**Director’s Report**

**Prepared by Donita Ward:  April 10, 2023**

**Attachments: posted to meeting page of website for review**

* Statistics and Digital Statistics
* Balance Sheet
* Profit and Loss Report
* Minutes from January meeting
* Draft Audit Report

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

* None at this time

**Finance & Administration**

Sales Tax income continues to exceed previous years’ income by a substantial amount each month. To date, we are up 26% over 2022. This makes it much more comfortable to look at renovations.

The Annual Report was completed early despite a number of technology issues between the state and their contracted data system. The audit was also completed this month. Gary Davis was at the library March 6 to gather final papers and so forth. Reports are available on the website. Quarterly sales tax reports were submitted and we are getting updates for legislation on the State floor that may affect us.

I made some adjustments to the Regions account. I cancelled Kristin’s debit card and ordered one for Nick. I also set up an automatic transfer to cover from our Money Market in case the TexPool transfer is ever delayed so payroll and our auto-debits for utilities will go through uninterrupted.

**Operations**

Circulation statistics continue to rise slowly. March numbers were higher than the average in almost every category. While we are still not up to 2019 numbers in most areas, we are already exceeding them in Foreign Language circulation and the number of programs offered.

Jan inventory results were very good. Of 9495 items, we were unable to locate or determine the whereabouts of only 25. That was the media collections, which include movies, audiobooks, kits, games, hotspots, great courses, audiobooks, compact discs, etc. In April we will scan the adult fiction collection.

Material deliveries are still delayed and orders are not guaranteed. There were nearly 400 items cancelled in the last quarter of 2022, for example. We keep placing orders and getting new items for the shelves. This quarter, I put together large carts of children’s books in Spanish and wonderbooks (the children’s books that read themselves aloud).

The time is here for a big CREW weed. If you’re not familiar with the term, weeding is when the librarians curate the collection for demand, currency, publication age and condition. We look at anything that has been on the shelves for a period of time (usually 2-3 years) without circulation or materials that are outdated or battered. There are specific criteria for different areas. For example, legal guides and medical texts have a shorter shelf life, whereas the works of Shakespeare have no publication minimum. We keep duplicate copies of DogMan and Elephant and Piggie. We will usually keep a copy of book 3 in a series if books 1, 2, 4 and 5 are crazy popular. More information can be found here: <https://www.tsl.texas.gov/ld/pubs/crew/index.html>. While we adapt the CREW guidelines somewhat for our specific area, it will give you the idea.

I am also diving deeply into collection curation towards the goal of an Ideal Collection Size. This is tricky as the standards for Texas haven’t been updated since 2014 and thus don’t really take into consideration the electronic items available that have increased exponentially in use since the pandemic. Added fun comes when you realize that our TSLAC assigned population from census was just over 12K, when it should realistically be closer to 20K. I’m working with TSLAC to get this updated appropriately, but the 2020 census is likely skewed in our area as there were a number of issues that prevented people from replying completely.

In any case, a library with an assigned population between 5000 and 24999 has the following goals from the Texas State Library. Obviously, our intention is to be exemplary in every way.

* Circulation per capita: 3.12 for enhanced, 5.25 for exemplary
* Collection size per capita: 2.21 for enhanced, 3.13 for exemplary
* Collection turnover rate (circulation divided by number of items): .94 for enhanced, 1.42 for exemplary
* Collection currency- items less than 5 years old: 20% for enhanced, 25% for exemplary.

In 2022, our assigned population was 12025. Our collection housed 55089 items with 146920 circulations, bringing our turnover rate to 2.67. 28.6% of the collection was less than 5 years old.

Following a very crude first run through CREW standards, we would remove roughly 30-35% of the collection, leaving us around 40000 physical items. The 2022 annual report shows our digital holdings at over 47000 items.

**Internal Affairs**

Two of our entry-level part-time assistants have turned in notice in the past month. Fortunately, we had a good candidate walk through the door almost immediately. I hope to have her trained and in place by the end of April.

We are looking at development of a new volunteer position by invitation- Greeter. This person would have to understand most every aspect of library services from the patron perspective and be able and willing to answer questions and help visitors with the document station, self-check, program registration, and catalog use. This person will not need to understand the back end processes or perform any staff tasks beyond this scope.

