

Library News | Winter 2023

From the Friends of the Montgomery-Floyd Regional Library



General News

How MFRL Uses Customer Satisfaction (CX) Information to Improve Performance

Last winter, I shared with the Friends of the Library Newsletter some details about Happy or Not. Happy or Not is the kiosk machines by the front doors of the library with the green and red smiley faces. Those four kiosks, along with the four in the community rooms, give us ongoing insight into how well we are meeting customer expectations and our service goals. Behind the kiosks, a suite of analytical tools helps us process the feedback. Since we have partnered with Happy or Not, we have improved our understanding about what our patrons like and dislike about the library, determined new programming and partnerships to pursue, and used our numbers to demonstrate our success.

Happy or Not's Open Feedback feature gives patrons a way to enter text and provide more information than its green smiley/red frowny face choices. Each month, we share with the Board of Trustees a Word Cloud that shows the words from people's feedback, weighted so the most commonly used words are bigger. It's a great quick way to see what people value as a group. This cloud, along with the list of each Open Feedback comment, is included in the Board of Trustees agenda for each meeting.

A Word Cloud, featured on page 2, shows a few interesting results!

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General News Cont'd

The Word Cloud:



A Source for New Ideas

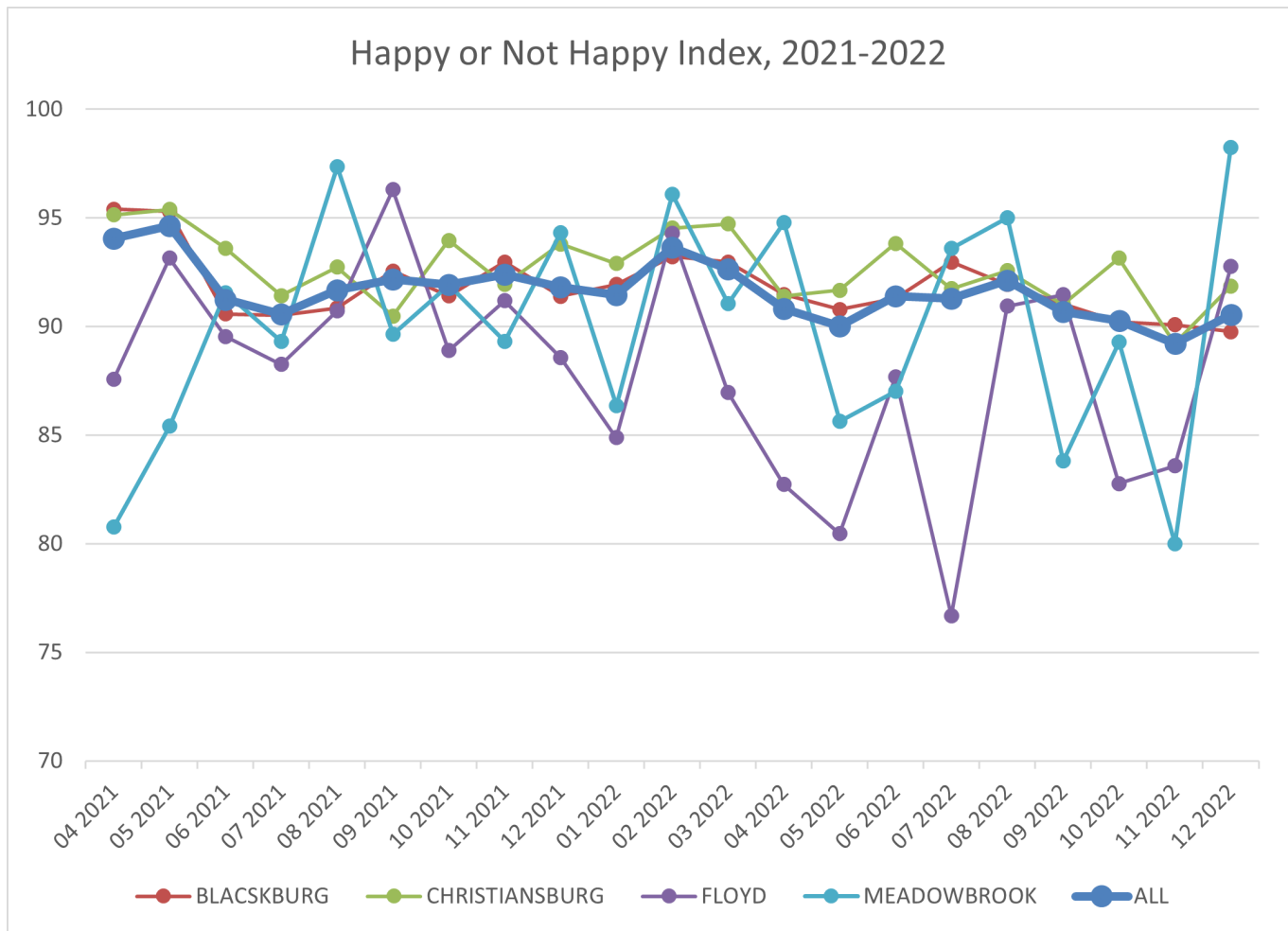
One of the first things we noticed about our Happy or Not results – whether the “smiley scores” or the open feedback – was that people tell us what they like more than what they don’t like. Based on Open Feedback, we have increased our programming related to gardening and computer and mobile device how-to. We have fortified staff skills in helping people use Libby and Hoopla eBooks/eAudios. We have also found that kids will tell us what they want in Happy or Not feedback – whether that is more “messy programs” with hands-on activity, or more of the Canadian children’s adventure series “Jon le Bon.”

