutes were approved.

#### **4. Director's Report**

Matthew mentioned that we are the only Galveston County library closed at this time. Matthew shared all of the ways that the library has been providing services to the public while we are closed, including the increase of our online services as well as online programming and potential in-person socially distant programming such as a parking lot movie night. The reference staff have been helping patrons one-on-one through Zoom as well. We have been hosting a food drive for the last two months for \$5 off of fines for every two cans donated. The Children's department have been talking about hosting socially distanced story times in neighborhoods.

Maddie and the Friends have been looking into ways that the Friends can partner with other Keep Friendswood Beautiful and other organizations to do projects for the library.

Maddie created a website for the Friends and added the ability to pay for t-shirts online, they are also in the process of creating Friends branded face masks. Diane mentioned that the Book Nook took in \$136.35 during the short time that we were open to the public. Maddie also mentioned the selling of the anthology of the Ekphrastic Poetry Contest winners. Matthew mentioned that we are wrapping up the second anthology which will be on sale after the next Ekphrastic Poetry Contest, which will be done on Zoom.

Matthew mentioned that staff has been taking advantage of this time to complete training online. Karen mentioned that we hired a new page, Taylor Greny. She will only be here for a short time but will come back in November and will be working until January.

Matthew mentioned the new equipment the library has acquired recently, including the public Fax Machine.

#### **5. COVID-19 Updates**

Matthew mentioned that all of the Galveston County libraries are currently open but with very limited services. When we reopen we will be the same in terms of services for a while.

#### **6. Open Discussion**

Matthew mentioned that we are working on conducting a community survey to see how we could better serve the public. Matthew mentioned that we have a family who is homeless and have been utilizing our WiFi from our parking lot so they are an example of a family who could utilize a borrowed WiFi hotspot.

Neeta suggested mailing books to folks. Maddie also suggested delivery of books to patrons door like they do with produce boxes. Maddie mentioned moms needing spaces for homeschooling. Steve mentioned that the book bags are a big hit and that they should be continued once the library opens back completely. Maddie will look into creating new bags for the book bags with Friends logos.

Betty asked if we are any closer to being able to pay with credit card. Karen gave an update on where they are in the process.

Steve mentioned that the city is in the process of meeting for the budget. Matthew mentioned that he pitched the idea of creating a Digital Media Specialist position.

**7. Adjournment**

JoBeth motioned to adjourn at 6:48pm.

**DIRECTOR'S REPORT TO  
FRIENDSWOOD PUBLIC LIBRARY BOARD  
September 15, 2020**

**PROGRAMS AND SERVICES**

In discussion with City administration and local schools, it was decided to open the library facility for limited services including computer, internet, and WIFI access. This limited reopening began on Monday, August 31<sup>st</sup> with hours of service from 10am to noon and 2pm to 5:30pm Monday through Friday. These services are being provided to anyone with a need for computer access with priority going to students and job seekers. The library is also assisting with in person item requests at the front circulation desk. At this time, access is limited to the community room for computer access, the lobby and restrooms, and the new book section. The library continues to follow COVID-19 safety protocols including social distancing, masks, item quarantine, and the provision of hand sanitizer to patrons entering the facility. The library drive through window continues to serve between 100 and 200 vehicles daily for item pick up and request. We continue to be in discussion with the City to determine the safety of increasing library services and hours.

**Other recent program and service news:**

In an effort to provide service under the limiting constraints of COVID-19, the Friendswood Library continues to organize new services and technologies for the community.

- Friendswood Library continues to host and provide online programs such as storytimes, crafts, job search training, and programs like our Ekphrastic Poetry Contest and Reading scheduled online for Saturday, October 3<sup>rd</sup> at 2pm.
- Neighborhood Storytimes began September 4<sup>th</sup> in the Sun Meadow Neighborhood and continue twice a week at various Friendswood neighborhoods during the month of September.
- We have begun our Book Delivery Service to homebound residents. We currently have 5 residents signed up for this new delivery service.
- The library recently purchased 11 internet hotspots that can be borrowed by students for homework or other high priority residents. We are beginning to create circulation policies for this new service.

**FRIENDS OF THE LIBRARY**

- Friends have 133 members and have raised \$4,357.00 so far this fiscal year.
- As part of the *Calm in the Courtyard* project, Friends purchased a water fountain to be installed in the library courtyard within the coming two weeks. Funds came from the Gordon Davenport Memorial Fund.
- Friends online store is up and running; selling t-shirts, masks, and 2019 and 2020 poetry

anthologies. Sales are going well with the first shipment of 30 copies of the 2020 anthology already sold.

- Friends received a \$200.00 donation from Keep Friendswood Beautiful which was used for the purchase of a large planter and Dracaena plant, and a 100 ft. water hose to reach the courtyard for cleaning and watering purposes.

## **STAFF NEWS AND TRAINING**

Library staff have attended numerous hours of online training in topics ranging from online security, mental health, and management and leadership.

The library has a new intern, Chloe Flowers, helping with various projects while she finishes her MLS degree.

## **EQUIPMENT & BUILDING MAINTENANCE**

The City has finished installing protective glass shields at all three of the library's service desks.

During the Hurricane Laura event, the City brought 50 cots, water, food, and PPE to the library in the event that the facility was needed as a temporary shelter for residents. This equipment will remain at the library facility through the end of hurricane season in case the library is needed as a shelter.

The City will install security doors at all three entryways into the staff workroom. Doors will lock automatically and will require staff badges for entry.