The Texas Library Association Annual Conference (TLA) is in Austin this year, which makes it more available to employees. Unfortunately, the offerings are somewhat slimmer than in pre-pandemic times. Katrina, Nick and I are going multiple days. Kaitlyn and Michelle are going for a day each. Elisa, Lauren and Leslie did not find anything worthwhile that they want to attend.

Alternative recruitment and retention ideas are playing in my mind as we’ve had to replace some key personnel in recent years and that replacement has a large cost. We have solid wages and base benefits (insurance/ PTO), and there have been very few complaints brought to my attention concerning the work atmosphere or culture. We cannot compete with other industries for things like remote work and flexible scheduling. We could look at some standard offerings at other libraries (not districts) such as retirement benefits, comp time, or alternative compensation offerings. Before I do a deep dive into research, I want to know whether the trustees would be interested in any of these options.

There have been some special patron issues since the last meeting. A couple of months ago, the sheriff had to be called for a patron who was blocking people in the library parking lot with her car. She has not been an issue since. We are also having more frequent and worrisome interactions with a community member suffering from dementia.

There was a full staff meeting in February and we have another planned for April during inventory where Leslie and Nick will train everyone for this year’s summer reading program. We will also have brainstorming sessions for upcoming renovation ideas as we tend to do well bouncing thoughts off one another. Everyone has already been asked to submit ideas independently and directly to me and/or Marueen.

We currently have a full schedule of shelving volunteers. Hours are consistent and things are going well. We do anticipate a shift come summer as many people’s schedules change. We will be having an administrative meeting during inventory about the direction of the Teen Library Council, as they seem to be doing a lot of meeting and planning but very little else.

**Technology**

Katrina was able to replace the SonicWall router without issue. The computers and tech seem to be running smoothly, to the best of my knowledge, as of the typing of this sentence.

We found during our facility use study that the kids area computers and teen computers are getting almost zero use. As such, we will soon be removing them to reallocate the space for what people are using and requesting, specifically an area to play for the little ones and more study space for teens and adults.

**Facilities**

I ordered two rows of shelving and a pair of locking storage cabinets from Library Interiors of Texas. They should be here in May. I ordered hooded shelving on casters that will match any area of the collection. That will give us extended space for the collection to grow in Children’s and in YA, both of which are crammed solid at this time. When we renovate, these pieces will be versatile enough to go anywhere we need to put them. I also ordered locking storage cabinets for the back wall of the room off the children’s library for additional specialty items. Our Library of Things needs more space, especially as we plan to add more varied equipment this year. Things like a stud-finder, lawn aerating shoes, fertilizer/seed spreader, auto code reader, bike repair kit, glasses repair kit, and so much more are on the list.

Play space and access to the storytime room are very regular requests (demands?) from the community. We will move some of the youth area soft furniture into that space this week to create a Read to Me space for families to enjoy together outside of storytime. Once we remove the children’s computers and move the juvenile graphic novels, we can put some toys in that space for families on a trial basis.

The facility use survey in February showed few surprises. Over 7 days, we took a tally every hour of how many people were using various areas and furnishings. There was four times as much demand for tables and workspaces as there were for soft seating. The kids’ computers were only used three times and the teen computers once through the entire week. Of the 957 people we counted in the building, 360 were in the children’s area. From this data, I can extrapolate that we do not need specific computers for kids and teens, we need more workstations than sofas, and we need to allocate about a third of our floor space for the kids’ area. This also lines up with circulation and weeding data. A rough look at just the fiction collections shows that 50% of the adult collection needs to be reviewed, 23% of the YA collection, 10% of the Juvenile collection, and only 1% of the picture books.

Ice damage through the winter was much milder at the library than it could have been. We were able to clear debris as soon as it melted and our landscapers got everything tidied up within a week. We also had some sprinkler repairs this spring.

**Programs & Outreach**

LAB programs are going well, though the Open LAB hours are not as attended as they could be. We have a lot of sign-ups for Wednesday night programming that do not attend, blocking others from registration. We are looking for solutions. One idea is to have a back-up person for DIY programs that could accommodate more students and increase ticket availability. The most popular tools are the new Sissix and the sewing machines.

Adult programs are varied and well attended. Our patrons seem to especially enjoy anything that involves tea or odd crafts, especially Shrinky Dinks and wreaths. Computer classes and workshops are not attended regardless of topic or timing.

Nick is hitting his stride with youth programming and storytime numbers are rising again. We moved the second Thursday storytime to Wednesday and attendance is improving. Most of the weekly preschool programs are averaging at least 20 people per session.

