Bastrop Public Library Board Meeting
AGENDA
Bastrop Public Library
1100 Church Street
Bastrop, TX 78602

BASTROPTX
Heart of the Lost Pines / Est. 1832

May 6, 2019 at 6:00 P.M.

Bastrop Public Library Board meetings are available to all persons regardless of disability. If you require special assistance, please contact the City Secretary at (512) 332-8800, or write to 1311 Chestnut Street, Bastrop, TX 78602, or call Relay Texas through a T.D.D. (Telecommunication Device for the Deaf) at 1-800-735-2989 at least 48 hours in advance of the meeting.

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1. **CALL TO ORDER**

2. **CITIZEN COMMENTS**

   At this time, three (3) minute comments will be taken from the audience on any topic. To address the Council, please submit a fully completed request card to the Board Secretary prior to the meeting. In accordance with the Texas Open Meetings Act, if a citizen discusses any item not on the agenda, the Commission cannot discuss issues raised or make any decision at this time. Issues may be referred to City Staff for research and possible future action.

   To address the Library Board concerning any item on the agenda, please submit a fully completed request card to the Board Secretary prior to the meeting.

3. **ANNOUNCEMENTS—**

4. **STAFF REPORT**

4A. Monthly report on Library activities.

4B. Monthly status report on previously approved items.

4C. Monthly report on Friends of the Bastrop Public Library.

4D. Monthly statistical report.

4E. Monthly Detail Listing Library Board Fund.

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5.   **CONSENT AGENDA**

5A.   Consider action to approve Bastrop Public Library Board minutes from the April 1, 2019 regular meeting.
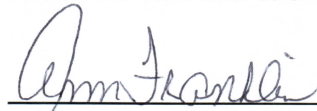
6.   **ITEMS FOR INDIVIDUAL CONSIDERATION & DISCUSSION**

7.   **UPDATES**

7A.   Individual requests from Library Board members for particular items to be listed on future agendas.

7B.   Update on status of Library Director position.

8.   **ADJOURNMENT**

I, the undersigned authority, do hereby certify that this Notice of Meeting is posted in accordance with the regulations of the Texas Open Meetings Act on the bulletin board located at the entrance to the City of Bastrop City Hall, a place of convenience that is readily accessible to the public, as well as to the City's website, www.cityofbastrop.org. Said Notice was posted on the following date and time: Tuesday, April 30, 2019, at 10:00 a.m. and will remain posted for at least two hours after said meeting has convened.

Ann Franklin, City Secretary

BASTROP PUBLIC LIBRARY

BOARD OF DIRECTORS

APRIL 1, 2019

1.   CALL TO ORDER--the meeting was called to order at 6:00 pm by President Mary Jo Jenkins. Members present were as follows: Becky Schaefer, Barbara, Clemons and Rebecca Bennett. Lesa Neese and Jamie McDonald called in to let Bonnie know that they would not be able to attend.   Carolyn Wiginton was not present.   Bonnie Pierson and City Council Liaison Mayor Connie Schroeder were also in attendance.

2.   CITIZEN COMMENTS--None

3.   ANNOUNCEMENTS--the City has received 13 applications for Library Director and the position will remain open until it is filled.

4.   STAFF REPORT

    A and B.   Circulation and door count numbers are down.   Programming is up.   Computer usage is at 36% and they are working better.   Support from IT has been amazing.   Jesse has been very responsive.   During Spring Break a craft program was offered and there were 53 in attendance. The LEGO program went   over well.   The Library staff is a part of COAD (County Organizations Activated in Disasters)   Trey and Bonnie met with an architec to discuss a large sign for the library that could be seen coming down Spring Street.   The architec is David Negrete and he is certified in Community Engineering.   He has worked with libraries before.   Carmen and Bonnie met with the YMCA to discuss partner programs.   Carrie will meet with the City on a new phone system.   Carmen celebrated her 4 year anniversary with the Library.   Bethany purchased 2 sewing machines for the Creation Station.

    C.   The Friends Group held their Book Sale this past weekend.   They estimate they made about $4,469 before expenses.   The Garden Club estimates their auction brought in $1000.   The plant sale made over $8000.   The Quilt Raffle brought in $535 and the bake sale made about $280. The Garden Club total was reported as $10,295.

    D.   A question was asked about the Adult Coloring Pages on the statistic report.   Bonnie explained that they have the pages out on a counter and they are a popular item

    E.   No questions were asked about the Library Board Fund.

5.   CONSENT AGENDA--the minutes for the March meeting were read and approved once a correction in spelling was made.

6.   ITEMS FOR INDIVIDUAL CONSIDERATION & DISCUSSION--none

7.   UPDATES--none

8.   ADJOURNMENT--the meeting was adjourned at 6:20

Respectfully submitted, _____

Becky Schaefer, Secretary

Approved, _____

Mary Jo Jenkins, President

Bastrop Public Library
Librarian's Report
May 6, 2019

1. Library Statistics comparing March 2019 to March 2108.

	2019	2018	
Circulation:	10,975	11,415	down 4%
Door Count:	10,071	10,198	down 1%
Program Attendance:	409	503	down 19%
Computer Usage:	2,465	3,210	down 23%
Reference Assistance:	2,306	2,345	down 2%
Meeting Room Use:	278	271	up 3%

2. Library Programming for April 2019

166 Children and adults attended 7 Preschool Storytimes

26 Teens attended 4 Teen Programs
Programs included Video games, creating Peeps dioramas, and a movie night.

8 Tweens (ages 10-13) attended 2 tween programs
The programs were Home School Earth Day program and a Touring Tumblers face-off.

20 people met to play chess at our weekly Wednesday Chess Club (Chess Club met 4 times this month)

15 children and adults attended our monthly Lego Club.
The program theme was Seek and Find. The kids were given a special Lego piece to hide in their project and then the other kids had to look for it in the finished project.

8 students attended our Children's Homeschool Club. This month the kids did simple experiments with Ms. Carmen.

Calvary after school care visited the Library for stories 5 times this month.

0 adults attended Crafters Anonymous. This month the project was to create cascarones.

Overall program attendance for April: 611

Overall number of programs for April: 32

3. Meetings and Training:

Sheila Bowman attended the Friends of the Library Board meeting.

Bonnie Pierson attended the Lost Pines Garden Club's meeting to express thanks for the continued support of the Library and for this year's donation of $11,181.00.

The staff attended the city manager's quarterly employee meetings.

Cary Kittrell attended several City Phone Committee vendor demos. The committee is close to making a recommendation for a city wide a phone system.

