

BRIDGEPORT LIBRARY

Black Rock Branch September 2025

Submitted by: Margaret Girgis, Branch Manager

[Select Date]

Service Statistics	Number of new library cards: 44 Number of visitors: 1750	Number of questions answered: (Reference, Technical, Other): 221 Ref 109 Tech 120 Other TOTAL: 450
Collection Statistics	Collection Size: 39506 Total Added: 53	
Circulation Statistics	Total Circ: 1694 In-house: 84	
Public Internet Usage	Users for the month: 252 Total Wifi connections: 166	
Room Usage	Room: 12 Bookings, Attendance approx. 55	
Programming	7 Weekly Craft: 18 attendance 4 Story Times: 26 attendance 0 Dig Nav/Computer 1:1's: 4 Adult Group Computer Class: 14 attendance 1 Adult Book club: 2 attendance 1 Adult Tai Chi: 6 attendance 2 Teen Crafts: 0 attendance 2 ESL Conversation Group: 7 attendance 1 Adult Writer's Group: 1 attendance	

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Other Services	Digital Navigator: 0 Notary: 13 appointments, 16 people served Passport: N/A
Outreach	9/7 BR Farmer's Market- 14 people reached 9/14 BR Farmer's Market- 43 people reached 9/21 BR Farmer's Market- 12 people reached 9/23 Burroughs Center- 15 people reached 9/23 Burroughs Center- 25 people reached 9/24 Burroughs Center-18 people reached 9/24 Burroughs Center-26 people reached 9/25 Burroughs Center-0 people reached 9/25 Burroughs Center-0 people reached 9/26 Burroughs Center-11 people reached
Staff Development	<ul style="list-style-type: none"> • Mat attended <i>The Quiet Approach to Managing and Leading Others</i> on 9/10. He shared slides and notes. • All staff worked on reviewing Hoopla and Overdrive this 7month. We specifically wanted to ensure that everyone knew about offline access of materials, multiple borrower options (Hoopla only) and language options for our community. • Sarah G. is starting to learn about Library IQ to assist Mat and I with running reports to helping us to assess collections.

Highlights

Collections

Weeding continues, ordering continues. We slowed a bit on both but are picking up steam again. Mat, Sarah, and I have all been exploring Library IQ to learn more about our collection and work on areas that need improvement.

Programs and Outreach

September is always a light month for programming, but we made up for it with outreach. With 7 visits to the 8 classes at the Burroughs Center along with our usual weekly-ish Farmer's Market visits we were quite busy. The Burroughs Center is a great ally in reaching our ESL populations and their students are ravenous for info about libraries and our services. It is no surprise that since our visit our ESL Conversation group has more than doubled in size!

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Mat is getting ready to launch a "New Library User" open house program (probably monthly) that will cover some of the things one can do with their card, especially from the tech and app side. We can also feature other programs that we offer.

We've doubled the number of arts and crafts sessions we offer as it is a consistently popular program for kids, and we have spoken to community adults who are excited to come after work with their little ones; it has started slow, but we expect to have full crowds within a few months.

Also on the outreach front, it seems our presence at the Farmer's Market has increased people's notice of us, St. Ann School Principal (who Mat and I each met at the Farmer's Market) has expressed a major interest in working with us this year to both increase our teen/tween user engagement and to assist them in rebuilding their school library collection. I think it's a good way to revive a community connection that we've not cultivated in a while. In addition, we were invited to host a trunk at the Park City Music Hall collaborative Trunk or Treat on October 28 which we are very excited to take part in. Attendees can expect to get mostly treats at our trunk, with a themed trunk design, candy, and library cards and memorabilia all being on offer (in addition to two costumed staff members to take pics with!)

Concerns and other:

We've had a decrease in our number of Digital Navigator appointments lately. We suspect we are not marketing it heavily enough, so Mat and I are exploring ways to improve people's awareness of the program.

Not a concern but some real excitement at Black Rock: we've had some changes in our custodial staff this fall... first, Shey joined us for a bit and did an excellent job getting some waiting projects done, and now Jose is here and is taking over those projects and other work that Wilfredo simply did not have time for. Our building is looking better and better, and-most exciting this month- David has made great strides in getting things in place for new flooring for us. Selections have been made and measurements taken; hopefully quotes will be here soon, and we can move forward. The staff is looking forward to the Black Rock "facelift".

We are also eagerly awaiting a conversation about a sign for outside our building; staff have been excited to hear there is interest and even a few patrons have gotten wind of it and expressed support!