**Director’s Report**

**Prepared by Donita Ward:  April 6, 2022**

**Attachments:**

* Statistics and Digital Statistics
* Balance Sheet
* Profit and Loss Report
* Draft Minutes from February meeting
* Updated Interlibrary Loan Policy
* Updated TexShare Policy
* Audit Report from West Davis
* Image Report from Partner Libraries Action Network
* Draft 2021 Annual Report as prepared for TSLAC
* Draft Application for a Position on the Board of Trustees to use for filling unexpired terms

**The following item(s) up for review can be found on the library website.**

* Records Management Policy- no changes suggested

**Budget Adjustment Requests and Financial Items for Approval:**

* It has been mentioned that inflation was 7% going into this year. The board may opt to adjust/correct some budget lines accordingly.
* Sewage issue: We discovered last month a back-up and odor in the meeting room restrooms. We had ARS service out to clear it. They were able to clear a length of pipe, but discovered a larger block further down. Building code indicates that there should be a sewage clean out access point every 75 feet and we do not have that. That extra clean out will need to be installed, and to do that the workers need to shore the sides of the hole as they dig, which is expensive. The bid was $6435 The service department has had a number of delays in getting the more robust machinery available to do that additional clear-out, so we got a second bid. Though it was originally more expensive, the second company has offered to meet the first written bid and can get the job done sooner.
* We have been under the same janitorial contract for a number of years. We have been paying $985 per month for two full cleans and one additional bathroom clean per week. Service has fallen and, despite a number of calls and follow-ups with the service, we are repeatedly unsatisfied. Karen got bids from three other companies. We want to move forward with VanGuard Cleaning Systems starting in June for $1105 per month for three weekly visits.

**Finance & Administration**

Sales Tax income remains very strong. We have the Confidential Report in hand that describes specific payers and may give us more insight into the recent increases. It is important that we stay on top of this because local businesses often do not and that can lead to costly and destabilizing audit adjustments.

The audit work was completed in a timely manner and the full draft report is attached. There were no complications or issues. The annual report was also completed with a draft report attached. These two items are the biggest reporting obligations of the year. We’ve had a couple of requests for Public Information and the debt transparency report was submitted. Next due is the quarterly sales tax report.

**Operations**

Currently, we are offering almost all regular services. We took away the mask signage and acrylic shields at the end of March. We also opened up the storytime room for programs and made all public computers available with pre-pandemic management rules.

Circulation is climbing as a new form of regular life comes to be. Monthly averages for physical borrowing, new patron applications, and the number of unique borrowers coming into the library are rising steadily. Digital circulation is slowly decreasing, but still high.

The plan is to resume fines and fees, as described in the updated Circulation Policy from February 2022, at the beginning of May. We were able to complete the removal of old fines from all accounts. All said, we forgave 3051 members a total of $76955.37. That means that any fines that show up on accounts will be brand new and should not be a surprise. We will be reinventing our tracking system for fines forgiveness. I imagine there will be a bit of a learning curve for patrons, so we expect to do a lot of overrides and such that month. Hopefully, this gives most everyone time to adjust before summer gets going.

Our next inventory will be on April 28 with the first full staff meeting of 2022. We’ll be going over summer plans and fines/fees collection with some housekeeping tasks covered as well.

**Internal Affairs**

Trustee replacement is tricky. When an elected trustee resigns, the board can appoint an eligible candidate as their replacement to serve out the remainder of the unexpired term. This is urgent if there are issues with attendance at meetings for other trustees or if the trustee resigning holds an office necessary for regular operations (check signing, for example). We are not in either of those situations. I have distributed the form used in years past for this situation and that can be revised in any way the trustees see fit (so long as there is no discrimination or favoritism in play). We can also promote the vacancy to see if there is any interest. One target could be the group that expressed interest in working with the trustees in focus groups last year. Someone there may be interested in a partial term without election.

Staff did some onsite time management training in March and several employees have taken advantage of free and low cost webinars available. I will be at TLA later this month. It’s the first live conference anyone from WBCL has attended since February 2020, so it’s rather exciting. The ARSL conference is in Chattanooga in September and Krisitn and I both want to attend. There is just something energizing about an in person conference that gives it a value far higher than simply the workshops and such. The networking and idea exchanges over coffee or cookies are immeasurably helpful.