Bethany Dietrich attended the Texas Library Association Convention in Austin.

Bethany Dietrich completed four online modules of a Collection Development course sponsored by the Idaho Commission for Libraries.

Bonnie Pierson met with Trey Job to discuss the budget for FY 2019/2020.

4. **Noteworthy Items:**

Bonnie Pierson and Carmen Serna attended the Red Rock Elementary School's Literacy night.

Carmen Serna and Sheila Bowman attended the Children's Advocacy Centers We Sing for the Children Event on the Bastrop Courthouse lawn.

Bonnie Pierson gave tours to Mina Elementary School 2nd graders and their parents and teachers.

Carmen Serna presented a storytime for the McDade ISD 3 year old class at the library.

Volunteer and exchange student Dovran Eymirov led a Kindness Cards program as a community service project.

Catherine Lombardo organized the Spring Volunteer Luncheon.

Bethany Dietrich and Cary Kittrell published summer reading information on the Library's website and Facebook pages.

The Library received new art pieces as part of Bastrop Art in Public Places.

The Library had a roof inspection and received a grade B overall. There are small repairs that need to be done. Part of the roof is still under warranty for some of the repairs.

Respectfully submitted: Bonnie Pierson, Interim Library Director

Bastrop Public Library
Monthly Status Report on Previously Approved Items
May 6, 2019

1. Brick pavers and tiles update— none sold this month
2. Creation Station update— We continue to have programs in the space and promote use of the 3D printer.
3. Emergency Shelter update—if needed, the City's emergency shelter is ready and available for use.

Bastrop Public Library
Friends of the Bastrop Public Library Report
May 6, 2019

1. The Friends had a very successful books sale. At the April meeting they discussed the sale and acknowledged everyone's contributions to its success.

2. The Friends of the Library held an appreciation Ice Cream Social on April 10th for everyone who volunteered at the Book & Plant Sale.

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2018-2019

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
CIRCULATION SERVICES:													
Adult:													
000-099	11	13	18	27	19	21							**109**
100-199	67	47	50	71	80	61							**376**
200-299	61	25	44	45	39	44							**258**
300-399	98	94	102	125	118	116							**653**
400-499	6	7	5	8	6	15							**47**
500-599	50	48	27	64	45	45							**279**
600-699	261	226	249	325	263	325							**1,649**
700-799	81	62	68	115	95	125							**546**
800-899	25	21	27	40	36	37							**186**
92-920	44	52	71	75	78	79							**399**
900-999	130	92	110	125	130	105							**692**
Adult DVD's	1,886	1708	1,321	1,368	1,414	1323							**9,020**
Adult Fiction	720	397	369	326	242	148							**0**
CHR	84	70	56	66	46	46							**368**
MYS	711	741	819	840	822	946							**4,879**
NOV	133	69	184	216	205	231							**1,038**
ROM	57	163	87	82	88	91							**568**
SFF	145	139	186	142	122	134							**868**
Wes	4	0	14	7	17	12							**54**
Adult Fiction CD's	422	384	319	346	379	374							**2,224**
Adult Large Print	741	706	668	636	603	751							**4,105**
Adult MP3 Book	17	14	7	7	6	3							**54**
Adult Music on CD	100	99	94	85	83	117							**578**
Adult Nonfiction CD'S	26	30	18	18	23	43							**158**
Adult Overdrive e-book	1,201	1,058	1,077	1,205	1,058	1,037							**6,636**
Adult Reference	0	0	0	0	0	0							**0**
Adult Reference Desk	0	0	0	0	0	0							**0**
Adult Spanish DVD's	11	7	3	3	5	7							**36**
Adult Spanish Fiction	10	5	16	18	10	11							**70**
Adult Spanish Nonfiction	24	19	31	19	18	29							**140**
Adult Texana	40	27	20	27	33	24							**171**
Adult Videocassettes	24	8	9	12	11	0							**64**
Cake Pans	13	8	10	10	7	12							**60**

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2018-2019

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
						8							
Subtotal Adult:	**7,203**	**6,339**	**6,079**	**6,453**	**6,101**	**6,229**	**0**	**0**	**0**	**0**	**0**	**0**	**38,404**
Juvenile and children's:													
Child Braille Picture Bks	0	2	1	0	0	0							**3**
Child Literacy Bags	11	5	3	7	13	11							**50**
Child Spanish 1st R	5	5	13	2	11	19							**55**
Child Spanish Easy	57	55	15	56	39	51							**273**
Child Spanish Easy NF	3	3	3	3	4	5							**21**
Easy Nonfiction	118	89	69	101	132	179							**688**
Easy Picture Books	1,606	1158	1,007	1,237	1,264	1333							**7,605**
First Readers	458	356	211	421	425	481							**2,352**
J 000 - J 099	21	6	7	9	5	16							**64**
J 100 - J199	4	0	0	1	1	3							**9**
J 200 - J 299	26	8	10	13	14	8							**79**
J 300 - J 399	40	26	17	19	21	14							**137**
J 400 - J 499	9	6	0	4	3	5							**27**
J 500 - J 599	131	75	75	99	111	118							**609**
J 600 - J 699	38	18	28	44	48	38							**214**
J 700 - J 799	86	78	93	110	84	87							**538**
J 800 - J 899	8	8	8	26	17	9							**76**
J 92-920	56	33	15	57	58	27							**246**
J 900 - J 999	84	85	79	77	104	82							**511**
Juvy Braille	0	0	0	0	0	0							**0**
Juvy CD'S	64	57	49	49	39	31							**289**
Juvy DVD	479	387	328	345	345	390							**2,274**
Juvy Fiction	905	724	548	700	666	714							**4,257**
Juvy Graphic Novels	255	225	192	247	223	294							**1,436**
Juvy Oversize	4	8	5	4	6	12							**39**
Juvy Reference	0	0	0	0	0	0							**0**
Juvy Spanish Fiction	14	13	11	17	12	14							**81**
Juvy Spanish Nonfiction	27	13	16	10	11	10							**87**
Subtotal Juv. & child.	**4,509**	**3,443**	**2,803**	**3,658**	**3,656**	**3,951**	**0**	**0**	**0**	**0**	**0**	**0**	**22,020**

