

AGENDA
WATAUGA LIBRARY BOARD
REGULAR MEETING
CITY HALL COUNCIL CHAMBER, 7105 WHITLEY ROAD
THURSDAY, JANUARY 12, 2012
6:30 P.M.

CALL TO ORDER:

CITIZEN'S OPEN FORUM:

REPORTS FROM STAFF:

1. Director's Monthly Report
 - a) November and December Monthly Report

APPROVAL OF MINUTES

1. Minutes of Regular Meeting of November 10, 2011
2. Minutes of Special Meeting of December 6, 2011

NEW BUSINESS:

1. Discussion and action on a letter of recommendation to the City Council regarding temporary closure of Library facilities on Saturday
2. Discussion and action on additional revisions to Library *Circulation Policy*

ADJOURNMENT:

NOTICE

THIS FACILITY IS WHEELCHAIR ACCESSIBLE AND ACCESSIBLE PARKING SPACES ARE AVAILABLE. REQUESTS FOR ACCOMMODATIONS OR INTERPRETIVE SERVICES MUST BE MADE 48 HOURS PRIOR TO THIS MEETING. PLEASE CONTACT THE CITY SECRETARY'S OFFICE AT (817) 514-5812, (817) 514-5825, OR FAX (817) 281-1991 FOR FURTHER INFORMATION.

I hereby certify that this agenda was posted at City Hall, 7105 Whitley Road, Watauga, Texas, on Wednesday, December 27, 2011, at 4:30 p.m., in accordance with Chapter 551 of the Texas Government Code.

Zolaina R. Reyes, Assistant City Secretary

**MINUTES
WATAUGA LIBRARY BOARD
REGULAR MEETING
WATAUGA PUBLIC LIBRARY, 7109 WHITLEY ROAD
THURSDAY, NOVEMBER 10, 2011
7:00 P.M.**

Members present:

	Carol Coy	Member
	Cristy McCauley	Member
	Rachel Pilgrim	Secretary
	Kip Woodruff	Member
and	Lana Ewell	Library Director
	Russell Clements	Council Liaison
with	Vice-Chairperson Ruthann Jeffries absent with notice	
	Member Teresa Bowman absent with notice	
	Member Sian Dorian Brannon absent with notice	

CALL TO ORDER

Secretary Pilgrim called the meeting to order at 7:12 p.m.

CITIZEN'S OPEN FORUM

None

REPORTS FROM STAFF

1. Director's Monthly Report

Director Ewell presented the monthly report for the month of October.

APPROVAL OF MINUTES

1. Minutes of Regular Meeting of September 29, 2011

Member Coy made a motion to approve the Minutes of the Regular Meeting of September 29, 2011 as written. Member Woodruff seconded the motion, with all members present voting aye.

NEW BUSINESS

1. Discussion and action on selection of Officers

a) Chairperson

Member McCauley made a motion to nominate Kip Woodruff as Chairperson. Member Coy seconded the motion, with all members present voting aye.

b) Vice-Chairperson

Member Coy made a motion to nominate Carol Coy as Vice-Chairperson. Secretary Pilgrim seconded the motion, with all members present voting aye.

c) Secretary

Member Woodruff made a motion to nominate Rachel Pilgrim as Secretary. Member McCauley seconded the motion, with all members present voting aye.

2. Discussion and action on proposed revision to *Library Circulation Policy*

Member McCauley made a motion to approve the proposed revision to *Library Circulation Policy*. Secretary Pilgrim seconded the motion, with all members present voting aye.

3. Open discussion on rising Library usage and lack of significant staff increases

Member McCauley made a motion to table any further discussion to the next meeting to allow all members to be present. Member Woodruff seconded the motion, with all members present voting aye.

ADJOURNMENT:

Member McCauley made a motion to adjourn the meeting.
(Motion was not seconded)

The meeting adjourned at 7:56 p.m.

APPROVED: this 12th day of January 2012.

SIGNED: this 12th day of January 2012.

APPROVED:

Kip Woodruff, Chairperson

ATTEST:

Rachel Pilgrim, Secretary

**MINUTES
WATAUGA LIBRARY BOARD
SPECIAL MEETING
WATAUGA PUBLIC LIBRARY, 7109 WHITLEY ROAD
TUESDAY, DECEMBER 6, 2011
7:00 P.M.**

Members present:

Kip Woodruff	Chairperson
Carol Coy	Vice-Chairperson
Rachel Pilgrim	Secretary
Teresa Bowman	Member
Cristy McCauley	Member
Ruthann Jeffries	Member
Sian Dorian Brannon	Member

and

Lana Ewell	Library Director
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CALL TO ORDER

Chairperson Woodruff called the meeting to order at 7:01 p.m.

