



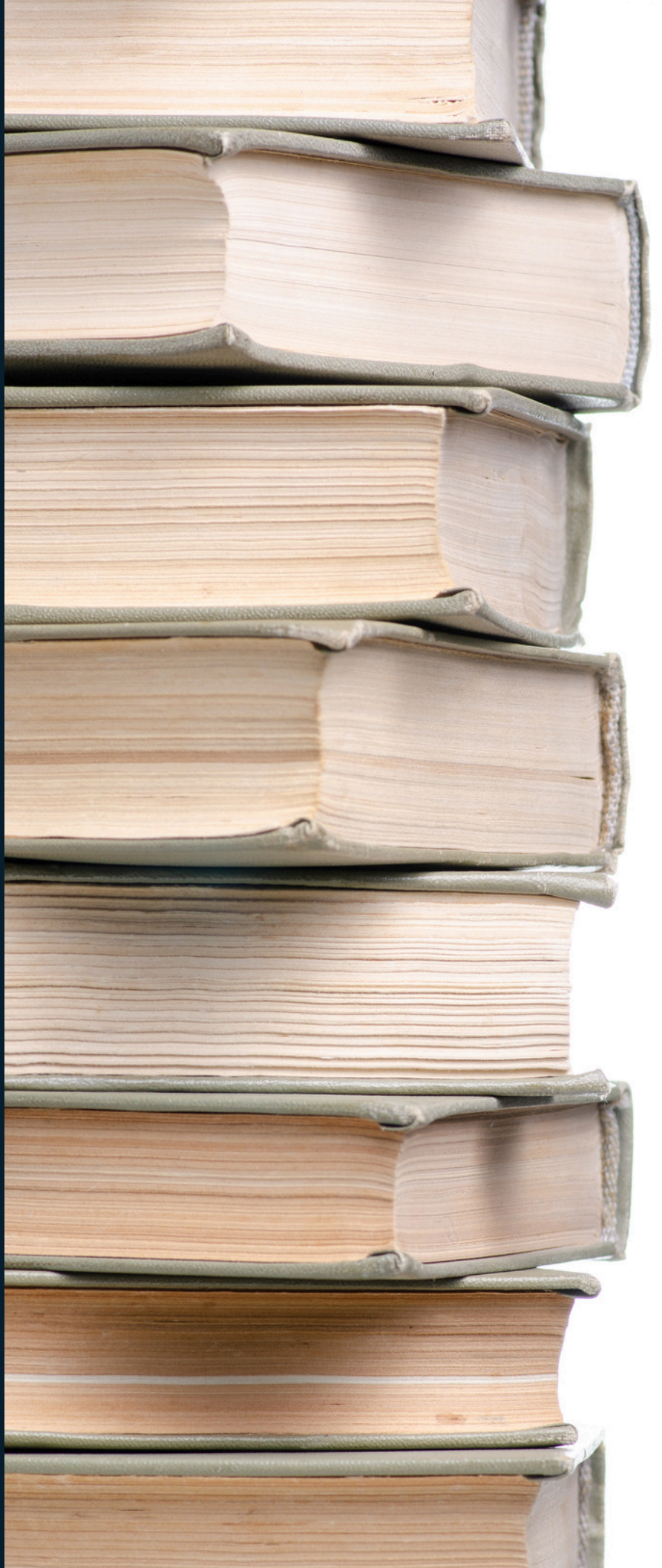
SCHERTZ PUBLIC LIBRARY

FY 2023-2024

THE YEAR IN
REVIEW...

AKA THE YEAR OF
WHEW!

Prepared by
Melissa Uhlhorn, Library Director



FY24 is in the books, so to speak, and to borrow from Eric Carle, we were a “Very Busy Library!”