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2018-2019

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
Young Adult:													
Young Adult Fiction	229	202	188	250	194	196							**1,259**
YA Graphic Novels	262	309	238	200	272	243							**1,524**
Subtotal Young Adult	**491**	**511**	**426**	**450**	**466**	**439**	**0**	**0**	**0**	**0**	**0**	**0**	**2,783**
Other:													
Magazines	167	83	56	132	133	138							**709**
Paperbacks	228	163	197	213	187	218							**1,206**
Subtotal Other	**395**	**246**	**253**	**345**	**320**	**356**	**0**	**0**	**0**	**0**	**0**	**0**	**1,915**
Grand Total All	**12,598**	**10,539**	**9,561**	**10,906**	**10,543**	**10,975**	**0**	**0**	**0**	**0**	**0**	**0**	**65,122**
OTHER SERVICES:													
Cataloging:													
Apollo	105	71	79	52	132	73							**105**
Baker & Taylor	12	18	24	29	15	17							**115**
Brodart	0	0	0	0	0	0							**0**
Cat Express--OCLC	0	0	0	0	0	0							**0**
Ingram	151	63	65	122	240	89							**730**
Original	48	41	18	15	16	20							**158**
Recorded Books	9	9	5	11	10	9							**53**
Total items cataloged	325	202	191	229	413	208							1,568
Total items withdrawn	521	313	159	202	691	130							2,016
Total items lost	4	89	32	24	40	14							203
Computer Useage:													
ADA	49	38	45	50	38	64							**284**
Adult	909	708	716	938	795	924							**4,990**
Children	222	162	149	180	131	183							**1,027**
Reference--Local Hist.	27	26	28	30	29	24							**164**
Teen	63	55	48	34	55	99							**354**

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2018-2019

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
Wireless	1,119	1,021	980	1,178	998	1,171							6,467
Total Comp. Useage	**2,389**	**1,972**	**1,921**	**2,360**	**2,008**	**2,465**	**0**	**0**	**0**	**0**	**0**	**0**	**13,286**
Gifts and Memorials:	**$0**	**$0**	**$284**	**$0**	**$0**	**$0**						**$0**	**$284**
				0									
Interlibrary Loan:													
Borrowed	17	11	22	19	9	8							86
Loaned	6	1	3	2	1	3							16
Total Transactions	**23**	**12**	**25**	**21**	**10**	**11**	**0**	**0**	**0**	**0**	**0**	**0**	**102**
Meeting Rm Reserv													
Pressley Meeting Room	34	34	30	34	32	36							200
Maynard Board Room	21	21	21	24	26	28							141
Study Rooms	229	188	167	220	207	214							1,225
Total Reservations	**284**	**243**	**218**	**278**	**265**	**278**							**1,566**
New Library Patrons:													
City	35	61	38	37	50	30							251
County	98	120	72	107	156	104							657
Faculty	0	0	0	1	0	0							
Non-residents	12	13	10	9	8	5							57
Total Patrons added	**145**	**194**	**120**	**154**	**214**	**139**	**0**	**0**	**0**	**0**	**0**	**0**	**965**
Patron Usage:													
County	67%	66%	67%	66%	68%	70%							
City	23%	25%	22%	22%	20%	19%							
Faculty	4%	3%	3%	4%	3%	3%							
Other	6%	6%	8%	3%	9%	11%							
Portal to Texas History:	4,263	4,532	8,638	9,423	6,874	6745%							
Bastrop Advertiser Sea	0	0	0	0	0.0	0							
Proctored Tests Given:	**10**	**6**	**9**	**3**	**3**	**0**							**31**
Programming:													
Adult	7	2	7	0	14	3							33

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2018-2019

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
Children	376	262	325	299	291	381							**1,934**
Classes / Groups	0	139	14	0	0	62							**215**
MakerSpace	21	4	0	27	10	1							**63**
Outreach	87	0	0	0	101	12							**200**
Special Events	300	0	771	0	0	0							**1,071**
Teen	48	42	60	30	23	25							**228**
Tween	15	9	16	5	8	6							**59**
Total Programming	**854**	**458**	**1,193**	**361**	**447**	**490**	**0**	**0**	**0**	**0**	**0**	**0**	**3,803**
Number of Programs	**31**	**27**	**28**	**24**	**27**	**27**							**164**
Reference Assistance:													
Directional Questions	568	465	484	621	499	508							**3,145**
Microfilm assistance	0	0	0	0	0	0							**0**
Reference Questions	561	378	424	461	485	317							**2,626**
Telephone Reference	217	147	224	246	220	230							**1,284**
Computer Assistance	996	792	957	1,028	880	1,245							**5,898**
Ereader Assistance	7	6	6	11	16	6							**52**
Total Reference	**2,349**	**1,788**	**2,095**	**2,367**	**2,100**	**2,306**	**0**	**0**	**0**	**0**	**0**	**0**	**13,005**
Reserve a Librarian	**0**	**0**	**0**	**0**	**0**	**0**							
Social Media:													
Facebook Likes	1,255	1,272	1,296	1,313	1,345	1,367							7,848
FB daily engaged	1,218	1,194	1,298	1,506	790	2,355							8,361
FB daily total reached	13,085	15,636	18,122	19,895	14,725	36,227							117,690
Weebly page views	662	1,012	1,262	1,235	1,315	1,614							7,100
Weebly unique users	307	319	580	787	752	999							3,744
Teen Instagram Foll.	216	229	239	249	263	274							1,470
Library Instagram				308	324	341							
Visitor Count:	**9,131**	**7,749**	**8,459**	**8,949**	**8,137**	**10,071**							**52,496**
Volunteer Hours:													

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2018-2019

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
Regular volunteers	109.00	95.75	81.00	57.75	101.00	101.00							**545.50**
Friends volunteers	114.25	132.50	109.00	168.00	178.00	155.00							**856.75**
Teen volunteers	10.00	6.10	55.50	24.30	33.30	57.00							**186.20**
Total Volunteer Hours	**223.25**	**234.35**	**245.50**	**225.75**	**279.00**	**256.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**1,588.45**
Website Hits:	**2,296**	**1,877**	**1,895**	**2,364**	**2,452**	**2,733**							
Patron Copy Machine	39,181	40,418	42,170	Broken	740	2,925							**125,434**
Coloring Sheets	30	60	90	143	138	30							**491**
3D Prints		4	2	6	9	10							**31**
Checkout Counts	15,474	15,543	12,457	13,742	16,120	15,787							**89,123**

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    FUN00163  : 505-LIBRARY BOARD FUND                                  PERIOD TO USE:  Oct-2018  THRU Sep-2019
    DEPT      : N/A                                                     ACCOUNTS: 00-00-3000      THRU 81-00-5655

 POST    DATE TRAN #   REFERENCE     PACKET======DESCRIPTION======= VEND  INV/JE #        NOTE  =====AMOUNT====  ====BALANCE====