CITIZEN'S OPEN FORUM

None

UNFINISHED BUSINESS

1. Open discussion on rising Library usage and lack of significant staff increases

Lana Ewell discussed the many issues that arise with being short staffed. Lana stated her concerns and advised she is requesting to have the Library Board review a temporary Saturday closing. Member Brannon stated she will draft a letter regarding temporarily closing the Library on Saturday and forward to all board members for review.

ADJOURNMENT:

Secretary Pilgrim made a motion to adjourn the meeting. Member Bowman seconded the motion, with all members present voting aye.

The meeting adjourned at 7:42 p.m.

APPROVED: this 12th day of January 2012.

SIGNED: this 12th day of January 2012.

APPROVED:

Kip Woodruff, Chairperson

ATTEST:

Rachel Pilgrim, Secretary



Watauga Public Library Board

Recommendation to City Council

Temporary closure of Library facility on Saturdays

Winter 2012

- Teresa G. Bowman, Member
Term Expires: August 2013
- Rachel Pilgrim, Secretary
Term Expires: August 2012
- Carol Z. Coy, Vice-Chairperson
Term Expires: August 2013
- Sian Dorian Brannon, Member
Term Expires: August 2012
- Ruth Ann Jeffries, Member
Term Expires: June 2012
- Cristy McCauley, Member
Term Expires: August 2012
- Kip Woodruff, Chairperson
Term Expires: August 2013
- Tim Nickerson, Primary Liaison
- Russell Clements, Alternate Liaison

Goal

The Library Board acts in an advisory capacity on all matters pertaining to the Library. The Library Board's goal herein is to provide a recommendation to City Council to alleviate the staffing concerns of the Watauga Public Library in the interest of providing the best customer service and the safest possible library environment to the citizens of Watauga.

Recommendation

- I. Temporary closure of library facility on Saturdays from April 1, 2012, through October 31, 2012, pending additional funding for staff in fiscal year 2012 budget. (ARE THESE THE RIGHT DATES?)
- II. Marketing of pending closures available through City Newsletter, signage inside the Library, notice in Fort Worth Star Telegram, and through the City's website.

Assumptions

All citizens of Watauga are entitled to use of the library.

There is no 'perfect' set of operating hours.

It is the responsibility of the Library Director and City Council to respond to concerns raised by citizens.

Library users will have the opportunity to respond to this recommendation.

Background

The Library is short staffed. In the past six years, staffing levels have risen by 0.75 FTE. During that same time, circulation has risen 64% even though the population has only risen 3%. Also, as the economy worsens, use of public libraries rises, so this discrepancy is expected to widen.

By temporarily closing one additional day a week, the Library will maximize use of the current staff. At this time, staff rotates on Saturday shifts. This leaves a skeletal staff with shortages during the busy week, at times leaving only two staff in the building at any one time. This is a safety concern for staff and patrons, as supervising over 20,000 square feet of floor space with various rooms, bathrooms, staff areas, and children's areas is neither practical nor physically possible.

Another concern is that overworked staff has a tendency to develop fatigue, illness, or burnout. This is detrimental to customer service, and potentially adds to the staffing shortages already resulting from vacations, jury duty, and other unexpected issues. Watauga has a reputation of being a great training ground for employees. Once they have gained the experience necessary, they accept jobs with surrounding cities. This is potentially due to the strains of staffing. Library staff is not immune to this attrition

The Library Board, and the citizens of Watauga, has high standards of professionalism for the Library staff. We have a good reputation in the area for having the best programs and friendly, helpful staff. We want to be able to continue this level of service for our community.

Justification for Saturday Closure

The Library has lost Loan Star Program grant funds, which was used to add staff during our busiest periods.

Saturday is one of the lower usage days of the week (see attached statistics).

The Library receives MetrOPAC shipments on Mondays, Wednesdays, and Fridays.

Saturdays have fewer programs scheduled.

Many internal departments, such as the IT Department, Finance, Payroll, and Human Resources, are only open Monday through Friday, making them unavailable for consultation with Library staff on Saturdays.

Library vendors have no representatives available to answer questions on the weekends.

