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It is hard to fathom that we are about to enter the third year of dealing with the effects of COVID-19 and its impact on the library and our community, but here we are, still dealing with a global pandemic. However, the past year has shown us that Rosenberg Library’s amazing staff has proven to be flexible and resilient as they continue to provide meaningful and valuable service to the Galveston community.

The following pages detail the many ways the library team has risen to the challenge. While not yet back to pre-pandemic numbers, usage of the library is steadily increasing, particularly the use of electronic materials. While we have slowly resumed some in-person programs for all ages and saw the return of the Galveston Reads community initiative, we continue to offer virtual and hybrid programming to continue to educate and engage the community while keeping everyone safe. We are committed to continuing these services as well as seeking new and innovative ways to serve Galveston.

Rosenberg Library underwent a leadership change when a new Executive Director, Mike Miller, was hired in April.

For the first half of the year, Jay Sims served as the Interim Director and he proved to be more than just a caretaker; he launched a new Wi-Fi hotspot service to provide Internet on the go and completed much needed building improvements to the Moody Wing. We thank him for his service and leadership.

While we face many challenges ahead, such as the reopening of Trustees Hall on the 4th floor (see “Looking Ahead”), we are confident that the library can rise to any challenge. This confidence is possible because of the ongoing support of the Board of Directors & Trustees, our donors, and the Galveston community.

We cannot thank you enough.

Michael C. Doherty
President

Michael C. Miller, CA
Executive Director
Looking Ahead

Trustees Hall and Museum

It has been a long, difficult road since the Museum and 4th floor closed for renovations in February 2018, but there is light at the end of the tunnel! Work will begin in late winter to re-engineer the flooring in Trustees Hall, which will allow us to plan exhibits and events in that space. The goal is to have a grand re-opening of the Museum by late 2022, beginning with a semi-permanent “History of Galveston” exhibit installation. Future plans include creating a children’s space in the museum where youth have more opportunities to explore Galveston’s history, as well as developing rotating, thematic exhibits to explore various topics.

Library on the Go

The Board and staff are exploring new and creative ways to bring the library “to the people,” including purchasing a bookmobile to bring library services to underserved parts of the city. But unlike the bookmobiles of the past, this new library vehicle will include not only books and other traditional library materials, but also new and emerging technologies. Be on the lookout as we hope to hit the streets by 2023.

Building Improvements

While not as exciting as the above initiatives, we will be installing new HVAC equipment (chillers and indoor air quality systems) in 2022. These new systems will make the library more energy efficient, providing cleaner, healthier air for visitors and staff through the ionization air cleaning systems.

Gibson Room Technology Hub

One thing that the pandemic made very clear is that our community, and our country, suffers from a large and growing digital divide. Libraries are well positioned to play a significant role in combating this divide, and Rosenberg Library is ready to take it on as a priority.

Plans are underway to create a Technology Hub in the Gibson Reading Room on the 2nd floor. The new hub will be more than a traditional computer lab, though new computers will be available for public use. By the end of 2022, we hope to create a flexible space that will allow visitors to try out new technologies, collaborate and learn new digital skills.

Master Plan

As we look at 2022 and beyond, there are many exciting changes and opportunities ahead for Rosenberg Library.

Thanks to the hard work of the previous Executive Director, the library has completed seven phases of renovations to our facility, wrapping up nearly 15 years of improvements to protect our historic building and its contents. But instead of resting on our laurels, we will be taking this opportunity to step back and look at our facility and grounds as a whole. In 2022 we will engage the services of a planning consultant to help us reevaluate the library’s current space, community needs and future possibilities. The findings will culminate into a Rosenberg Library master plan which will help us better position our services and facility (or facilities?) for the betterment of Galveston.
IMPACTS

140,262
Total Visitors
19/20: 164,357

526
Meeting reservations

6,299
Meeting attendees

32,579
Total reference transactions
19/20: 30,721

192,928
Total circulation (all media)
19/20: 198,267

219,760
Rosenberg website visits
19/20: 268,981

COMPUTER AND DATABASE USE

19,126
Wi-Fi sessions
19/20: 27,367

16,077
Public computer sessions
19/20: 32,590

282,955
Total database uses
19/20: 345,498

PROGRAMS

568
Total programs

11,694
In attendance

160
In-person

408
Virtual

3,403
In-person

8,291
Virtual
Despite the ongoing and unpredictable nature of the COVID-19 pandemic, Rosenberg Library held strong in servicing the community both locally and virtually.

SPECIAL COLLECTIONS

280,438 Materials processed or added
19/20: 310,108

86,091 Items digitized

African American Family Collection, SC72.4. Rosenberg Library, Galveston, Texas.
FINANCES

TOTAL REVENUE:
$4,530,821.00

$3,441,880
City of Galveston

$592,300
Galveston County

$441,552
Endowment Income

$55,089
Miscellaneous
(donations, interest, other)

$239,246.28*
IN DONATIONS
19/20: $348,340

*Most donations are part of the library’s Building Fund. This fund is used for capital expenses.