------------------------------------------------------------------------------------------------------------------------
     00-00-3000        UNASSIGNED FUND BALANCE
                               B E G I N N I N G    B A L A N C E                                                       0.00

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     00-00-3200        RESTRICTED FUND BALANCE
                               B E G I N N I N G    B A L A N C E                                                  30,626.48CR

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     00-00-4400        INTEREST
                               B E G I N N I N G    B A L A N C E                                                       0.00

10/31/18 11/13 B31113              04294 Mthly Interest Alloc         JE# 015067        000025         2.13CR          2.13CR
10/31/18 11/15 B31146              04304 TEXPOOL MTHLY INT ALLOC      JE# 015089        000032         5.53CR          7.66CR
10/31/18 11/15 B31147              04305 MBS CD INT EARNED            JE# 015090                       20.08CR         27.74CR
10/31/18 11/15 B31148              04306 Mthly Interest Alloc         JE# 015091        000033        13.43CR         41.17CR
10/31/18 11/15 B31151              04307 CD INT EARNED                JE# 015092                       16.38CR         57.55CR
                     ============= OCTOBER ACTIVITY   DB:        0.00  CR:          57.55CR         57.55CR

11/30/18 12/10 B31438              04377 TEXPOOL MTHLY INT ALLOC      JE# 015258        000061         6.43CR         63.98CR
11/30/18 12/11 B31448              04379 Mthly Interest Alloc         JE# 015261        000062        12.41CR         76.39CR
11/30/18 12/11 B31451              04382 CD INT EARNED                JE# 015264                       61.76CR        138.15CR
11/30/18 12/11 B31452              04383 MBS CD INT EARNED            JE# 015265                        7.16CR        145.31CR
11/30/18 12/13 B31468              04390 Mthly Interest Alloc         JE# 015273        000066         2.93CR        148.24CR
                     ============= NOVEMBER ACTIVITY  DB:        0.00  CR:          90.69CR         90.69CR

12/31/18  1/07 B31664              04438 CD INT EARNED                JE# 015366                       18.32CR        166.56CR
12/31/18  1/07 B31665              04439 MBS CD INT EARNED            JE# 015367                        0.40CR        166.96CR
12/31/18  1/07 B31666              04440 Mthly Interest Alloc         JE# 015368        000092         2.39CR        169.35CR
12/31/18  1/07 B31667              04441 TEXPOOL MTHLY INT ALLOC      JE# 015369        000093         8.16CR        177.51CR
12/31/18  1/07 B31668              04442 Mthly Interest Alloc         JE# 015370        000094        15.82CR        193.33CR
                     ============= DECEMBER ACTIVITY  DB:        0.00  CR:          45.09CR         45.09CR

 1/31/19  2/10 B31937              04527 Mthly Interest Alloc         JE# 015480        000121         2.92CR        196.25CR
 1/31/19  2/10 B31939              04529 Mthly Interest Alloc         JE# 015482        000123        18.91CR        215.16CR
 1/31/19  2/10 B31941              04531 TEXPOOL MTHLY INT ALLOC      JE# 015484        000125         8.54CR        223.70CR
 1/31/19  2/10 B31943              04533 CD INT EARNED                JE# 015486                       15.95CR        239.65CR
 1/31/19  2/10 B31944              04534 MBS CD INT EARNED            JE# 015487                        7.12CR        246.77CR
                     ============= JANUARY ACTIVITY   DB:        0.00  CR:          53.44CR         53.44CR

