

## Director's Report

Prepared by Donita Ward: June 7, 2020

### Attachments:

- Statistics
- Balance Sheet
- Profit and Loss Report
- Audit Report
- Proposed Covid19 Virus Control Policy

### Budget Adjustment Requests:

- None at this time

**Policies for Review:** The following policies are due for review and available on the library website. No substantive changes or updates are suggested.

- TexShare Policy
- Interlibrary Loan Policy
- Records Management Policy

### Finance & Administration

Audit was completed on schedule. We earned another clean audit report.

The district has been set-up with a taxpayer ID account to collect and submit sales and use tax for printing, faxing and booksale purchases at the library proper. The first quarterly payment of sales tax for the district was submitted in April.

The Annual Report for the district was completed and submitted in March. That includes reporting on all incomes, expenditures, service levels, collections, and programs. Our accreditation confirmation arrived in June.

A new law went into effect this year requiring all stakeholders (trustees and employees) to complete cyber security training and testing. That was done and the confirmation certification submitted in May.

Sales Tax Income received through May reflects purchases in the area through March. Those numbers are on target for budget. March purchases include those who were stockpiling in preparation for massive closures in April and May. There is no clear prediction of the degree of loss for the area, but estimates are a 40% drop for April & May, then 25% below expectations for the rest of the year. The district has adequate reserves to compensate for the losses if that is the case for 2020.

Grant activity is very slow. The reimbursement grant for Interlibrary Loan postage was submitted last month. With the state Interlibrary Loan program on hiatus, it is not certain whether there will be costs to recoup. Family Place Grant requirements

are also being pushed down the calendar as play areas are closed and workshops are on hold nationwide. We had several grants in process from the Texas Commission for the Arts to partially fund some of our First Friday performers, but those performers and grants have been cancelled as well. Our bookkeeper is being kept quite busy managing refunds and such from these programs as well as cancelled trainings and so forth.

Another administrative wall we've encountered involves receipt of shipments. The library is closed to the public. Delivery personnel cannot enter. As a temporary fix, we are having all shipments sent to the director's house where they are quarantining as necessary for 72 hours before coming to the library.

Each year, the library holds an election for trustees. The first posting deadline this year is June 18th.

## **Operations**

As other area libraries were closing and our gate count started to soar, we were forced to close to the public on March 16. Staff were sent home as we assessed how to safely proceed. Managers were expected to monitor email and I came in to check the building daily. Staff returned to the library on abbreviated schedules by choice on March 29, wearing masks and staying separate. Throughout, whether people were working from home or on site, the offer has consistently been that anyone could take PTO or unpaid leave with or without giving a reason and there would be no career reprisals. Several people have taken this option.

We have been offering a number of contact-free services and virtual programs while closed. Adults can request items to borrow or make an appointment to get a library card. You can send us your print jobs from home. We are reviewing resumes for job hunters and creating suggested book lists for patrons who don't know what to read next. We're setting appointments for live phone tech assistance to get patrons into our databases or digital library. There are packages to go with craft projects, science experiments, and beginning fiber arts.

Traditional statistics won't be able to reflect our activity as we have no gate count or computer uses.

- Spring Reading Program: 153 registrants read 98637 minutes and earned 673 badges
- Virtual storytime programs: March- 11 programs, 5817 views; April- 24 programs 6180 views; May 24 programs 3294 views
- virtual yoga: 2 sessions in April with 230 views, 2 sessions in May with 330 views
- Physical Circulation (contact free by appointment)- April 453, May 1890

The Summer Reading Program is completely virtual this year. In addition to reading incentives, we have added some virtual tours, local storytelling, and badges for getting out into the community and supporting local businesses.

Employees have been working behind the scenes during the closure. We completed inventory of the adult fiction collection and have moved to the youth and teen shelves. DVD feature films and kids' movies have been reorganized and cataloged to shelf by title, foreign language films are now arranged by language, and TV Series are in order. Book series in the catalog have been enumerated and we have a running list of gaps to fill. Staff have been updating and curating the community resources binder and managing a list on the website of which local businesses are open and what they offer.