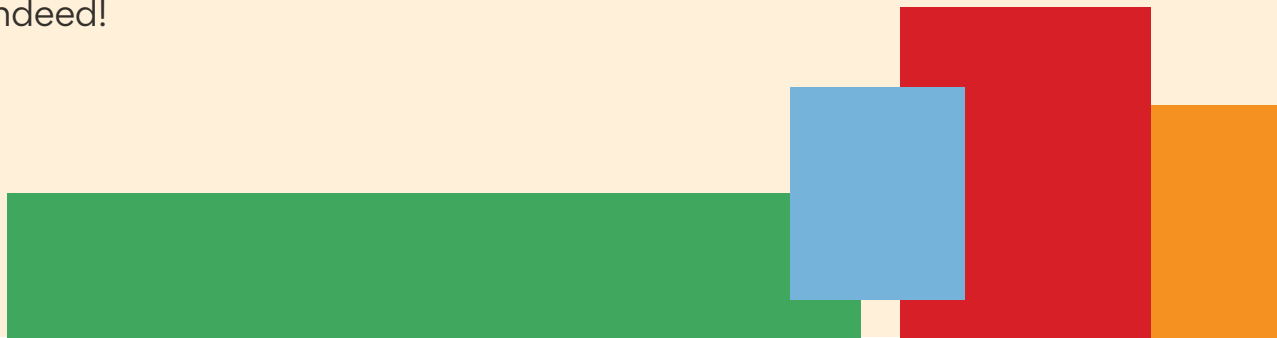
The COVID-19 pandemic strongly affected library services in terms of how many people visited the building, took part in programs, and checked out materials. Usage fell to unheard of lows in 2020 and 2021, but we have been steadily rebuilding, and FY24 saw a near total return to usage levels we were seeing in FY19.

Circulation and gate counts are still reduced, but approaching normal, while programs and program attendance actually surpassed our previous all-time high. New library card issuance is also at its highest level since FY19.

The addition of a new 20/hr Programming Specialist position was a game-changer in terms of growing our programming calendar and one of the drivers for the growth we saw in program attendance. Nichole Badraun joined the staff in late 2023 and began focusing on adding programming for teens and preteens, which was a gap area for us. The extra position allowed the Youth Services Librarian to focus on more weekend, family, and large scale programs, and freed up time for our other Programming Specialist to add a third preschool storytime to our calendar.

The Adult Services Librarian was also busy increasing the number of programs available to adults. Through several new community partnerships, the number of adult programs increased by more than 12%

The programming changes have been noticeable to our customers. We routinely receive wondering comments about *how many* programs and *how cool* they are. All-in-all, the Library was a busy place this past year. Whew, indeed!



Circulation

Total Circulation 410,917
Print/AV Check-outs 328,325
Digital Check-outs 54,469
Computer Sessions 28,123



SCHERTZ PUBLIC LIBRARY

The Year in Numbers

October 1, 2023 to
September 30, 2024

Technology

Webpage Views
72,440



WiFi Sessions
421,819

Collection

Titles
156,770

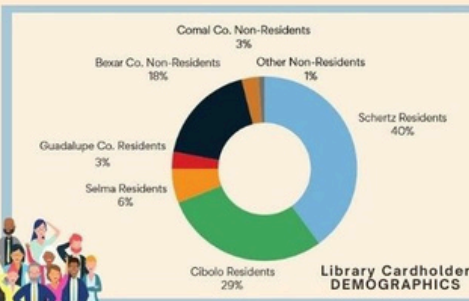
Items
170,265



Users

Visitor Count
223,391

Total Patrons
30,788



New Cards
4,765

Renewed Cards
3,094

Building Usage

Meeting Room Usage
788

Food Vendors
92

Hours Open
3,064



Programming

Youth Programs
516

Adult Programs
231

Youth Attendance
17,462

Adult Attendance
2,224

Total Programs 747

Total Attendance 19,686



Volunteers

Number of Volunteers
81



Volunteer Hours
3,477



“Smile, it’s Library U Day!”

The Library closes to the public 3-4 days per year for all-staff training known Library University. Library U covers a broad range of topics from the foundational tenants of library science, to daily procedures & policy, to staff development & team-building exercises.

Library Staffing

- 10 Fulltime Staff Members
- 11 Part-time Staff Members
- 1 Substitute Staff Member
- 81 Volunteers

Library Leadership

- Melissa Uhlhorn, Director
- April Toman, Senior Librarian-Youth Services
- Lizzi Bertoia, Senior Librarian-Adult Services
- Stephanie Barbosa, Senior Librarian-Virtual Services

Library Advisory Board

The Library Advisory Board is tasked with providing citizen input on Library operations & services.

Members

Patti Paulson, Chair
Dawn Figueras, Vice Chair
Christine Bryan, Secretary
Laura Wilson, Treasurer
Beverly Clarke, Bookstore
Manager
Joanne Ward

Ruth Tienor
Patti Dilworth
Letticia Sever
Margaret Riley
Lee Murphey
Amy Bearce
Linda Duvall, Alternate



The **Read Before Book Store** sells donated materials and is a wholly volunteer-run operation overseen by the Advisory Board. Thirty-one volunteers working more than 2,500 hours raised \$20,548 in FY24. All proceeds go towards library programs and materials.