 2/05/19  3/11 B32213              04620 CD INT EARNED                JE# 015623                        2.48CR        249.25CR
 2/28/19  3/09 B32198              04611 TEXPOOL MTHLY INT ALLOC      JE# 015608        000157         6.75CR        256.00CR
 2/28/19  3/09 B32201              04613 MBS CD INT EARNED            JE# 015611                       10.03CR        266.03CR
 2/28/19  3/11 B32202              04614 Mthly Interest Alloc         JE# 015612        000160         3.38CR        269.41CR
```

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     FUN00163  : 505-LIBRARY BOARD FUND                              PERIOD TO USE:  Oct-2018  THRU Sep-2019
     DEPT     : N/A                                                  ACCOUNTS: 00-00-3000     THRU 81-00-5655

  POST    DATE TRAN #   REFERENCE     PACKET======DESCRIPTION======= VEND  INV/JE #      NOTE  =====AMOUNT====  ====BALANCE====


 3/31/19  4/04 B32410                 04681 CD INT EARNED                  JE# 015703                29.74CR        342.54CR
 3/31/19  4/04 B32412                 04683 Mthly Interest Alloc           JE# 015705     000180     26.16CR        368.70CR
 3/31/19  4/05 B32427                 04688 Mthly Interest Alloc           JE# 015714     000181      2.32CR        371.02CR
                     ============= MARCH ACTIVITY    DB:        0.00  CR:       78.12CR        78.12CR


                     ============= ACCOUNT TOTAL    DB:        0.00  CR:      371.02CR
----------------------------------------------------------------------------------------------------------------------
     00-00-4504       LIBRARY DONATIONS
                          B E G I N N I N G   B A L A N C E                                              0.00

10/01/18 10/02 C30784 RCPT 01032412   33817 LIBRARY DEPOSIT                                          23.27CR         23.27CR
10/05/18 10/05 C30804 RCPT 01032738   33834 FOL DONATION BOARD ACCT                               3,000.00CR      3,023.27CR
10/05/18 10/05 C30804 RCPT 01032743   33834 GEOSOUTHERN                                              62.36CR      3,085.63CR
10/09/18 10/10 C30840 RCPT 01033181   33853 LIBRARY DEPOSIT                                          38.05CR      3,123.68CR
10/15/18 10/15 C30894 RCPT 01034633   33886 LIBRARY DEPOSIT                                          24.10CR      3,147.78CR
10/22/18 11/14 C31124 RCPT 01038813   34059 LIBRARY DEPOSIT                                         250.41CR      3,398.19CR
10/30/18 11/14 C31125 RCPT 01038814   34060 LIBRARY DEPOSIT                                         134.97CR      3,533.16CR
10/31/18 11/14 C31126 RCPT 01038816   34061 LIBRARY DEPOSIT                                           7.35CR      3,540.51CR
                     ============= OCTOBER ACTIVITY  DB:        0.00  CR:    3,540.51CR     3,540.51CR

11/05/18 11/14 C31127 RCPT 01038817   34062 LIBRARY DEPOSIT                                          15.97CR      3,556.48CR
11/14/18 11/15 C31145 RCPT 01039388   34072 LIBRARY DEPOSIT                                         194.59CR      3,751.07CR
11/19/18 11/19 C31208 RCPT 01039851   34089 LIBRARY DEPOSIT                                           9.79CR      3,760.86CR
11/26/18 11/26 C31274 RCPT 01040325   34121 LIBRARY DEPOSIT                                          11.19CR      3,772.05CR
11/30/18 12/03 C31359 RCPT 01040664   34158 LIBRARY DEPOSIT                                          38.08CR      3,810.13CR
                     ============= NOVEMBER ACTIVITY  DB:        0.00  CR:      269.62CR       269.62CR

12/03/18 12/03 C31360 RCPT 01040673   34159 LIBRARY DEPOSIT                                          14.29CR      3,824.42CR
12/10/18 12/10 C31444 RCPT 01041768   34199 LIBRARY DEPOSIT                                          10.18CR      3,834.60CR
12/10/18 12/10 C31444 RCPT 01041769   34199 LIBRARY DEPOSIT                                          26.33CR      3,860.93CR
12/17/18 12/17 C31488 RCPT 01043544   34239 LIBRARY DEPOSIT                                           5.57CR      3,866.50CR
12/17/18 12/17 C31488 RCPT 01043546   34239 LIBRARY DEPOSIT                                           5.14CR      3,871.64CR
12/27/18  1/07 C31673 RCPT 01044972   34345 LIBRARY DEPOSIT                                         169.79CR      4,041.43CR
12/27/18  1/07 C31673 RCPT 01044973   34345 LIBRARY DEPOSIT                                           6.45CR      4,047.88CR
12/31/18  1/07 C31674 RCPT 01044976   34346 LIBRARY DEPOSIT                                           1.09CR      4,048.97CR
12/31/18  1/07 C31674 RCPT 01044977   34346 LIBRARY DEPOSIT                                           3.05CR      4,052.02CR
                     ============= DECEMBER ACTIVITY  DB:        0.00  CR:      241.89CR       241.89CR

 1/02/19  1/07 C31675 RCPT 01044980   34347 LIBRARY DEPOSIT                                           2.94CR      4,054.96CR
 1/02/19  1/07 C31675 RCPT 01044982   34347 LIBRARY DEPOSIT                                           1.86CR      4,056.82CR
 1/07/19  1/07 C31679 RCPT 01045008   34350 LIBRARY DEPOSIT                                          61.99CR      4,118.81CR
 1/07/19  1/07 C31679 RCPT 01045009   34350 LIBRARY DEPOSIT                                           2.39CR      4,121.20CR
 1/14/19  1/14 C31737 RCPT 01046928   34397 LIBRARY DEPOSIT                                           5.84CR      4,127.04CR
 1/14/19  1/14 C31737 RCPT 01046930   34397 LIBRARY DEPOSIT                                          10.14CR      4,137.18CR
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    FUN00163 : 505-LIBRARY BOARD FUND                                 PERIOD TO USE:  Oct-2018  THRU Sep-2019
    DEPT     : N/A                                                    ACCOUNTS: 00-00-3000     THRU 81-00-5655

  POST    DATE TRAN #   REFERENCE     PACKET======DESCRIPTION======= VEND  INV/JE #        NOTE  =====AMOUNT====  ====BALANCE====


1/28/19  1/28 C31840 RCPT 01048579   34480 LIBRARY DEPOSIT                                                 4.10CR       7,194.04CR
1/31/19  1/31 C31861 RCPT 01048671   34494 LIBRARY DEPOSIT                                                 2.83CR       7,196.87CR
1/31/19  1/31 C31861 RCPT 01048672   34494 LIBRARY DEPOSIT                                                 2.64CR       7,199.51CR
                     ============= JANUARY ACTIVITY  DB:        0.00  CR:      3,147.49CR       3,147.49CR


2/04/19  2/04 C31905 RCPT 01048966   34511 LIBRARY DEPOSIT                                                 7.68CR       7,207.19CR
2/04/19  2/04 C31905 RCPT 01048968   34511 LIBRARY DEPOSIT                                                 0.36CR       7,207.55CR
2/11/19  2/11 C31948 RCPT 01050237   34555 LIBRARY DEPOSIT                                             3,000.00CR      10,207.55CR
2/11/19  2/11 C31958 RCPT 01050262   34557 LIBRARY DEPOSIT                                                 5.15CR      10,212.70CR
2/11/19  2/11 C31958 RCPT 01050264   34557 LIBRARY DEPOSIT                                                12.32CR      10,225.02CR
2/11/19  3/11 B32205 M      000000   04615 FOL DEP 1/25 POSTED 2/11     JE# 015615         000163      3,000.00        7,225.02CR
2/20/19  2/20 C32075 RCPT 01052199   34615 LIBRARY DEPOSIT                                                18.66CR       7,243.68CR
2/20/19  2/20 C32075 RCPT 01052200   34615 LIBRARY DEPOSIT                                                 2.61CR       7,246.29CR
2/25/19  2/25 C32103 RCPT 01052657   34652 LIBRARY DEPOSIT                                                17.77CR       7,264.06CR
2/25/19  2/25 C32103 RCPT 01052658   34652 LIBRARY DEPOSIT                                                 5.54CR       7,269.60CR
2/28/19  3/04 C32155 RCPT 01053063   34681 LIBRARY DEPOSIT                                                28.87CR       7,298.47CR
2/28/19  3/04 C32155 RCPT 01053065   34681 LIBRARY DEPOSIT                                                 3.09CR       7,301.56CR
                     ============= FEBRUARY ACTIVITY  DB:     3,000.00  CR:      3,102.05CR        102.05CR


3/04/19  3/04 C32161 RCPT 01053082   34683 LIBRARY DEPOSIT                                                 1.61CR       7,303.17CR
3/04/19  3/04 C32161 RCPT 01053085   34683 LIBRARY DEPOSIT                                                 0.10CR       7,303.27CR
3/11/19  3/11 C32226 RCPT 01054436   34732 LIBRARY DEPOSIT                                                20.58CR       7,323.85CR
3/11/19  3/11 C32226 RCPT 01054437   34732 LIBRARY DEPOSIT                                                 6.13CR       7,329.98CR
3/18/19  3/21 C32306 RCPT 01056447   34793 LIBRARY DEPOSIT                                                16.18CR       7,346.16CR
3/18/19  3/21 C32306 RCPT 01056448   34793 LIBRARY DEPOSIT                                                 7.44CR       7,353.60CR
3/25/19  3/26 C32331 RCPT 01056867   34826 LIBRARY DEPOSIT                                                12.04CR       7,365.64CR
3/25/19  3/26 C32331 RCPT 01056868   34826 LIBRARY DEPOSIT                                                 5.87CR       7,371.51CR
3/29/19  3/29 C32343 RCPT 01056922   34841 LIBRARY DEPOSIT                                                10.34CR       7,381.85CR
3/29/19  3/29 C32343 RCPT 01056923   34841 LIBRARY DEPOSIT                                                 7.66CR       7,389.51CR
                     ============= MARCH ACTIVITY     DB:        0.00  CR:         87.95CR         87.95CR


4/01/19  4/05 C32434 RCPT 01057682   34885 LIBRARY DEPOSIT                                                11.55CR       7,401.06CR
4/01/19  4/05 C32434 RCPT 01057683   34885 LIBRARY DEPOSIT                                                 1.21CR       7,402.27CR
4/08/19  4/08 C32440 RCPT 01057950   34895 LIBRARY DEPOSIT                                                10.64CR       7,412.91CR
4/08/19  4/08 C32440 RCPT 01057951   34895 LIBRARY DEPOSIT                                             3,013.46CR      10,426.37CR
4/15/19  4/15 C32487 RCPT 01059755   34929 LIBRARY DEPOSIT                                                38.94CR      10,465.31CR
4/15/19  4/15 C32487 RCPT 01059758   34929 LIBRARY DEPOSIT                                                46.66CR      10,511.97CR
4/22/19  4/22 C32537 RCPT 01060668   34982 LIBRARY DEPOSIT                                                31.14CR      10,543.11CR
4/22/19  4/22 C32537 RCPT 01060669   34982 LIBRARY DEPOSIT                                                 4.74CR      10,547.85CR
                     ============= APRIL ACTIVITY     DB:        0.00  CR:      3,158.34CR       3,158.34CR


                     ============= ACCOUNT TOTAL      DB:     3,000.00  CR:     13,547.85CR
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    00-00-4505      LIBRARY BUILDING FUND DONATION
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     FUN00163 : 505-LIBRARY BOARD FUND                               PERIOD TO USE:  Oct-2018  THRU Sep-2019
     DEPT     : N/A                                                   ACCOUNTS: 00-00-3000     THRU 81-00-5655
    POST     DATE TRAN #   REFERENCE     PACKET======DESCRIPTION======= VEND  INV/JE #        NOTE  =====AMOUNT====  ====BALANCE====

-----------------------------------------------------------------------------------------------------------------------
     00-00-4506         GRANT PROCEEDS
                                   B E G I N N I N G   B A L A N C E                                                  0.00

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     00-00-4536         MISCELLANEOUS
                                   B E G I N N I N G   B A L A N C E                                                  0.00

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     00-00-4560         MEETING ROOM DEPOSIT
                                   B E G I N N I N G   B A L A N C E                                                  0.00

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     00-00-4709         TRANS IN - DESIGNATED FUND
                                   B E G I N N I N G   B A L A N C E                                                  0.00

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DEPT: 00      ** INVALID DEPT **

     00-00-5601         ADVERTISING
                                   B E G I N N I N G   B A L A N C E                                                  0.00

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DEPT: 81      ** INVALID DEPT **

     81-00-5101         OPERATION SALARIES
                                   B E G I N N I N G   B A L A N C E                                                  0.00

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     81-00-5117         OVERTIME
                                   B E G I N N I N G   B A L A N C E                                                  0.00

-----------------------------------------------------------------------------------------------------------------------
     81-00-5150         SOCIAL SECURITY
                                   B E G I N N I N G   B A L A N C E                                                  0.00

-----------------------------------------------------------------------------------------------------------------------
     81-00-5201         SUPPLIES
                                   B E G I N N I N G   B A L A N C E                                                  0.00

11/01/18 12/13 A99817 CHK: 122491    30265 PLA FIL - SKY BLUE     5347  1810DIETRICH                        26.99        26.99
11/01/18 12/13 A99817 CHK: 122491    30265 PLA FIL - SILVR, CLR   5347  1810DIETRICH                        47.99        74.98
                      ============= NOVEMBER ACTIVITY  DB:        74.98  CR:          0.00                   74.98
```