Current Hours

Monday & Thursday Noon to 8 PM

Tuesday & Wednesday 10 am to 6 PM

Friday & Saturday 9 AM to 5 PM

Sunday Closed

Total hours per week = 48

Current Staffing Level

Technical Services 2 FT/2 PT

Circulation Services 1 FT/8 PT

Youth Services 2 FT/ 1/2 PT

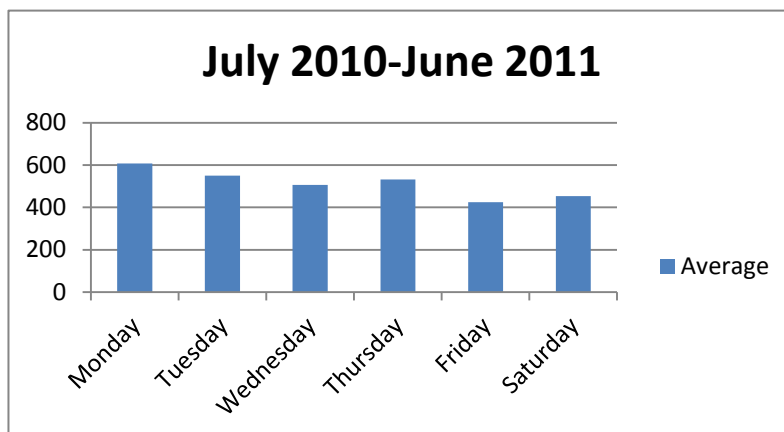
Reference Services 1 FT/ 1/2 PT

Adult Services 1 FT

7 FT, 13 PT = Staff of 20

Full-Time Equivalent = 13 FTE

Average Door Counts



Regular Weekly Activities of the Watauga Public Library

- Monday:
 - MetrOPAC Shipment.
 - GED class meets during the school year.
 - Pokémon League meets in the evening.
- Tuesday:
 - Two Story time sessions in the morning.
 - Homework Help meets from 3:45 PM to 5:45 PM.
 - After regular hours, volunteers teach free classes on:
 - English as a Second Language (ESL) – 2 to 3 classes
 - Computer classes – Basic, Word, Excel
 - Job Search class (two times a month)
 - Citizenship class
 - During the Summer Reading Program (SRP) this is a major programming day (Terrific Tuesdays).
- Wednesday:
 - MetrOPAC Shipment.
 - Two Story time sessions in the morning.
 - Two times a month the Piecemakers Quilting group meets.
 - During SRP this is a busy programming day (Wonderful Wednesdays).
- Thursday:
 - GED class meets during the school year.
 - Homework Help meets from 5:30 PM to 7:30 PM.
 - Mystery Book Discussion group meets the first Thursday of each month from 2:30 PM to 3:30 PM.
 - Book Discussion Group meets the third Thursday of each month from 6:30 PM to 7:30 PM.
 - Chess Club meets 5:00 PM to 7:00 PM.
 - During SRP this is a busy programming day (Craft Thursdays).
- Friday:
 - MetrOPAC Shipment.
 - GED class meets during the school year.
 - Yu-Gi-Oh! Group meets 4:00 PM to 5:00 PM.
 - WizArt meets once a month from 4:00 PM to 5:00 PM.
 - During the SRP the popular “Camps” take place on Friday (Fabulous Friday Camps).
- Saturday:
 - Conversational English class meets 11:00 AM to 12:00 PM

WATAUGA PUBLIC LIBRARY

CIRCULATION POLICY

Mission

The Watauga Public Library is committed to enriching the community through full access to informational, educational, cultural, recreational, and lifelong learning materials in a variety of formats. The Library anticipates and responds to the library needs of the community and offers a variety of programs and services in a professional, efficient, caring, and friendly manner.

The Library supports the individual's right to have access to ideas and information representing all points of view. The Library Board has adopted the American Library Association's statements regarding the following: **Library Bill of Rights, Freedom to Read, Freedom to View, Free Access to Libraries for Minors, and Access for Children & Young Adults to Nonprint Materials.**

The circulation policy of the Watauga Public Library will not restrict the circulation of items from the library collection to any of its cardholders in good standing, whether resident or non-resident, based upon that cardholder's race, creed, national origin, age, place of residence, or other personal criteria.