One thing always available is our digital library and database resources. Monthly average circulation in 2019 was just over 2000 titles. Our average for this year is 2500. May 2020 had over 3000. As people are at home, we have shifted our purchasing priorities to more heavily offer digital items that patrons can download at home directly to their devices. This has also been helpful as many of our distributors stopped shipping in March and are only now trying to catch up on backorders.

## **Facilities**

Several repairs from the full facility inspection in January have been completed or are in process. Gutter repair is scheduled to reroute drainage from the roof on June 17th. We had two HVAC systems with coolant leaks. Unit 4 operated on an older (more expensive and less green) refrigerant and was replaced. Unit 7 was a newer machine with a current refrigerant, so was repaired. The irrigation system was tested and small repairs completed. The Fire Alarm and security system were tested and passed. The fire marshall came out to give an updated capacity for fire code in advance of opening at reduced levels of attendance.

We have a bid from Library Interiors to rework the staff area in the children's library. The work would take two days (require closure) and cost \$18,870.09 complete with freight, delivery, set up, and clean-up. It includes:

- replacing the large desk with something more approachable that has a smaller footprint
- Replacing the large cabinet doors that keep falling with half-doors to match the storytime room
- adding shelving along the back wall to expand the print collection
- adding cool seating near the new shelves for older children

The Quiet Reading Room has been repurposed for use as another meeting space to accommodate book groups and such. The new tables were delivered in March. They match the tables in the meeting room next door to increase flexibility in both spaces.

We also have a bid in process from Library Interiors to replace the nearly 20 year old flooring in the main library and remove the large circulation desk at the front. This would provide increased space for public use such as additional shelving and seating. This would require 5 days of closure.

## **Internal Affairs**

New employees were hired in March to replace two entry-level assistants who gave notice in February. Unfortunately, before they could begin training and work, we had to close for the pandemic. I've been in touch with them regularly and they are both still planning to start work as soon as we can safely open and train. Mid-Year Reviews were completed in May for all employees. Many goals have been postponed or adjusted, especially those around programming.

Texas Workforce Commission has sent an unprecedented number of forms concerning unemployment claims. While the library has not reduced hours, furloughed, reduced wages, laid-off, or otherwise caused a reduction in income for any staff, there are going to be increased costs of doing business for everyone in the state to cover the massive increase in claims. Also, when someone puts in a claim, the TWC will often go back to previous employers to determine eligibility. We keep excellent records and this shouldn't be a problem.

TLA was cancelled at the end of February. While I did finally manage to get the hotels refunded, I am still working on one of the registrations. The Association for Rural and Small Libraries conference in October is not (yet) cancelled. Brittany and I were scheduled to attend (in Wichita). We may opt to drive instead of fly, or not go at all, depending on the state of virus and staffing levels here. During the first weeks of closure, employees were able to complete many hours of online training while working from home. We have hit all goals for the year in that regard.

In the current state, volunteers and team building are on hold. We will resume these activities as soon as is reasonably prudent. We did attempt a couple of zoom staff activities, but it would seem that everyone is quite done staring at screens as socialization/interaction and would prefer to not.

When volunteers return, we will need to have a training refresh event. We are sending staff through a bit of online training refresh as well in advance of any staged opening.

## **Programs & Outreach**

All programs remain on hold for the moment. Our staff and mission are very program focused, which makes this time all the more difficult. We had 89 live programs scheduled for June. Instead, we will be virtually hosting 36. Thirty of those are our story-a-day broadcasts. We will also have two virtual yoga sessions, two Stories of

Wells Branch webinar presentations, and two virtual family craft lessons teaching watercolor.

Outreach, especially on social media and with the LED sign, has been a priority during the closure. Lauren has done an amazing job keeping everyone updated and we have really worked on getting clear and catchy slides onto the sign.

Summer Reading this year is entirely online through Beanstack. We've added more badges and challenges to try to make the program more robust. There are outside adventures and neighborhood lists. We are also looking at some of the character development D&D style activities for teens that can be delivered using zoom. The library's account would allow book clubs to use the zoom feature for meetings as well.