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      FUN00163 : 505-LIBRARY BOARD FUND                           PERIOD TO USE:  Oct-2018  THRU Sep-2019
      DEPT     : 81      ** INVALID DEPT **                        ACCOUNTS: 00-00-3000    THRU 81-00-5655
  POST    DATE TRAN #   REFERENCE    PACKET======DESCRIPTION======= VEND  INV/JE #       NOTE  =====AMOUNT==== ====BALANCE====


1/03/19  2/08 A02112 CHK: 122815    30627 CANDY CANES - 1000      5347  1811LIBRARY                   55.60       967.89
1/17/19  1/17 A01252 CHK: 122720    30481 RETIREMENT GIFT DUVA    5347  1812WALDRON                  161.00     1,128.89
                     ============= JANUARY ACTIVITY    DB:     1,053.91  CR:          0.00         1,053.91

3/01/19  3/14 A03507 CHK: 123058    30826 SRP THEME INFO          5347  1901PIERSON                   10.83     1,139.72
3/01/19  3/14 A03507 CHK: 123058    30826 SRP TEES, BAGS, ETC     5347  1901PIERSON                  479.38     1,619.10
3/03/19  3/28 A04039 CHK: 123119    30890 SRP THEME CLRG TOTES    5347  1902LIB                      239.91     1,859.01
3/03/19  3/28 A04040 CHK: 123119    30890 CREDIT - 19-01304       5347  1902PEIRSON                  10.83CR    1,848.18
3/03/19  3/28 A04040 CHK: 123119    30890 CREDIT - 19-01304       5347  1902PEIRSON                 479.38CR    1,368.80
3/03/19  3/28 A04040 CHK: 123119    30890 SRP THEME INFO          5347  1902PEIRSON                   10.00     1,378.80
3/03/19  3/28 A04040 CHK: 123119    30890 SRP TEEES, BAGS, ETC    5347  1902PEIRSON                  442.83     1,821.63
                     ============= MARCH ACTIVITY      DB:     1,182.95  CR:        490.21CR          692.74