Good Numbers Look Good!

The “Happy Index” gives a 1-100 score based on how many people have chosen the four available smileys on the kiosk. Numbers vary and it is notable that due to their smaller number of responses, Meadowbrook and Floyd branches end up with a more volatile Happy Index over time. As a system we hung around between 89 and 94 Happy Index, with over a thousand responses each month. In December 2022, Meadowbrook was the first location to have a “no frowny” month! You can see a graph of the Happy Index results on page 3.

Karim Kahn (MFRL Director)

General News Cont'd



Branch Updates

BLACKSBURG | Hello to our wonderful Friends!

We are excited to be working on Spring and Summer 2023 programming ideas.

In March, we will host our bi-annual Craft Supply Swap. This is a terrific opportunity for the community to go through their craft supplies and donate them, while also picking up supplies for their next project. Some of the leftover supplies benefit the library's craft and programming activities and the rest go to our partners, Sustainable Blacksburg, Inc. and the Creative Re-use Center, who find homes for the remaining supplies. Everyone wins!

The FOL members that run our weekly book sale have decided to do the spring book sale a bit different. The book sale will begin on Friday, April 21 from 12pm-4pm, with an hour of shopping for members only. On Saturday, April 22, the sale will be 10am-3pm, with items being 50% off from 1pm-3pm. We will be eager for volunteers to help set up the book sale, work the table, and assist with break down after the sale.

Family READS, our family literacy and English Language Learning (ELL) series, in partnership with Literacy Volunteers of the New River Valley, will continue this winter, kicking off our 9th series since 2018.

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Branch Updates Cont'd

The new series will start on February 22 and run through April 5. Thank you for your support of this program that has changed so many lives in the New River Valley.

We will continue to offer other amazing programs and Take & Makes throughout the winter and spring. These will include Pokémon and Mario Kart programs, adult and children's craft programs, and wonderful displays and exhibits, including art from the Blacksburg United

Methodist Preschool and an exhibit from the Library of Virginia titled "We Demand: Women's Suffrage in Virginia" <https://edu.lva.virginia.gov/we-demand-traveling-exhibition/>.

All the best to you for a wonderful 2023.

Monena Hall (Branch Manager)

FLOYD | Hello Friends!

