

Director's Report

Prepared by Donita Ward: November 20, 2020

Attachments:

All reports and attachments are online

- Statistics
- Balance Sheet
- Profit and Loss Report
- HRA Policy, updated
- Personnel Policy

The following items up for review can be found on the library website.

- Wells Branch Community Library District ByLaws: <https://www.wblibrary.org/about-us/board-of-trustees/by-laws-lawyer-updates-2018.pdf>
- Trustee Code of Behavior: <https://www.wblibrary.org/about-us/board-of-trustees/code-of-behavior-for-board-of-trustees-2019.pdf>

Budget Adjustment Requests:

- None at this time

Finance & Administration

Sales Tax Income and the Confidential Report have been reviewed and dissected as much as possible, but we cannot assume we have any accurate predictions for future income. Below is our sales tax income numbers for review.

	2020	change from 3 yr average	average 2017-2019	2019	2018	2017
January	107,967.75	7,781.37	100,186.38	107,449.05	106,246.74	86,863.35
February	131,566.56	27,234.79	104,331.77	102,527.12	115,050.41	95,417.78
March	119,135.50	27,208.63	91,926.87	107,303.51	92,424.73	76,052.36
April	107,048.84	3,393.66	103,655.18	93,856.31	141,337.30	75,771.94
May	111,115.18	815.16	110,300.02	115,248.30	111,855.27	103,796.50
June	99,068.19	2,958.45	96,109.74	105,087.40	108,431.19	74,810.64
July	104,166.85	(7,012.50)	111,179.35	113,730.17	105,632.33	114,175.54
August	134,130.91	16,880.76	117,250.15	110,693.02	120,179.25	120,878.17
September	110,325.75	(15,784.38)	126,110.13	154,211.45	96,194.43	127,924.52
October	\$112,674.51	(9,594.25)	122,268.76	147,861.27	115,139.06	103,805.96
November	127,303.24	14,290.46	113,012.78	120,848.50	107,983.94	110,205.89
December			125,652.38	124,325.44	134,065.66	118,566.03
	1266523.28		1321983.51	1405160.54	1356558.31	1210285.68

The General Election, from a library perspective, was completed without issue. We were a polling place this year for election day. Crowds were small and well behaved. I collected the final results for our election from Travis County and presented them at the Canvass Meeting on November 17, where they were approved by three trustees and one candidate. Lindsay Martinez, Jennifer Christmas and Rene Vera were elected. Lindsay has indicated that she will be stepping down from her position. The board can appoint the last candidate, Abigail Joffrain, to fill that position if they so choose and she is willing.

I am in the process of updating banking signatures based on Ralph Simon taking over as treasurer from Lindsay Martinez. We went for an appointment at Regions for new signature cards and paperwork was sent to Randolph Brooks and TexPool.

I got the Audit Engagement letter from Gary Davis and sent it back. We are on target for what will certainly be an unusual audit this year with all the changes and fluctuations.

Final large orders for books and supplies were placed last week. That should be time for items to arrive and be billed/invoiced/paid to close the financial year with minimal journal adjustments. We can continue to add digital content as there is less delay for invoicing with that format.

Suggested meeting schedule for 2021:

- February- Collection and Circulation Policy, Pandemic Response Policies, set schedule for development of Long Range Plan
- March- workgroup meetings
- April- Audit Report, Records Management, TexShare, Interlibrary Loan Policies
- May- workgroup meetings
- June- Conduct Policies, Procurement and Investment Policies
- July- workgroup meetings
- August- Call Election, Services Policy
- September- workgroup meetings
- October- Budget, Director Review
- November- workgroup meetings
- December- Swear in Trustees, ByLaws and Trustee Code, Personnel and HRA Policies

Operations

There has not been nearly as much demand for the hotspots or computer appointments as we anticipated. Circulation and printing services continue to be used and numbers are increasing, though we are still at less than half the circulation we had before the closure. Oddly, circulation for both overdrive and hoopla decreased in October. After election day, we activated youth cards so students can access printed reading material for school support and pleasure reading.

Anecdotally, patrons tell us that what they want is to come in and wander and hang out and enjoy the library like they used to. More and more, it is clear that the library is not a storage and distribution location for materials, but a social service for the community and the community misses us. They mostly understand and agree that we should be closed, but they miss us nonetheless.

Because our services are contact-free and we have put sanitizing workstations into our daily procedures, we do not need to make adjustments to most of our services or schedules with the recent changes in risk level. We wear masks and social distance and maintain strict cleaning protocol already.

Contact free services include:

- Borrowing books, movies, audios
- Borrowing launchpads and kindles
- Phone appointments for technology help
- New library card applications
- Homebound delivery
- Launchpad and Kindle Agreement Applications
- Library card renewals
- Resume Review
- Bookflights- tell us what you like and we'll select some books for you
- Digital Library with Overdrive and Hoopla
- Research and Language Learning Databases
- Tumblebooks for little kids
- Library to Go craft and science packs for families
- public computer use appointments *(only available if Travis County is at risk level 3 or lower)*
- Brainfuse JobNow career services including online resume help and mock interviews and Brainfuse HelpNow with live on demand tutoring
- Regular catalog reserves for high demand items
- hotspots to borrow
- storywalks along the fence

Internal Affairs

Open enrollment was completed for our renewal date of December 1. We offer medical/dental/life coverage to all employees who work 25 hours per week or more with the library covering 75% of the cost for the employee only. We have vision coverage and an Employee Assistant Program as well.