4/01/19  4/18 A04670 EFT: 006223    31015 OFFICER JUDY'S PLANT    23104 190130LOMBARDO               29.22     1,850.85
4/03/19  4/25 A05182 CHK: 123284    31070 MS - WTR-SOL PENCILS    5347  1903DIETRICH                  7.46     1,858.31
4/03/19  4/25 A05182 CHK: 123284    31070 MS - SEWING SUPPLIES    5347  1903DIETRICH                 67.34     1,925.65
4/03/19  4/25 A05182 CHK: 123284    31070 MS - FABRIC, THREAD     5347  1903DIETRICH                 74.51     2,000.16
4/03/19  4/25 A05182 CHK: 123284    31070 MS - 2 SEW.MACH&SUPP    5347  1903DIETRICH                389.97     2,390.13
4/03/19  4/25 A05182 CHK: 123284    31070 MS- SOAP, CARVGTOOLS    5347  1903DIETRICH                 48.74     2,438.87
4/03/19  4/25 A05185 CHK: 123284    31070 SRP BRACLTS,TATTOOS     5347  1903LIB                      312.07     2,750.94
4/12/19  4/18 A04823 EFT: 006226    31015 TN SRP GAME SWITCHES    7019  190412GAMESTOP               494.96     3,245.90
                     ============= APRIL ACTIVITY      DB:     1,424.27  CR:          0.00         1,424.27


                     ============= ACCOUNT TOTAL       DB:     3,736.11  CR:        490.21CR
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     81-00-5203        POSTAGE
                              B E G I N N I N G   B A L A N C E                                                  0.00


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     81-00-5206        OFFICE EQUIPMENT
                              B E G I N N I N G   B A L A N C E                                                  0.00


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     81-00-5210        SMALL EQUIPMENT
                              B E G I N N I N G   B A L A N C E                                                  0.00


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     81-00-5231        BOOKS
                              B E G I N N I N G   B A L A N C E                                                  0.00

1/03/19  2/08 A02111 CHK: 122815    30627 REPUBLIC OF TX BOOK     5347  1811DIETRICH                 90.49        90.49
                     ============= JANUARY ACTIVITY    DB:        90.49  CR:          0.00            90.49