In FY24, proceeds were used to fund the supplies and events related to the Library's summer and winter reading programs and the Extreme Book Nerd annual reading challenge. The Board also funded a Play Touch Table in the children's area.

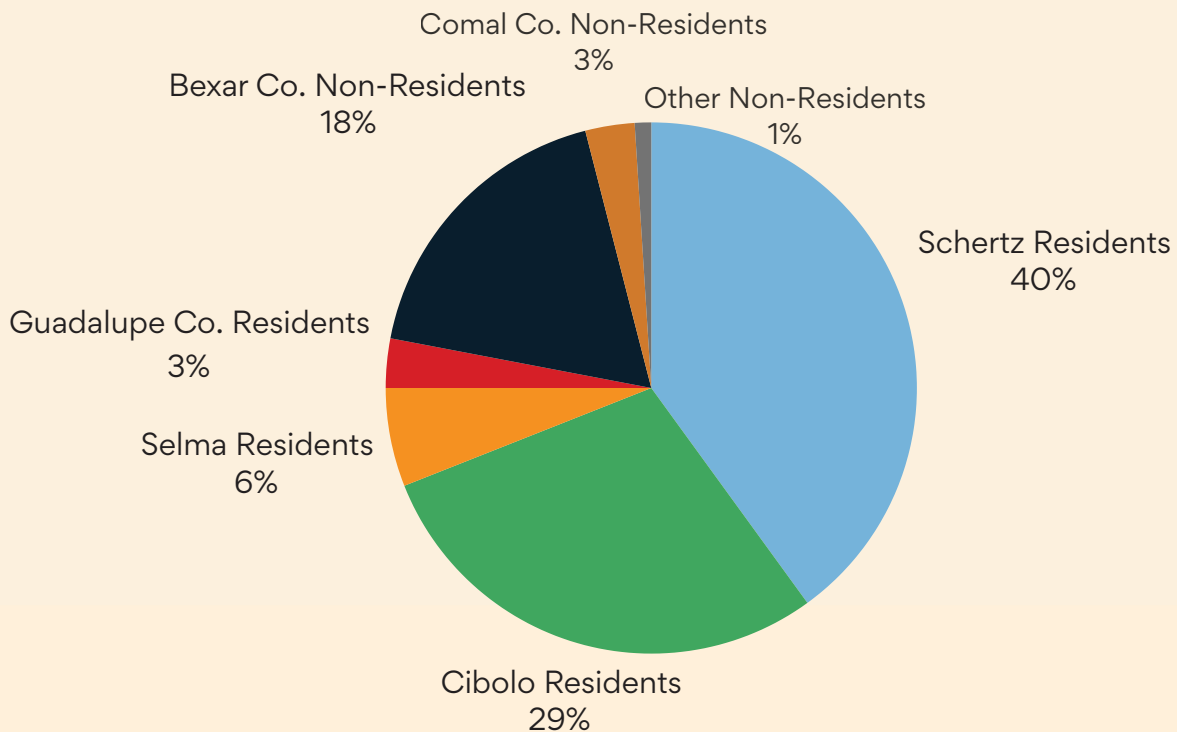
Bookstore Manager, Beverly Clarke, looks over bookstore procedures.

The Library's service population is currently 126,000+ people and encompasses the Cities of Schertz, Cibolo & Selma, and all of Guadalupe County.

Cibolo, Selma, and the County all contribute to the Library through interlocal agreements in exchange for the provision of library service to their residents. The Library also allows Texas residents to apply for a card, free-of-charge. Library interlocal agreements generated \$292,640 in FY24.

Cardholders numbered 30, 788 at the end of FY24, a 7% increase over the previous fiscal year.

Library Cardholder Groups



What Drives Us



Life-long Education

Supporting life-long learning and encouraging curiosity for all ages is foundational to what we do. We develop and maintain a broad assortment of library materials, programs and electronic resources for anyone who wants to pursue knowledge about topics of interest, whether driven by formal educational requirements or the sheer delight of learning something new.

Space in which to work is also important to the idea of life-long learning. The Library provides meeting and study spaces for individuals and community groups, as well as indoor and outdoor spaces to for people socialize or simply sit.



Programming

Programs are one of the tools we use to provide learning opportunities for all ages. For infants, children and teens, language- and science-rich programs encourage the love of reading and discovery, teach a variety of literacy skills, allow for motor skills practice, and provide a setting for socializing for both children and caregivers.

For adults, programs in high-interest areas such as technology, job skills, health and fitness, finances, crafts, literature, and language, can enrich lives, enhance skills, provide opportunities for interacting with others, and build a sense of community.

