

## **LIBRARIAN REPORT**

**April 12, 2022**

### **Building**

Susan and Nate met with Caleb, from James S. Jackson, while I was on vacation. They think the cement pad at Ossian shouldn't be a problem. We are going to extend the pad to incorporate the bench and bicycle rack at the main entrance at Ossian. Caleb also had a different solution for the stairs that should reduce the scope and price of repairing the stairs. They are hoping this work will begin at the end of this month. We had Tom Baumgartner run electrical and lights for the corner where the lockers will be stationed at Ossian. I have reached out to Premiere to see where we are in the 8-10 week lead time, they are going to double-check with the factory. When I hear back from them, I will let you know.

Attached to the agenda is the current FelgerHart charges for reference. Also, I had Nate update the HVAC Spreadsheet to show what has been replaced and if there are any big items coming up that we need to budget for in 2023. The colors indicate as follows:

Green = Replaced

Yellow = may need repaired soon (less than 5 years left)

Orange = Expect replacement upon mechanical failure (not the whole unit)

Red = Next Major/Big Repair

As you can see in red are the West End hot water boilers. These units were installed in 2006 and have less than 5 years remaining. A quote for what these boilers would cost to be replaced is attached for reference and I will be budgeting our LIRF/Rainy Day for 2023 for the potential to replace these units.

### **Budget-review only**

Attached to the agenda is our Audit Report for year 2020. We had no reporting events. The audit was supposed to be for years 2020-2021, but they changed the audit requirements/process halfway through, so our Auditor was allowed to only complete year 2020. We believe they will come back in 2023 for years 2021-2022.

### **Policy and By-laws-review only**

The policies for review this month are Donor, Exhibit and Fixed Asset Policies.

## **Director Evaluation Survey**

April through May is typically the time that the board sends out evaluations for my position. The committee members in charge of this process are Angie (Dustin assisting) and Steve.

### **Online Credit Card Services – voting item**

We currently have 3 different credit card hosting companies.  
Propay-for online payments through SirsiDynix  
Nayax-for credit card payments at the print release station  
Square-for payments at the desks

Propay is the only company Sirsi will integrate with, so for patrons to pay their fines and fees online, we have to use Propay. We also currently use Propay to send Meeting Room and Genealogy invoices. We used to use Propay to pay fines and fees at our service desks, but the process was so convoluted that we switched to taking in-house payments with Square readers. Switching to Square payments at our service desks also allowed us to take credit card payments for notary and meeting rooms for patrons that do not have library cards. Propay charges us \$99.95 a year and then also takes an additional percentage from each transaction based on the type of card. Last year's percentage was \$113.42. We had 130 charges for fines/fees, 6 meeting room charges and 6 genealogy charges. This an average of 10-11 fines/fee charges a month. Now that we have gone fine-free, we have only had 5 fines/fee charges since January 2022, which is an average of 2 charges a month. We currently had an online donation for \$275 and Danielle could not withdraw that amount until it cleared because we did not have over \$275 in the account. This has never happened before because the Propay account was used more when we were not fine-free.

Nayax is the only company TBS, our computer reservation/print release host, will use. They charge us \$17.99 a month to have the credit card reader on the coin-op. This amount is taken out of the money people pay to release their print jobs. We have not had a positive bill for Nayax, since we closed for COVID because of this \$17.99/month charge is typically more than the money we are receiving in credit card payments for print release.

We would like to no longer use Propay and Nayax and only have Square for credit card payments. A solution for Nayax is simple, we can remove the card reader from our coin-op and anyone wishing to pay for print jobs with a credit card may pay at the desk. Propay has one drawback. Since it is the only system Sirsi Dynix will communicate with, we would no longer be able to offer an online fine and fee payment option embedded in a patron's online account.

However, a patron could request an online payment and Danielle would send them an invoice though Square. We could also take credit card numbers over the phone and pay with Square. Dawn would have Danielle invoice for all online meeting room payments, genealogy

payments and donations. Square's standard processing fee is **2.6% + 10¢ for contactless payments, swiped or inserted chip cards, and swiped magstripe cards**. Payments that are manually keyed-in, processed using Card on File, or manually entered using Virtual Terminal have a 3.5% + 15¢ fee

### **In-service Agenda-review only**

You are all always welcome to attend, especially if you would like to sit in on the discussion on Library Culture and Long Range Plan Development.

The May in-service agenda is as follows:

8:00-9:30 Breakfast with Department Meetings/Take department photo (only if needed).

9:30-9:35 Break-Ice Breaker Card after break

9:40-9:55 Staff Recognition and Announcements (Sarah), SRP (Committee may show video), talk about procedure cheat sheet in Staff Handbook

10:00-11:00 - 15 minute information rotations

- Station 1 - Library Social Media/Individual Photos – Emily - ***Bring a favorite book and/or patron accessible library item for the individual photo.***
- Station 2 – Library Culture/LRP intro – Self-guided
- Station 3 – 1st Amendment Audits – Sarah
- Station 4 – Phones– Brian/Dawn/Teresa

11:00-11:15 Break-Ice Breaker Card after break

11:15-12:00 Hoopla Training Hoopla/Sarah – ***Please check-out an item on Hoopla before in-service, so you know if you have questions 😊***

12:00-1:00 Lunch – shaved meat and toppings with bread choices. Mixed Salad. Chips and Desserts. Beverages from breakfast/BYOB (within policy)

***You must choose a different seat and different people to sit by after lunch 😊***

1:00-2:00 Poverty Simulation - Julie Plake – United Way of Central Indiana

2:00-2:15 Pamela Beckford will discuss how United Way helps those in poverty in our community

2:15-2:30 Break-Ice Breaker Card after break

2:30-3:30 The Iceberg - Susan Dailey

3:30-3:45 Break-Ice Breaker Card after break

3:45-4:45 Library Culture and Long Range Plan Development - Sarah

4:45-5:00 Closing/Clean-up

**Closed for the Holidays:**

Closed all day Friday, April 15 and Saturday, April 16

Closed all day, Friday, May 20 (In-service)

Closed all day Saturday May 28<sup>th</sup> and Monday, May 30<sup>th</sup>

**Director Updates**

Community Meetings/Activities attended outside the library:

Bluffton NOW! Board Meeting

Bluffton NOW! Executive Board Meeting

Chamber Board meeting

Rotary Meetings

Wells County Foundation Board and Grants Committee Meeting

**Meeting Updates inside the library:**

Department Head meeting – Discussed spring in-service, Phone issues, Reviewed Policies and Emergency Response Manual, started reading Whole-hearted Librarianship together, Workflows home locations and Overdrive changes/how-to.

**Current Projects/Big Programs/News:**

**-After-Hour Pick-up** – the lockers have been ordered and we are now working on prepping the sights for install. We contacted Jackson's and they are more than happy to pour the cement pad for the lockers and bench at Ossian.

**-Long Range Plan** – 2022 is the last year for our current Long Range Plan. Starting in 2022, we will start to create our Long Range Plan for 2023-2027. We are hosting a LRP planning session with staff during In-service on May 20<sup>th</sup>. We will also be referencing the Community Needs Assessment being conducted by the Wells County Foundation, which I will be taking part.