                     ============= ACCOUNT TOTAL       DB:        90.49  CR:          0.00
```

    FUN00163 : 505-LIBRARY BOARD FUND   PERIOD TO USE: Oct-2018 THRU Sep-2019
    DEPT   : 81   ** INVALID DEPT **   ACCOUNTS: 00-00-3000   THRU 81-00-5655
 POST   DATE TRAN #   REFERENCE   PACKET======DESCRIPTION======= VEND INV/JE #   NOTE =====AMOUNT==== ====BALANCE====

    81-00-5232   AUDIO VISUALS
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5320   EQUIPMENT MAINTENANCE
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5345   MAINT OF BUILDING
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5401   COMMUNICATIONS
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5505   PROFESSIONAL SERVICES
                              B E G I N N I N G   B A L A N C E   0.00

12/06/18 12/06 A99477 CHK: 122435   30201 HARPIST 2HR @ OH   25159 181208LIBOPENHOUSE   150.00   150.00
12/06/18 12/06 A99478 CHK: 122447   30201 HOLIDAY MUSIC @ OH   39419 181208LIBOPENHOUSE   300.00   450.00
                       ============= DECEMBER ACTIVITY DB: 450.00 CR: 0.00   450.00

                       ============= ACCOUNT TOTAL   DB: 450.00 CR: 0.00

    81-00-5517   MEETING ROOM DEPOSIT RETURN
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5601   ADVERTISING
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5605   TRAVEL & TRAINING
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5615   DUES, SUBSCRIPTION & PUBLICATI
                              B E G I N N I N G   B A L A N C E   0.00

    81-00-5655   EQUIPMENT RENTAL
                              B E G I N N I N G   B A L A N C E   0.00

     FUN00163 : 505-LIBRARY BOARD FUND   PERIOD TO USE: Oct-2018 THRU Sep-2019
     DEPT   : 81   ** INVALID DEPT **   ACCOUNTS: 00-00-3000   THRU 81-00-5655
  POST   DATE TRAN #   REFERENCE   PACKET======DESCRIPTION======= VEND INV/JE #   NOTE =====AMOUNT==== ====BALANCE====

--*-*-*-*-*-*-*-*-*-*-*-   000 ERRORS IN THIS REPORT!   *-*-*-*-*-*-*-*-*-*-*-*-*-*

                           ** REPORT TOTALS **   --- DEBITS ---   --- CREDITS ---
                        BEGINNING BALANCES: 0.00   30,626.48CR
                        REPORTED ACTIVITY: 7,276.60   14,409.08CR
                        ENDING BALANCES: 7,276.60   45,035.56CR
                        TOTAL FUND ENDING BALANCE: 37,758.96CR

*** GRAND TOTALS ***

	--- DEBITS ---	--- CREDITS ---
BEGINNING BALANCES:	0.00	30,626.48CR
REPORTED ACTIVITY:	7,276.60	14,409.08CR
ENDING BALANCES:	7,276.60	45,035.56CR
GRAND TOTAL ENDING BALANCE:		37,758.96CR

SELECTION CRITERIA

FISCAL YEAR: Oct-2018 / Sep-2019
FUND: Include: 505
PERIOD TO USE: Oct-2018   THRU Sep-2019
TRANSACTIONS: BOTH

ACCOUNT SELECTION

ACCOUNT RANGE: 00-00-3000   THRU 81-00-5655
DEPARTMENT RANGE: - THRU -
ACTIVE FUNDS ONLY: NO
ACTIVE ACCOUNT ONLY: NO
INCLUDE RESTRICTED ACCOUNTS: NO
DIGIT SELECTION:

PRINT OPTIONS   DETAIL

OMIT ACCOUNTS WITH NO ACTIVITY: NO
PRINT ENCUMBRANCES: NO
PRINT VENDOR NAME: NO
PRINT PROJECTS: NO
PRINT JOURNAL ENTRY NOTES: NO
PRINT MONTHLY TOTALS: YES
PRINT GRAND TOTALS: YES
PRINT: INVOICE #
PAGE BREAK BY: NONE

*** END OF REPORT ***

Ticket Report for Computer Issues

Month	Ticket #	Units-Affected	Description of issue	Resolution	Number effected
December:					
12/4/2018	#INC-1927	Adult #7	Trying to connect, but can't. Re-started the computer several times…no luck	Ticket placed…fixed remotely	Anyone that is assigned to #7
12/13/2018	#INC-1970	Adult #1	Trying to connect, but can't. Re-started the computer several times…no luck	Ticket placed…fixed remotely	Anyone that is assigned to #1
12/13/2018	#INC-1971	Adult #5	Trying to connect, but can't. Re-started the computer several times…no luck	Ticket placed…fixed remotely	Anyone that is assigned to #5
12/20/2018	#INC-1997	All computers	Websites being blocked…Connexion/OCLC	Ticket placed…Jesse came to the library to fix	Anyone using that website
12/20/2018	#INC-1998	All computers	Websites being blocked…AOL	Ticket placed…Jesse came to the library to fix	Anyone using that website-at least 3 patrons we know of
Month	**Ticket #**	**Units-Affected**	**Description of issue**	**Resolution**	**Number effected**
January:					
1/4/2019	#INC-2046	All computers	Fortinet blocking a job website…samejobs.com	Ticket placed…fixed remotely	Anyone using that website
1/8/2019	#INC-2057	Staff computers and circ. Comp.	Adobe software issue	Ticket placed…fixed remotely	Staff
01/22/2019+	#INC-2117	Adult #10	Showing faulty, have re-started computer three times already	Ticket placed…fixed remotely	Adult #10

1/25/2019	#INC-2132	All computers periodically	Computers don't always recognize flash drives. The problem is it isn't consistant and doesn't always happen on all flash drives. I (Cary) haven't been able to figure out a pattern to help Jesse. This is the first ticket place on this subject in a long time.	Being worked on	Randomly on all computers
1/25/2019	#INC-2135	Reservation Station	Reservation station is down, giving the message…"Untrusted Connection" failed to connect to the connection server. Tried to re-start the computer several times with no luck.	Ticke placed and is being worked on. IT is working with support to resolve the issue. We are still able to log patrons onto the computers at the Circulation and Reference Desk.	Everyone trying to log on to the computers themselves.
1/25/2019	#INC-2136	Wireless	Fortinet blocking the following websites...FriendsFundForward.com Funding4life.com	Ticket placed and it is being processed	Anyone using those websites.
Month	**Ticket #**	**Units-Affected**	**Description of issue**	**Resolution**	**Number effected**
February:					
2/4/2019	INC #2180	Booth #2	Flash drive problem…sees the flash drive but won't open the document.	Moved patron to a different booth and placed a ticket. This is an issue that IT is working on resolving.	Anyone - it is random

2/4/2019	INC #2181	Adult #1 & #10	Flash drive problem…won't see the flash drive	Placed a ticket. IT is working on trying to resolve this issue. Moved patron to a different computer and the same issue happened…tried the flash drive on the reference computer and it worked.	Anyone - it is random
2/7/2019	INC #2187	Reservation Station	Reservation station…error displayed and won't allow reservations for computers	Ticket placed and IT worked on a solution. Staff logged patrons on at the reference desk and the circulation desk	Everyone
2/8/2049	INC #2198	Booth #1, Adult #1 & #3	Flash drive problem	Ticket placed and IT came right over to work on a solution.	Anyone - it is random
2/11/2019	INC #2207	Reservation Station	Reservation station…error displayed and won't allow reservations for computers	Ticket placed and IT worked on a solution. Staff logged patrons on at the reference desk and the circulation desk	Everyone
2/13/2019	INC #2215	Reservation Station	Reservation station…error displayed and won't allow reservations for computers	Ticket placed and IT solved the issue. Staff logged patrons on at the reference desk and the cirulation desk	Everyone
2/14/2019	INC #2224	Adult #1	Computer kept trying to connect over and over and over.	Ticket Placed and IT fixed the problem quickly	Anyone
March:					
3/7/2019	INC #2310	Adult #1 & 2	Message: No log in server available	Ticket Placed and IT fixed the problem quickly	Anyone assigned to those computers
3/7/2019	INC #2311	Booth #2 & Adult #3	Giving the same message as adult #1 & #2	Ticket Place and IT fixed the problem quickly	Anyone assigned to those computers

3/11/2019	INC #2324	Adult Computers and Booth #2	The adult computers bouncing current patrons off of their sessions to assign incoming people to them. Other computers are available for use, but the reservation station keeps assigning patrons to those already in use. Booth #2 is kicking users off without warning.	Ticket Place and IT fixed the problem quickly	Everyone
3/11/2019	INC #2325	Pharos Log in Station	Pharos log in station down	Ticket Place and IT fixed the problem quickly	Everyone
3/12/2019	INC #2332	Flash	Gave the message that we needed to up date Flash	Ticket placed - IT needed more information…the website that was giving the message. I didn't have the information - I will get that information for IT if it happens again	One person
3/12/2019	INC #2335	Adult #3	Kept trying to connect but couldn't	Ticket Place and IT fixed the problem quickly	Anyone
3/12/2019	INC #2336	Ref Computer	Kept trying to connect but couldn't	Ticket Place and IT fixed the problem quickly	Anyone
April:					
4/1/2019	INC #2438	Adult #7	Trust/Domain Issue	Ticket Place and IT fixed the problem quickly	Anyone assigned to that computer
4/9/2019	INC #2483	ADA #1	Kept trying to connect but couldn't	Ticket Place and IT fixed the problem quickly	Anyone assigned to that computer
4/15/2019	INC #2505	Adult #6	Kept trying to connect but couldn't and showing faulty in Pharos	Ticket Place and IT fixed the problem quickly	Anyone assigned to that computer
4/15/2019	INC #2506	Reservation Station	Error Message: Reading from Gateway	Ticket Placed and IT went to work immediately to fix the problem	Everyone
4/15/2019	INC #2507	Adult #2	Error Message: Reading from Gateway	Ticket Placed and IT went to work immediately to fix the problem	Anyone assigned to that computer

4/15/2019	INC #2512	Adult #10	Kept trying to connect but couldn't.	Ticket placed and IT fixed the problem quickly	Anyone assigned to that computer
04/1502019	INC #2513	Child #1	Kept trying to connect but couldn't	Ticket placed and IT fixed the problem quickly	Anyone assigned to that computer
4/18/2019	INC #2522	Adult #4	Kept trying to connect but couldn't	Ticket placed and IT fixed the problem quickly	Anyone assigned to that computer
4/22/2019	INC #2532	Public & Staff Wifi	Couldn't connect to the Public & Staff wifi on any device.	Ticket placed and IT is working on the issue	Anyone trying to connect to the Wifi
4/23/2019	INC #2537	Public & Staff Wifi	Still experiencing connect issues with both the public & staff wifi. Show connected but doesn't go anywhere	Ticket placed and IT made some changes, as of now the wifi is working…Yeah for IT!	Anyone trying to connect to the Wifi