These are not reflected in the Total Revenue graph above.
TOTAL EXPENSES:
$4,591,938.00

$2,427,872 Personnel
$365,265 Collection Acquisitions
$152,325 Library Programs
$158,842 IT
$111,574 Conservation/Special Collections
$601,764 Building Maintenance
$405,465 Administrative
$368,831 County/Mainland Libraries
“We are here to help.”
That service oriented motto encapsulates the philosophy of the newly created department, Customer Experience.

Created as part of a library-wide reorganization initiated by the new Executive Director, the department merged the services provided by circulation, acquisitions and cataloging, and electronic resources units.

Customer Experience covers all stages of a patron’s interaction with the library. The department’s mission is to create a positive and effortless experience for library users across all touchpoints of library service. This change is a work in progress that began with hiring new Customer Experience Manager, Claudia Hairston. We are now able to provide in-depth focus on every interaction, allowing Rosenberg Library to adjust services with more clarity, kindness and efficiency.

“As 2021 comes to a close, we look forward to servicing all our great customers under the new philosophy in the new year!”
- Claudia Hairston

<table>
<thead>
<tr>
<th>Customer Experience Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>160,749 Media Checked out</td>
</tr>
<tr>
<td>159,653 Items checked in</td>
</tr>
<tr>
<td>5,254 Renewals by phone</td>
</tr>
<tr>
<td>4,784 Renewals at desk</td>
</tr>
<tr>
<td>23,557 Online renewals</td>
</tr>
<tr>
<td>1,777 Adult Library cards issued</td>
</tr>
<tr>
<td>735 Children’s Library cards issued</td>
</tr>
<tr>
<td>12,395 Holds placed</td>
</tr>
</tbody>
</table>
**Kidz Pacz**

Every summer, hundreds of children who receive free or reduced lunch during the school year face food insecurity. Kidz Pacz is an annual program of the Galveston County Food Bank designed to combat this, and the library partners with the food bank as a registration and distribution point.

In 2021, Rosenberg Library distributed 3,000 food packs, consisting of breakfast, lunch and a snack, to 320 children. The library also gave away 294 backpacks at the close of the summer to help kids get ready to return to school.

**Adult Anime & Manga Club**

In 2019, Customer Experience staff member Sheronda Carter created the Anime and Manga club for adults. She facilitates this monthly club inside and outside Rosenberg Library.

This program held strong through 2021 as the club met at Teaside Tapioca on 47th and Seawall, watched shows together, created crafts and played videogames virtually over the app Discord, collaborated with Paint Sip & Sea and celebrated their third anniversary with “Anime Jeopardy” and prizes. In total, the club met in person and virtually 13 times during the year.
As pandemic restrictions eased and changed through 2021, Adult Services adjusted operations to match the needs of patrons.

The third floor computer lab was absorbed into Adult Services with a long term goal of extending the lab into the Gibson Room. This will allow more patrons to use computer services inside the library. (See page 3’s “Looking Ahead” for more.)

A conscious effort was made to provide as much access to online digital books as possible. Adult Services increased the number of titles available from existing online collections, which included purchasing additional popular titles while navigating new publisher licensing requirements.

Interlibrary loans saw a significant increase with use up 43.5% from the year before. Loans from Rosenberg to other libraries additionally increased 22%.

The Library offered a mix of virtual and in-person programs during the year. Adults embraced the virtual programming with a whopping 74% increase in attendance over the last year despite 36 fewer programs.

Teens were less enthusiastic about virtual programming as overall teen program attendance dropped, but attendance was good whenever in-person programs were able to be held safely.

We hope 2022 will allow for more in-person programs and the opportunity to better serve our young adults.
Extension Services

Extension services provides library materials to homebound patrons, retirement/nursing homes, and other populations unable to come to the library. The pandemic impacted these populations more than others as these homes were among the last to emerge from lockdowns.

209
Homebound Visits

6,746
Materials delivered

Galveston Reads

Galveston Reads had a successful return late in 2021, featuring the book “Where We Come From” by author Oscar Cásares.

As part of the programming, traditional Mexican dancers from Ballet Folklorico Herencia Mexicana de Houston graced Wortham Auditorium with performances, sugar skulls were decorated for Day of the Dead, and Galveston’s Kitchen Chick hosted Chef Alicia Cahill and Sylvia Cásares (Oscar’s sister) for traditional recipe demonstrations.

In November, patrons had the opportunity to meet Oscar Cásares in person and hear him talk about his book.

In total, nine programs were held with around 260 people in attendance.

400
Books distributed to community
Recreating library magic in new ways is Children’s Service’s mantra.

Staff worked around the COVID-19 pandemic by focusing on their connection to community; story walks, photo displays, social media presence, giveaway care packages and constant virtual/hybrid programming.