Watauga Public Library Cards

Having a library card is a privilege. Protect it. A card is nontransferable and should be treated like a credit card. Avoid liability for misuse by reporting a lost or stolen library card immediately. Keep record information current. Report any changes in personal information to the Library.

A borrower assumes full responsibility for all use made of his or her library card. By signing the application, the borrower agrees to comply with all library rules and regulations, to pay all fines, and to be responsible for any loss or damage to materials.

Any patron who borrows materials is responsible for returning them in a timely manner and in good condition. Any patron whose fines have accumulated to \$5.00 or more shall forfeit library privileges until materials are returned and fines are paid.

Resident cards are issued for three years. Non-resident and specialty cards are issued for one year. When the card expires, the patron's record must be updated. Any fines or fees must be paid by the patron at this time.

Types of Library Cards

Resident: Any adult (18 years or older) who is a resident of Watauga is eligible to have a library card free of charge. The person must present identification (such as a valid driver's license or photo identification) with proof of a current Watauga address or taxpayer status. City employees and non-residents who own real property within the city limits and non-residents who operate a business within the city limits and who render business personal property for ad valorem taxes and who pay those taxes will also be eligible to obtain a library card free of charge. An applicant age 17 years or under is required to have a parent or legal guardian sign the application card to show acceptance of responsibility for materials checked out on the card.

It is the policy of the Watauga Public Library that parents or guardians, not the Library staff, are responsible for monitoring and approving the selection of materials made by their children. It is the parents or guardians – and only these – who may restrict their children – and only their children – from access to Library materials and services. Parents or guardians who wish their children not to have access to certain materials or services should so advise their children. The Library staff cannot and do not act *in loco parentis*.

Non-resident reciprocal: Residents of North Richland Hills, Hurst, Bedford, Saginaw and Blue Mound may obtain a Watauga library card at no charge. Borrowing privileges extend to the Watauga Public Library collection only. The person must present identification (such as a valid driver's license) or photo id with proof of current address. The policy above for applicants 17 years or under also applies here.

Non-resident: Any adult who resides outside the Watauga city limits, but does not reside in one of the member cities of MetrOPAC (Fort Worth, Haltom City, Keller, Richland Hills, Burleson or Benbrook) **or resides in a City that has a reciprocal borrowing agreement with Watauga** may obtain a non-resident library card. The person must present identification (such as a valid driver's license or photo identification) with proof of a current address. **Borrowing privileges extend to the Watauga Public Library collection only.** The policy above for applicants 17 years or under also applies here. There is a charge of \$40 annually for each non-resident card.

Internet-only: This card is issued for Internet only use. No check-out privileges are extended to this card. Must provide picture identification and current address.

Corporate Cards: Businesses, organizations, and institutions in the City of Watauga are eligible to apply for a Corporate Card from the Watauga Public Library. All privileges, rules, limitations, and fees or charges that apply to the individual Library card apply to the corporate card. In requesting a corporate card, the company agrees to be responsible for all materials checked out on the card(s). The company holds the responsibility for retrieving Library cards from any staff members who leave their employ, and/or notifying

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the Library to cancel any card number that leaves their control. There is no charge for the Corporate Cards. Consult “Corporate Card” Policy for details.

Teacher Cards: These cards may be issued to teachers in the public (Birdville & Keller School Districts), private, and parochial schools, including nursery schools, preschools, and daycare schools that serve Watauga. These cards are granted for one year, may be renewed annually, and can only be used at the Watauga Public Library. Applicants must provide proof of employment. Consult “Teacher Card” Policy for details.

TexShare Cards: Applicant must be an adult Watauga Public Library Card holder (18 or over) with a Resident Card. Applicant must have the card for a minimum of six months and a record in good standing with at least two loans and returns. To be in good standing, patron must have no overdue items and no fines at the time of application. The TexShare Card is good for one year from date of application. TexShare Card holder is limited to 3 items with each loan, and must be aware of and abide by all other Watauga Public Library circulation policies. Application must be made in person at Watauga Public Library. DVDs may not be renewed. Other materials may be renewed in person, by phone, or online through our automation system. Items may be returned in person at Watauga Public Library, via or mailed to the library. Overdue notices will be sent by U.S. mail and by e-mail. Patron's TexShare Card may be invalidated should patron keep materials beyond the normal loan period or incur fees that are not cleared up within 90 days. Reference materials are for in-house use only. Loan policies, fines, billing, and lost items follow established guidelines, unless noted otherwise in this section.