# FRIENDSWOOD PUBLIC LIBRARY STATISTICAL COMPARISON

| Aug-20               |          | Aug-20    |          | Aug-19      |          |
|----------------------|----------|-----------|----------|-------------|----------|
| CIRCULATION          |          | 20086     | -36%     | 31308       |          |
| E-BOOKS              |          | 4000      | 21%      | 3311        |          |
| VIDEOS               |          | 1686      | -65%     | 4843        |          |
| CDS                  |          | 94        | -71%     | 324         |          |
| COMPUTER USE         | Internet | 8         | -100%    | 2335        |          |
|                      | Wi-Fi    | 2494      | -55%     | 5523        |          |
| AUDIO BOOKS          |          | 2701      | -14%     | 3134        |          |
| MAGAZINES            |          | 394       | -9%      | 435         |          |
| REF/INFO QUES        |          | 7388      | 12%      | 6578        |          |
| RESERVES             |          | 7170      | 159%     | 2772        |          |
| INTERLIBRARY<br>LOAN |          | 149       | 0%       | 149         |          |
| FINES                |          | \$ 192.91 | -91%     | \$ 2,096.49 |          |
| APPLICATIONS         |          | 115       | -49%     | 226         |          |
| ADULT                |          | 113       |          | 170         |          |
| YA                   |          | 2         |          | 26          |          |
| CHILD                |          | 0         |          | 30          |          |
| CHILDREN'S PROGRAMS  |          | # PRO     | ATTEND   | # PRO       | ATTEND   |
| STORYTIMES           |          | 0         | 0        | 6           | 393      |
| CLASS VISITS/TOURS   |          | 0         | 0        | 0           | 0        |
| OUTREACH             |          | 0         | 0        | 8           | 475      |
| ARTS AND CRAFTS      |          | 0         | 0        | 0           | 0        |
| MOVIES               |          | 0         | 0        | 0           | 0        |
| SPECIALS             |          | 0         | 0        | 11          | 352      |
| YA PROGRAMS          |          | 10        | 64       | 7           | 76       |
| ADULT PROGRAMMING    |          | 19        | 71       | 42          | 509      |
| TOTAL                |          | 29        | 135      | 74          | 1805     |
| BOOKS ADDED          |          | 657       | 11%      | 594         |          |
| ATTENDANCE           |          | 4634      | -71%     | 15998       |          |
| WEBPAC               |          | 5442      | -7%      | 5879        |          |
| MOBILE APP           |          | 4350      | 646%     | 583         |          |
| WEBSITE HITS         |          | 14001     | -2%      | 14337       |          |
| SELF CHECK OUT       |          | # USERS   | CK. OUTS | # USERS     | CK. OUTS |
|                      |          | 1         | 6        | 2298        | 9126     |

**FRIENDSWOOD PUBLIC LIBRARY STATISTICAL COMPARISON**  
**Jul-20**

|                              |          | <b>Jul-20</b> |         | <b>Jul-19</b>  |
|------------------------------|----------|---------------|---------|----------------|
| <b>CIRCULATION</b>           |          | 22898         | -37%    | 36427          |
| <b>E-BOOKS</b>               |          | 3890          | 19%     | 3279           |
| <b>VIDEOS</b>                |          | 2342          | -61%    | 6037           |
| <b>CDS</b>                   |          | 111           | -71%    | 382            |
| <b>COMPUTER USE</b>          | Internet | 412           | -72%    | 1476           |
|                              | Wi-Fi    | 1990          | -68%    | 6244           |
| <b>AUDIO BOOKS</b>           |          | 2916          | -6%     | 3108           |
| <b>MAGAZINES</b>             |          | 370           | 4%      | 356            |
| <b>REF/INFO QUES</b>         |          | 7388          | 12%     | 6578           |
| <b>RESERVES</b>              |          | 7979          | 172%    | 2938           |
| <b>INTERLIBRARY<br/>LOAN</b> |          | 173           | 4%      | 166            |
| <b>FINES</b>                 | \$       | 116.60        | -96%    | \$ 2,664.67    |
| <b>APPLICATIONS</b>          |          | 147           | -46%    | 272            |
| ADULT                        |          | 125           |         | 197            |
| YA                           |          | 18            |         | 38             |
| CHILD                        |          | 4             |         | 37             |
| <b>CHILDREN'S PROGRAMS</b>   | # PRO    | ATTEND        | # PRO   | ATTEND         |
| <b>STORYTIMES</b>            | 12       | 354           | 34      | 2108           |
| <b>CLASS VISITS/TOURS</b>    | 0        | 0             | 2       | 333            |
| <b>OUTREACH</b>              | 0        | 0             | 0       | 0              |
| <b>ARTS AND CRAFTS</b>       | 4        | 280           | 14      | 553            |
| <b>MOVIES</b>                | 0        | 0             | 0       | 0              |
| <b>SPECIALS</b>              | 6        | 178           | 20      | 1045           |
| <b>YA PROGRAMS</b>           | 18       | 124           | 14      | 316            |
| <b>ADULT PROGRAMMING</b>     | 22       | 102           | 48      | 1170           |
| <b>TOTAL</b>                 | 62       | 1038          | 132     | 5525           |
| <b>BOOKS ADDED</b>           | 663      | 0%            |         | 661            |
| <b>ATTENDANCE</b>            | 5939     | -72%          |         | 21445          |
| <b>WEBPAC</b>                | 6020     | -9%           |         | 6631 Estimated |
| <b>MOBILE APP</b>            | 5019     | 836%          |         | 536            |
| <b>WEBSITE HITS</b>          | 15326    | -8%           |         | 16640          |
| <b>SELF CHECK OUT</b>        | # USERS  | CK. OUTS      | # USERS | CK. OUTS       |
|                              | 184      | 678           | 2739    | 10750          |