Our programming continues to offer a wide range of subjects for our patrons. In November we hosted another successful Plant Swap and are looking forward to our next plant swap in February. Local artist Kim Woddail was here in November and December to lead drawing programs. Visits by the DMV continue to be a popular and appreciated program by local residents and we are grateful to the DMV for continuing to visit the library. We look forward to having them return on a monthly basis in 2023.

We offered a short story writing program for teens recently and are looking forward to offering more teen programs this year. This January, Library Assistant, Linessa Wheeler will be leading a Journaling with Comics program followed in February with a Keeping Up with Money program for teens. Linessa has also been working hard to make our teen area more appealing with attractive displays and short book reviews. We also have new crafts for teens each month.

Good Samaritan Hospice brought two programs to the library in December and January. Hope and Hot Chocolate in December and coming on January 20, Grief and Mindfulness. The Wild Gardeners, a local Floyd garden-

ing group, has returned to hosting their monthly meetings at the library and invites the public to join them. In December they brought Matthew Reiss, of Gnomestead Hollow, to the library to talk about growing and raising mushrooms. This program was extremely popular, and we look forward to having Matthew and the Wild Gardeners back to talk about foraging for mushrooms some time this spring. In the meantime, Jane Cundiff, a Wild Gardeners maven, will be here in January to talk about making teas from wild and garden plants.

We also partnered with the Literacy Volunteers of the New River Valley to offer financial literacy classes to participants in Floyd County's Drug Court program. The classes were so successful that there are plans to include these classes as an ongoing part of the Drug Court program.

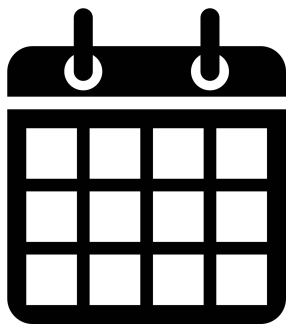
This coming year marks the 50th anniversary for the library. In 1973 the Floyd Woman's Club opened the first incarnation of the library in a small house on Akers Avenue. Throughout 2023 we will be celebrating this anniversary with programs and other events.

Joann Verostko (Branch Manager)



Calendar

January Sunday 22 Community Quilting Bee Blacksburg 1pm-3pm Supplies provided for year-long table runner project.	January Sunday 22 Wild Gardeners Making Wild Tea Floyd 1pm-3pm	February Saturday 4 FOL Book Sale Meadowbrook 9am-3pm	February Saturday 11 Free Tax Assistance with NRCA Christiansburg 1pm-5pm	Monthly Every 2nd Wednesday Open Mic Poetry Floyd 6:30pm-8:30pm
February Tuesday 21 Connecting w/ Others: How to Use Zoom Floyd 6:00pm-7:30pm	February Wednesday 22 Sustainable Blacksburg Lunch & Learn: Become a Tree Rescuer Blacksburg 12pm-1pm	February Monday 27 PROS: Performance to Reduce Online Scams Christiansburg 6-8pm Come for an interactive theater performance to address online scams	March Friday 10 Craft Supply Swap Blacksburg 2pm-3pm	Weekly Every Tuesday and Thursday Free GED Classes Jan. 17 - May 11 Meadowbrook 5pm-8pm



Save the Date:
Saturday, July 8th 2023 for the annual
New River Valley Garden Tour



Thank You

FRIENDS UPDATE | Many thanks to the following members for their exceptional generosity. Friends of the Library are deeply appreciative of the following members for their **additional cash gifts above and beyond membership dues** for 2022-2023.