Family Game Night was very well received over Spring Break, so we have decided to offer it weekly over the summer. We will also be offering a weekly crafting program on Friday afternoons for ages 8+.

The ATLAS program (At the Library After School) for older kids (8+) will be replaced for June and July with a Choose Your Own Adventure Club. Kids will enjoy one adventure together on Mondays with an associated activity, and those who attend at least 5 adventures will get a free book.

Lego Lab will change this summer to another STEAM style offering, depending on what technology we find at the Texas Lirbary Association conference. Our Lego WeDo kits are reaching end of life and cannot be replaced or updated. The TxLA exhibit floor traditionally has many, many offerings for us to try and play with on site. Nick and Kaitlyn have set aside a block of time to interact with the toys and representatives to find a new program foundation.

On trial this summer will be a LAB Rats Program (name still needs work). On the Monday evenings that we do not have Dungeons and Dragons, Katrina will have a special DIY program for ages 10-17.

Summer reading incentive programs will be standardized for all ages this summer, available in Beanstack online or for patrons to complete on paper. There will be prizes at 2 books and at 4 books. We’ve begun solicitation for the small coupon prizes that we give kids (Whataburger, Sonic, etc) periodically through the program. We are also ordering logoed prizes for the adults since they were such a hit last year.

Lauren has been working with Wanda Holcombe at Affinity to set up more residents for delivery. She is also in contact with other senior living complexes in the area to see if anyone else needs the service. She will be at Pioneer Fest later this month. We’ve needed to order more marketing giveaways for her to distribute.

Our food collection box for the pantry at St Andrews is full almost every week. I’ve noticed some regular patrons that have developed a habit of dropping a few things in every time they visit. We are also offering free feminine products in the ladies’ room and those are being used quite regularly.

The room behind my office has been put into rotatation for small group programs such as the Writer’s Guild and Teen Library Council. So far, it’s working out well.

**Architectural Enhancement and Improvement Committee**

We hosted the Library Districts Discussion Group in March (rescheduled from February due to the ice storm). There was a lot of discussion about renovations and buildings. I also took a private tour of the new Round Rock Public Library with the Director there and she let me see what worked, what didn’t, and we talked about the reasoning behind some of their choices. I especially like the system they have for study rooms and the designated quiet spaces. I envy the rooftop garden for play, but we can make something similar work here.

Last month I had a long meeting with Maureen and Abbie. Maureen also took the opportunity to speak with the managers and assistant managers about what they need and want in a renovated space and what patrons are asking them to provide. We are scheduled to tour the Seguin, San Marcos and Buda libraries this week. We will be touring two libraries in the Dallas area on May 4.

Once we have some firm and possible plans and ideas, 720 Design will create idea boards. These will be available for the community to view and make comments at Fourthfest and again at the Library Birthday Extravaganza a month later. Between those events, we will have the boards on display at the library.

Position Description: Library Greeter

When the library is busy or short staffed, this person would be at the front desk to help patrons with basic library directions.

Housekeeping: When there is a greeter at the front desk, the reserves get moved onto a cart to the info desk for a regular employee to manage. Services that require Apollo log in will not be performed by greeters.

Training: This person would need to be trained in shelving (to help patrons find items), answering the phone, and customer service. They would need to be familiar with basic library services (hours, requirements to get a card) and programs as listed on the calendar. They will need to be able to answer questions about programs using the print calendar. They need to be able to effectively use the catalog, self-check and document station from the patron vantage. A library power-user will likely have the base knowledge necessary.

Main Duties: This person would be the first smile at the door for visitors. They will help patrons find library materials, complete applications for library cards, answer questions about programs and services, and assist in use of the self check machine. They will have no access to the ILS outside of catalog searching, so will not be performing check-out, check-in or library card registration. They will not have access to patron data, employee work files, or any money.

Requirements: Must be at least 14 years of age and work 2 hours per month scheduled PLUS available to cover when the library is especially busy or short-staffed. There is no physical requirement regarding bending or lifting and does not require a regular weekly time commitment. However, greeters who do not come in for their scheduled 2 hour shift, cannot perform the duties reliably when on site, or consistently do not respond to requests for coverage will be removed from the roster. Library greeters will complete an availability form for staff to keep on file so we can call as necessary.

Recurring shifts available:

* Monday morning 10-12
* Wednesday evening 6-8
* Thursday evening 6-8
* Friday afternoon 4-6