#### Phased ReOpening:

Phase 1 (current)- all programs are virtual and all services are contact-free. Staff is at the library regular hours. Items are not due and fines are not accruing. Returned items are being held in quarantine for 72 hours. The following services are available:

- circulation by request
- craft projects to go
- science experiments in a bag
- Book Flights (curated reading selections)
- resume review
- library card application appointments
- knitting and crochet projects to go
- story-a day program online
- twice monthly family craft workshop online
- twice monthly yoga online
- Stories of Wells Branch online presentations
- book clubs can meet using zoom

Phase 2 (when the Travis County stay-home orders expire, perhaps as soon as June 17). All contact-free services will still be available during select hours. Limited open hours for grab-and-go borrowing with emergency only family restroom (professionally cleaned at night)

- Restrictions: Patrons under age 16 must be actively supervised at all times. There are no water fountains, public seating, document station, programs, public restrooms, or study areas available. Anyone coming to the library will be expected to self monitor for symptoms of contagion, wear a face covering, and maintain social distancing recommendations per the new policy.
- Schedule: Grab-and-go hours 11am to 2pm Monday to Saturday, 5pm to 8pm Monday to Thursday, 2pm-5pm Sunday. Contact Free Services available 2pm to 5pm Monday to Saturday.

- Staffing: Staff will be here regular hours. Staff will complete all check-in and shelving activities when the library is not open to the public to enable quarantine of materials and reduce the number of bodies in the stacks. There will be no volunteers in Phase 2.
- We will staff a table at the front door. That person will keep track of how many people are here and help those who come in to stay within policy limits to get what they need efficiently. This person will have masks and sanitizer for people as they enter. Anyone who is not comfortable with the new restrictions will be offered contact-free services.
- Items will have due dates, but fines will not accrue. Items will still be quarantined as recommended by the CDC and ALA.

Before we can open partially to the public, staff will have to complete some preparation.

- order and set up a hands free sanitizer dispenser (ordered in April, awaiting delivery)
- ensure an adequate supply of disposable masks for patron use (several boxes ordered, about 50 on hand)
- set up a table at the entrance for the additional staff stationed there
- mark 6 foot increments on the floor at public service desks
- remove any remaining seating to the meeting rooms
- remove quarantined circulating materials to the meeting rooms
- turn off water fountains
- secure the main restrooms, reading room, youth study room, etc

Public Computers will be available at some point in Phase 2 in a coordinated offering with other area libraries. There will be a schedule with the person at the front table to let people know when a machine will be available. Reservations can be made in advance by phone, text or email. After 10 minutes, the reservation is forfeit.

- Adults only, 1 hour session, no extensions, 1 session per day
- To maintain social distancing, staff assistance will not be available
- only 1 pending reservation per person (If you have a reservation for Tuesday afternoon, you cannot make another reservation until after that session.)
- Computers will have disposable keyboard covers and monitors will be covered. Patrons will not be assigned to a computer within 6 feet of another user or a machine that has not been sanitized.
- Monday to Thursday (14 sessions) Computers K1, T1, A2, and A7 available at 11:15am. Computers A1, A5 and A8 available at 12:30pm. Computers K2, T2, A4 and A9 available at 5:15pm. Computers A3, A6 and A10 available at 6:30pm.
- Friday and Saturday (10 sessions) Computers K1, T1, A1, A5 and A8 available at 11:15am. Computers K2, T2, A3, A6 and A10 available at 12:30pm.
- Sunday (10 Sessions) Computers K1, T1, A1, A5 and A8 available at 2:15pm. Computers K2, T2, A3, A6 and A10 available at 3:30pm.

Phase 3: (Triggered by the release of quarantine recommendations for circulating items and social distancing for browsing). Restrictions will be loosened in line with CDC recommendations.

- Regular open hours will resume.
- Hard seating will be returned to the library floor and some independent study areas will be available. Group work spaces will still be closed.
- Reserves and contact-free services will be transitioned to Apollo.
- Computer use will remain restricted as necessary for cleaning between patrons.
- Potentially resume adult small group programs such as book clubs, computer classes, and DIY.
- Volunteers who are not at high risk may potentially return if they choose to do so.

Additional steps will be determined by CDC and ALA recommendations. Programs for youth ages 5+, soft seating, and fines for overdue items will resume when schools are open. Storytime and Family Place programs will resume when daycares are open. Large Family and Special programs such as First Friday will resume when gatherings of 50+ people such as weddings and concerts are deemed safe again.