Outreach programming takes library staff out of the building and into the community, providing services to underserved residents through special programs and events.



Technology

Reflective of our demographics, Internet and Internet-connected devices are ubiquitous in our community, but that doesn't mean everyone has access to the technology now required for daily living. Providing public access to technology is a way to eliminate the digital divide between those who can afford technology and those who can't but still need it to apply for jobs, conduct business, take tests, learn new skills, or even remain independent, as is the case with many seniors in our community.

Along with providing access to technology such as computers, Internet, wi-fi, mobile hotspots, printers, and software comes the need to teach others about it. Library staff trouble-shoot device issues, answer questions, teach classes, and provide one-on-one appointments with patrons to help navigate the tech landscape.



Materials

One of the main ways to support life-long learning, literacy, recreation, and easy access to knowledge is to provide a wide variety of library materials in various formats for users of all ages. The library provides books, magazines, newspapers, eAudiobooks, eBooks, online services, experience kits, puzzles, board games, read-alongs, genealogy materials, and large print materials.

The Library's collection is ever-changing. New collections are developed as formats and interests change, and staff is engaged in a constant workflow of researching, ordering, processing, repairing, moving, and withdrawing materials.

FY24 Achievements:

- TMLDA Achievement of Excellence in Libraries Award (our 6th one!)
- TML Excellence Award, City Spirit Category for our Adopt-A-Grandparent Program
- One of the 3 top City Departments in Schertz Customer Satisfaction Survey
- Annual Accreditation from Texas State Library & Archives Commission



FY 24 New or Expanded Programs, Services & Projects:

- Experience Kit Collection
- Phase 2 of Mobile Hotspot Collection
- Teen Tuesday Program
- Inbetween Program
- Saturday Family Storytime
- Paws to Read Program
- Additional Thursday Preschool Program
- S.P.A.R.K. Family Program with Boysville
- Jugando y Aprendiendo en la Biblioteca Toddler Program
- Legal Advice Clinic with Central Texas Dispute Resolution Center
- Lunch & Learns with Guadalupe Co. Master Gardeners
- Seeds of the Seasons Packets
- Estate Planning Seminars
- Medicare Information Seminars
- Photo Organization Program
- Additional Blood Drives with South Texas Blood & Tissue
- Kid Librarian Program
- Teen Dungeons & Dragons Program
- Transparent Languages Online Language Service
- Expanded Passive Program Activities (engagement activities for customers during Library visits)
- Webpage Refresh
- Tech Appointments
- Migration to New Statewide InterLibrary Loan System
- Migration to New Wireless Printing System

Special Events:

- Harry Potter & Alice in Wonderland Escape Rooms (more than 400 people went through these)
- Glow Party with Parks & Rec
- Austin Reptile Show
- Texas State Aquarium to You Program
- Chemistry Roadshow
- Improv for Ages 8-18
- Winter Maker Camp during Christmas Break
- Astonishing Mr. Pitts Magic Show
- Young Authors Writing Contest
- Trunk-or-Treat at Legacy at Forest Ridge
- Eclipse Viewing
- Library Mini Golf



Above: Lego programming

Top Right: Example of an experience kit

Bottom Right: Adopt-A-Grandparent gift delivery

The Library routinely partners with organizations, City Departments and individuals in the community to provide programs and services. In some cases, the Library provides programs and services to the organization, others provide programming for us, or we present together. FY24 was filled with relationships, both old and new.

- Schertz Cibolo Universal City ISD
- YMCA
- Schertz Senior Center
- Schertz Parks & Rec
- Schertz Neighborhood Services
- Schertz PD
- Schertz Planning & Development
- Boysville/Sonya Mollicone
- South Texas Blood & Tissue
- Legacy at Forest Ridge
- Samantha Demory/Demory Law Office
- Guadalupe Co. Master Gardeners
- Texas Parks & Wildlife/Jessica Bergner
- National Alliance on Mental Illness
- Central Texas Dispute Resolution Center
- Communities in Schools
- Michael Brown
- Girl Scout Troop 5145
- Joey Menchey
- Mariana Pulido
- Darlene & Martin Dahlman
- Casey St. Clair
- Taylor Badraun
- Shelley Fluke
- Rose Snow
- Angela Morris
- Andrene Bonner
- Wellness by Gina
- Tokikio Parker
- Texas Medicare Solutions/Michael Salazar
- Cricket Champion
- Ron Stevens
- Calvin Wheeler

Fiscal Year Comparison 2019-2024