Renewals & Replacements of Library Cards

To renew or replace a library card, all patrons must show proof of current address and clear all outstanding fines and charges. The replacement fee for a lost card is \$1.00. Library customers are responsible for notifying the Library of a lost or stolen card so that a block may be put on their account in order that no additional items may be checked out. Library customers are responsible for materials checked out on lost or stolen cards that have not been reported.

Any patron who borrows materials from Watauga Public Library is responsible for returning them in a timely manner and in good condition. Any patron whose fines have accumulated to \$5.00 or more shall forfeit library privileges until materials are returned and fines are paid.

Checking Out Materials

A Library patron should present his/her library card in order to check out materials. If the Library card is not in his/her possession, materials may be checked out with photo identification.

Limits

First time borrowers are limited to three (3) items the first visit.

Non-fiction materials are limited to three (3) items per subject at a time per card holder.

DVDs are limited to ten (10) per library card.

Seasonal or high demand items may be limited as determined by staff.

The following restrictions apply to storytime kits:

1. Storytime and literacy kits may be checked out only to Watauga residents and/or caregivers of children in day cares, schools, churches, or home care settings in the City of Watauga.
2. Checkout of storytime and literacy kits is limited to one per individual unless the individual represents a day care or another setting where there are multiple classes dividing young children by age group. Day cares, schools, and churches may check out two storytime kits per person or building.
3. Storytime and literacy kits may not be renewed.

Length of loans

Books, audiobooks, book kits, storytime kits, periodicals, and CDs	3 weeks
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DVDs, Literacy Kits	7 days
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Reference Books	Do not circulate
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All loan periods will be reviewed by the Library Board on an annual basis and changes incorporated into the policy as needed.

Computers

Computers can be used in the Library with a valid library card. Computers are equipped with Internet, Microsoft Office, USB ports, and CD drives. Any print “jobs” from the public computers are sent to a network printer at the Circulation Desk. These print “jobs” must be paid for before staff will approve the printing of the material. Consult “Internet Acceptable Use” Policy for details.

Renewal

Renewal of most materials can be made in person, online, or on the phone, unless the item has a “hold” placed on it. Renewals may not be allowed on all DVDs borrowed from members of the MetrOPAC Library Consortium.

Holds

Residents can place requests on all circulating material belonging to the Watauga Public Library and members of the MetrOPAC Library Consortium. Non-resident card holders may place requests only on Watauga Public Library materials.

Copyright Laws

Copyright laws limit CDs and DVDs to home viewing only, and prohibit their duplication. Copyright laws also protect most books, magazines, and other library media. It may be illegal to copy, reproduce, rebroadcast, tamper with, or alter copyrighted materials, including the Internet, in any manner. There are strict limits on the making and use of print copies. The Library is not responsible for any abuse of Copyright law by users of Library materials.

Interlibrary loans

Interlibrary loan service is provided to all Watauga Public Library Card holders. ILL forms are available at the Circulation Desk. The user is responsible for paying the return postage on each item requested.

Fines and charges

Replacement card	\$1.00
Book, CDs, book kit, audiobook, storytime kit, DVDs and periodicals	
Overdue fine:	\$.25 per day per item
Maximum fine:	\$5.00 per item
Damage costs:	\$5.00 rebinding or \$5.00 processing fee plus cost to repair/replace
Lost fee:	\$5.00 processing fee plus cost of replacement. (If the cost of the item is less than \$5.00, the processing fee is waived)
Literacy kit	
Overdue fine:	\$5.00 per day
Maximum fine:	\$25.00
Damage & lost fine:	Replacement cost for each item listed on kit. Cost of Damaged or lost item/s plus \$5.00 processing fee
Interlibrary loan book	
Overdue fine:	\$.50 per day
Maximum fine:	\$10.00 per item
	Damage and lost fine set by lending library

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Overdue notices

Notices will be produced by the automated circulation system and disseminated on a regular schedule. After two notices, the patron will receive a letter advising, (1) that the material is past due, (2) if not returned a complaint may be filed with the Municipal Court Clerk within 30 days of the date of the letter. If there is still no response, a complaint will then be filed for any account with unreturned material valued at more than \$50.00.

Revised by Library Board 9/14/2000
Revised by Library Board 9/13/2001
Approved by Council 3/25/2002
Revised by Library Board 11/14/2002
Revised by Library Board 9/11/2008
Approved by Council 10/27/2008
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Library Board 01/12/2012