Children’s Services partnered with several local organizations and individuals for programming. Included in the wide list are NASA astronaut Christina Koch, Chef Ashley Zendt, City of Galveston Parks and Recreation, the Bryan Museum, Galveston Arts Center, author Kathleen Maca, Kidz Pacz and local schools.

In May, the department returned to in-person events by hosting a “Wild Things Zoofari” petting zoo on May 12 and May 22. For many children, this was their first trip back out in public. Successfully, 48 people attended the May 12 event, and 89 attended the May 22 event.

The Summer Reading Program attracted 1,226 children, with 464 completing the program. Staff offered an 8-week “Page Turner Adventure” series to help motivate kids, both live on Zoom and available pre-recorded. 797 children registered for access to this series. Staff also prepared 350 related craft bags as a curbside service to help families stay occupied during the summer.

Children’s Programs

<table>
<thead>
<tr>
<th>Programs</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>252</td>
<td>6,854</td>
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Christmas Joy

Among the department’s usual holiday traditions, such as Countdown to Christmas and Christmas themed photo displays, some special programming was added to make the 2021 holiday a bit more unique.

Children were given the chance to meet Mrs. Claus over Zoom, and the Galveston Railroad Museum partnered with Rosenberg Library to host “Railroad Night at the Museum” featuring Christmas-decorated train rides and many other hands-on events.
The ongoing pandemic required the library to offer more virtual options for various programs, placing greater demands on IT. Given the increased demand for tech services along with the heightened need for a strong supporting IT system, staff rose to the challenge to keep the technology backbone of the library working smoothly.

Wi-Fi sessions were up during the last year, but the pandemic did limit other in person computer services. Seven additional computers were added to the Computer Lab and staff taught 21 in-person computer classes.

**Computer Services Statistics**

- **16,077** Computer Lab patrons served
- **21,756** Hours of Computer Lab use
- **2,300** Resource questions
- **19,126** Wi-Fi users
- **27,000** Rosenberg Reader recipients
- **771** Staff help ticket requests
Technology Projects

• Transitioned to new support software to make access to online databases easier
• Updated security gates at entrances
• Launched Wi-Fi to Go service; checked out 122 Wi-Fi hotspots in first three months
• Replaced 42 computer monitors
• Upgraded library network security

Maker Space

Rosenberg Library added a new tool to its Maker Space suite: a high quality print and cut machine for poster and sticker printing.

The suite of tools now available includes:
• 3D printer
• Laser cutter/etcher
• Large format poster printer/plotter

39 people used these services in 2021.
During 2021, research was the highest priority for Special Collections staff.

Staff saw a 110% increase in research inquiries from the year before. Requests were both national and international, including researchers from Japan, Sweden, Ukraine, Germany, Mexico, France and Spain.

CNBC, Galveston County Daily News, and I-45 Now each featured collections from the Galveston and Texas History Center during 2021. Image reproduction requests increased 29% from various organizations including PBS NewsHour, National Geographic, Scholastic, Texas Women’s University, Galveston Historical Foundation, and many more.

Finally, Special Collections said farewell to Casey Greene, who retired in January 2022 after 37 years of service.

Special Collections Statistics

1,657 Remote researchers helped
142 Feet of collection materials processed
270 Image requests
35 Donations to GTHC
11 Purchased additions to GTHC
Programs

Interest in local history remained high, so programming continued to be offered both in-person and virtually.

Among the programs was the return of the Museum Book Club, a piano recital featuring pieces from the historic sheet music collection, a series of virtual programs about the Great Galveston Fire of 1885, a virtual Juneteenth screening of a film by Sam Collins and Sam Addington, a virtual webinar on preserving family history called “Saving Your History” and a presentation for the Galveston Ministerial Association called “Keeping Your Religious Records Safe”.

New collections were digitized such as the James B. Gately Photograph Collection (including the slide seen left), early Texas records of enslavement, the Boyer Gonzales Papers and part of the Samuel May Williams Papers.

The History Center continues to partner with the University of North Texas’ Portal to Texas History, the Northeast Document Conservation Center, and other institutions for help in digitizing more materials. This also gives wider audiences access to content.

For the third year in a row, the History Center was awarded a $25,000 TexTreasures grant from the Institute of Museum and Library Services administered by the Texas State Library and Archives Commission.

This funding allowed another 23,000 pages of the Galveston Tribune to be properly digitized and hosted on the Portal to Texas History. The History Center was also awarded a Rescuing Texas History grant from the University of North Texas to continue digitization of the Galveston City Directories.

The first phase of conservation of the Rosenberg Fountain by Byron Kessler, Inc. was completed in FY 2021. This included removal of the stucco overlay and deteriorated mortar and a thorough cleaning and re-stabilization.
Our Mission

Rosenberg Library represents Galveston’s past, present and future, a unique institution serving as the principal repository of Galveston’s historical heritage and providing technological and traditional library services, all as a continuing resource for the community, its children and its children’s children.

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The Rosenberg Library operates as a 501(c)(3) organization under the direction of the Rosenberg Library Association Board of Trustees, nine of whom serve as Directors and Officers.