\$10 - \$49

Paula and Tom Alston
Fred Baumgartner
Susan Caceci
Gene Cielinski
Lauren Cooper
Pauletta Copenheaver
Don Creamer
Kay Dunlap
Richard Gilbert
Linda Greaver
Elaine Harkinson
Don and Connie Heindel
Becky Hepler and Rick Teags
Virginia Jedda
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James and Lois Lang
Charles and Nancy Maus
Fred Mignone
Franklyn and Bonnie Moreno
Elizabeth Obenshain
Sarah Orrick
Irene Peterson and Molly McClintock
Marge and Travis Poole
Mark Sanders and Gail McMillan
Thomas and Maureen Patton
Helen Salmon
Martha Sawyer
Edie Schumacher
Alan and Pat Steiss
Alexander Templeman
Melody Warnick
Monica Weinzapfel
Herbert Williams
Mary Jane Zody

\$50 – \$99

Susan Anderson Frances
Church
Edie and Dick Ebel
Piper Durrell
Beverly Fleming
Sam and Ruthann Hicks
Lucinda Jennings Noreen
Klein
Margaret Laing
Janice Litschert
Angela Little
Marjorie Modlin
Terry and Marga Pletcher
Cecelia Powell
Jim Schlaudecker
Edie Schumacher Marilyn
Spencer Catherine Snyder
Richard Swanson
Chester Van Tyne

\$100 - \$199

Jo and Bud Brown
Susan McCrea
Ed, Missy and Hollis Oakes
Patricia Polentz
Judy Watson

\$200 - \$499

Allen and Marilyn Bowman
David Dillard
Rebecca Sears
Spencer Winfrey

\$500 - \$999

Patricia and Michael Marcolini
Patricia Monroe
Don and Carolyn Rude

\$1,000 - \$1,999

Susan Duggins

\$2,000 and over

David Harkinson

Thank You Cont'd

SPONSORSHIPS | Friends of the Library are deeply appreciative of the following businesses and individuals for their significant support of library programs and events. Each has contributed \$200 or more as named sponsors of the Summer Reading Program or the Garden Tour:

Don and Caroline Rude



Brown Insurance

Blacksburg Breakfast Lions Club

With the simple motto of " We Serve "

CAPONE'S
JEWELRY



McMILLION & McMILLION, PC
CERTIFIED PUBLIC ACCOUNTANT



Rainbow Riders
childcare center



Fill out form online, then print:

2023 MONTGOMERY COUNTY FRIENDS OF THE LIBRARY MEMBERSHIP FORM

Membership year is January-December.

Dues received October 2022– December 2022 are good through 2023

New

Renewal

Date

First Name

Last Name

Address

City

Zip Code

Email

Phone

Suggested Membership Contribution:

\$15 Individual

\$20 Family

Donation: \$

Contributions are tax deductible.

Make checks payable to:

Friends of MFRL

(Montgomery Floyd Regional Library)

Mail to:

125 Sheltman Street

Christiansburg, VA 24073

or bring to your nearest library branch.

We need your help with Friends Activities. Check below for volunteer opportunities.

Membership Drive

Book Sales

Socials – bring refreshments

Garden Tour

Hospitality Committee

Membership Committee

At which library do you wish to volunteer?

Blacksburg

Christiansburg

Meadowbrook



<https://mfrlfriends.org/wp/join-us/>

2023 FLOYD FRIENDS OF THE LIBRARY MEMBERSHIP

(Membership period consists of the calendar year January - December)

Name _____

Mailing Address _____

Phone _____

Email _____

Please show your support by renewing your membership to the Friends of the Library through either a single or family membership or a greater level of support.

- () \$10 Single () \$15 Family () \$25 Bronze Friend
() \$50 Silver Friend
() \$100 Gold Friend
() \$1000 Lifetime Friend
() Other donation _____

Make checks payable to Floyd Friends of the Library and mail with this completed form to:
Friends of the Library, P. O. Box 69, Floyd, VA 24091
Or drop it off the next time you're at the library.

Your membership helps support programming, building improvements, the summer reading program, and much much more. Please consider becoming a Friend!

We meet on a quarterly basis on the 2nd Thursday of the month at 3:30 p.m. Please call the library at 745-2947 or check the library event calendar to see if the group is meeting.

Love Your Library

become a friend