Volunteers are solid. We have a reasonably full schedule right now for the low amount of shelving, but will need to increase as summer approaches. Circulation numbers are already on the rise.

I’m considering opening up a position this summer for a 9 hour employee which could transition to a high school student in the fall. We could use another set of hands on Sundays and Monday/Tuesday evenings, especially if we want to reopen the LAB for drop-in hours.

**Technology**

Apollo, our databases, most of the software and the actual staff and patron machines are working smoothly. The document station is ready to accept payments and has been scanning and printing according to specifications. There is a system wide update for Navigator that we are investigating. We’re also looking into alternative digital media offerings to supplement Hoopla. Kanopy and Infobase are the most likely contenders, so we are in contact with them for pricing.

The new staff printer/copier is (finally) in place. We were able to secure a credit for extra unopened ink purchased for the old machine. The final step is to dispose of the old machinery. On that topic, we have developed quite a stash of discarded technology to remove. PLAN (formerly CTLS) is looking into a consortium of sorts for technology cleaning and disposal. Because we load government issued software and library information onto the machines, they must be appropriately wiped and disposed, so we cannot donated them to a school for example.

Circulating hotspots have been very popular. They’re also rather sensitive and many need to be replaced. Our full first set of 8 were recalled, two were stolen by patrons, and two were damaged, which left us with only four functional hotspots to circulate for a few weeks. We prepay for a full year service when we purchase them through Tech Soup, so replacement needs to be tied to that same service contract, which is a process. We have the new devices on site and should have them all available by end of next week.

We have a new contract with TFE for our higher level tech assistance. I convinced them to carry over some unused hours from last year’s contract so we have extra help in August when it’s time to upgrade all the patron machines.

**Facilities**

Several hanging repairs have been completed. The three broken windows were replaced. The parking lot book drop was fixed. The HVAC next door sprung a leak into the kitchen caused by a missing cap. That was replaced and cleaned up. Then a copper pipe broke free on the same machine a month later causing another leak into the kitchen, which was also fixed. We now need to replace those ceiling tiles as they’ve absorbed more water than they should ever have.

**Programs & Outreach**

Programs for kids have mostly moved back into the storytime room and patrons are loving it. We are able to leave the outdoor toys available longer for the kids to play and parents are enjoying the springtime weather.

The Teen Library Council is up and running again with live meetings. They have planned programming with Tiny Tails, a Murder Mystery, and battle bots in the coming months. Their first big program is Library After Dark later this month with games and potentially pizza.

Recurring children’s programming is coming back up again as well. January had 45 programs with 277 attendees. February had 39 programs and 330 attendees. March had 52 programs and 698 attendees. Activity packs are also still popular. We distributed 90 in January, 53 in February and 83 in March. Virtual storytime visits are decreasing as we are not adding to the offerings. Young Rembrandts has between 20 and 30 participants each session. Special programs over Spring Break brought 79 people to Lego Fun Day and 57 came to Mad Science Fire and Ice. Upcoming special events include Tiny Tails and a May the Fourth Craftstravaganza.

Adult programs are back to a full schedule with offerings almost every Thursday evening and Saturday afternoon. Computer workshops and DIY are struggling for attendance. We started offering LAB equipment and training by appointment, but haven’t had much interest. Depending on staffing, we may try some open LAB hours in May or over the summer to try to boost interest.

Meditation is a bust and will be discontinued, but yoga remains popular. Skill-less crafting like Bad Art Night or Felt Flower Wreaths is definitely popular. Traveling Tea has a loyal and happy following. First Fridays are usually well attended, but the storyteller in April only got an audience of 2. Upcoming programs include Book Page crafts, more Nail Art, Shrinky Dinks, another Bad Art night, and a Gardening Program designed to attract native birds.

Lauren is going everywhere in March and April (except the egg hunt, that’s nuts). She was at EcoFair and will be tabling at Pioneer Festival and the WBE Spring Festival.

**Big Survey**

**We opened the survey a few days early to make it available as soon as the neighborhood newsletter was delivered. I saw the QR code in the WBNA newsletter and also in the WBWord with my water bill this month. We have a Spanish translation that we are trying to link to the original code so there are fewer pain points for people trying to give us information. Lauren has the QR code ready to post at her table whenever she does outreach events in April.**