The extended holiday closure for December 27-31 was met with great appreciation. This gift of ability to truly and fully relax is so very much more than taking a vacation day, which requires arranging for coverage and creating sub plans in advance, then catching up on return.

One thing that has come up regularly in reference to increasing employee happiness is our holiday schedule. We traditionally offer paid holiday for New Year Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days) and Christmas (3 days). This is more than retail or commercial businesses, but less than other libraries and governments in the area. I would like the board to consider closing for MLK Day, President's Day and Veterans Day. These are holidays that most if not all of our peers are closed. I would also like to watch the trends concerning Juneteenth. In 2020, many businesses and services closed on June 19th to show support and respect for racial equality movements. If this continues in 2021, as the trustees have expressed a desire to publicly endorse diversity/equity/inclusion efforts, the library should do the same.

This is a comparison of federal, state, and nearby library holidays.

Holiday	Date	Federal	State	Austin	Pflugerville	WBCL
New Year's Day	Jan 1	x	x	X	X	X
MLK	Jan 18	x	x	X	X	Suggested
Confederate Memorial	Jan 19		x			Not recommended
President's / Washington	Feb 15	x	x	X	X	Suggested
Cesar Chavez/ Tx Ind	March 2		x			Not recommended
Good Friday	Apr 2		X			Easter weekend?
Easter	Apr 4	x	X	X	X	X
San Jacinto	Apr 21		X			Not recommended
Memorial	May 31	x	X	X	X	X
Juneteenth	June 19		X			Suggest we wait and see
Independence	July 4	x	X	X	X	X
Labor	Sept 6	x	X	X	X	X
Patriots	Sept 11					Not recommended
Columbus/ Indigenous	Oct 11	x				Suggested
Veterans	Nov 11	x	X	X		Suggested
Thanksgiving	Nov 25	x	X	X	X	X
Black Friday	Nov 26			X	X	X
Christmas Eve	Dec 24		X	X	X	X
Christmas Day	Dec 25	x	X	X	X	X
Boxing Day	Dec 26		X			X
New Year's Eve			x	x		Suggested

I asked the staff about other possible ways to help mitigate the stress. They all appreciate that this building feels safe, safer than other places they go. They appreciate the scheduling flexibility and the option to bring virtual students to work with the parent during the school day. I've also been sending out information about our Employee Assistance Program which offers a number of services (completely confidential and free for employees and their families).

Our holiday team building for many years has been a trip to Ceramic Lodge to paint. Employees would bring favorite treats to share and we have a playlist of each person's favorite holiday music. This year, the party room is not a safe option. I've arranged to pick up selected bisque pieces and painting supplies to bring to the LAB. Staff can come in over a designated weekend in small groups to paint (no snacks and drinks this time so we can keep our masks on). I'll take the painted pieces back for finishing and deliver them to the library when glazed and fired. It's not perfect, but it's the best we can do this year.

Facilities Issues

Our current projects include exterior window cleaning, one leaking sprinkler head and some minor masonry repairs. We have put major renovation, flooring replacement, circulation desk removal and teen area development onto a back burner for budgetary reasons. If possible, we should still try to get the book drops replaced and add a drive-up material return option. I think patrons would really appreciate the ability to return items from the safety and convenience of the car.

Programs & Outreach

Invincible Czars & Elizabeth Kahura were live programs in November that we were able to deliver successfully and safely. We did registration by family group for spacing and set aside seating areas for each group. Twelve groups registered for Storytelling on the Porch with Elizabeth Kahura. Ten groups attended with a total of 35 people. For the Invincible Czars, we had 26 registrations. Forty-one people attended in 15 groups. Those numbers had a good feeling for safety.

We have two live programs scheduled for December- and Interactive viewing of Elf and our Annual Polar Express Pajama Party. We are thinking outside (under, in orbit of) the box for ways to deliver as much holiday joy as possible without endangering our neighborhood, staff, or performers. For Elf, we will be spaced outside like we did for Invincible Czars. For Polar Express, we are looking at a possible walk-thru event for families with live music and photo opportunities including a cut-out character, inflatable arch, and a mailbox to express letters to Santa. If we can't do the reading live, we can post it to FaceBook. We can also create to-go packs to hand to folks at the end of the walk-thru with cookie, reindeer dust, craft components, jingle bells, etc.

Current contact free programs:

- Science in a Bag projects to go
- Wacky Science weekly on Facebook to demo the science to go packs

- Craft in a Bag projects to go for kids
- Storytime and Craft on Facebook to demo the craft in a bag
- Yoga on Facebook
- DIY in a Bag projects to go
- CraftAlong each Wednesday on Zoom
- Booksale Items to go- just take one off the cart every day at 2pm
- Storytimes on Facebook
- Circle time on Zoom
- Lego Lab on Zoom
- New zoom phonics storytime each week for emergent readers
- Social Media shelf browsing
- COMING SOON- Elf interactive film viewing
- COMING SOON- Polar Express

Winter Reading is live on Beanstack and will run through Jan 15.