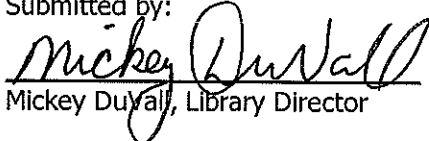


**AGENDA
LIBRARY BOARD
Monday, June 3, 2013
6:00 PM**

The Bastrop Public Library Board will meet in a regular meeting on Monday,
June 3, 2013 at 6:00 PM at the Bastrop Public Library
1100 Church Street, Bastrop, TX.

- 1. Call to order**
- 2. Review and Approval of Minutes for April meeting**
- 3. Announcements—** *Sheilah K's last day is July 27*
- 4. Citizen Comments—**
- 5. Librarian's report—**discussion and possible action
- 6. Friends of the Library Report**
 - Friends met in regularly scheduled meeting
 - Friends gave the library 4,500 for the Summer Reading Program and to purchase a button maker
 - Friends discussed various ideas for future fundraising events—other than booksales
- 7. Old business**
 - Brick pavers and tiles update—no new sales—installed four new bricks—discussion and possible action
 - Update—BTOP grant—grant paid computer trainer will finish at the end of June—library staff will take over training in August—discussion and possible action
 - Update—Bastrop County Complex Wildfire archival project—James Alexander continues to take on more project manager responsibilities—discussion and possible action
 - Update—Re-configuring the library—Penny Gromatzky of Libra-Tech submitted a quote of just under \$50,000 for new shelving in the library—discussion and possible action
 - Update—Replacing old light fixtures—I continue to wait to hear from Mike on how he wants to proceed with the upgrading of the light fixtures—discussion and possible action
- 8. New Business**
 - Election of officers—discussion and possible action
 - Library Board training—discussion and possible action
 - Customer Service Policy—discussion and possible action
 - Tocker Foundation Grant submittal—discussion and possible action
 - Evacuation procedure—discussion and possible action
 - Are there any items Board members would like to include on next month's agenda?—discussion and possible action

Submitted by:


Mickey Duvall, Library Director

CERTIFICATION

I, Teresa Valdez, City Secretary, certify that the above notice was posted on the bulletin board of the Bastrop City Hall, 1311 Chestnut, on _____ at _____.

Teresa Valdez, City Secretary

Bastrop Public Library
Librarian's Report
June 3, 2013

1. Library Statistics for the month of April. Circulation statistics are up 11% compared to April 2012; gate count is up 3% compared to April 2012; programming is down 21% compared to April 2012; Internet usage is up 26% as compared to April 2012, reference requests are down 13% compared to April 2012 and meeting room reservations are up 44% compared to April 2012.
2. In the month of April 189 children and adults attended Story time.
3. In the month of May 271 children and adults attended Story time.
4. On Monday, April 1 Bonnie Ueckert hosted 13 students from the Calvary Episcopal School after school program.
5. On Tuesday, April 2 Bonnie Ueckert hosted the Brown Bag movie "Home on the Range." Five children and adults attended the movie.
6. On Thursday, April 4 Bonnie Ueckert taught a group of homeschool students about the library. Twenty-three students attended the class.
7. On Thursday, April 4 Sheilah Kosco hosted a Teen Advisory Board committee meeting. Fourteen teens attended the meeting and played board games, discussed future programming ideas and discussed new book purchases.
8. On Monday, April 8 Bonnie Ueckert hosted 10 students from the Calvary Episcopal School after school program.
9. On Tuesday, April 9 library staff attended a basic Red Cross training session.
10. On Thursday, April 11 library staff attended a Red Cross Shelter Worker training session.
11. On Thursday, April 11 Sheilah Kosco hosted a teen Anime Club meeting. Ten teens attended the meeting and watched the movie, "Black Butler," and discussed plans for the summer.
12. On Saturday, April 13 five children read to Bow Wow Book Buddy.
13. On Monday, April 15 Bonnie Ueckert hosted 12 students from the Calvary Episcopal School after school program.
14. On Tuesday, April 16 Bonnie Ueckert provided library tours for 161 second grade students and their teachers from the Lost Pines Elementary School.
15. On Wednesday, April 17 Sara Holland from the Clean Air Force organization set up a display and handed out flyers to library patrons about how to fight air pollution.
16. On Thursday, April 18 Sheilah Kosco hosted Open Video Game playing night. Twenty teens played Halo 4 on the big screen.
17. On Friday, April 19 Bonnie Ueckert hosted 13 Calvary Episcopal School kindergarteners and their teachers.
18. On Friday, April 19 Mickey DuVall attended a going away party for long term City Secretary, Teresa Valdez. Teresa has taken a new position in Rock Port, Texas.
19. On Saturday, April 20 Sheilah Kosco hosted the annual Book Mark Contest. Fifty-two students and their parents attended the ceremony.
20. On Monday, April 22 Bonnie Ueckert hosted 12 students from the Calvary Episcopal School after school program.

21. From Tuesday, April 23 through Saturday, April 27, Sheilah Kosco, Bonnie Ueckert and Mickey DuVall attended the Texas Library Association annual convention in Fort Worth, Texas.
22. On Monday, April 29 Bonnie Ueckert hosted 13 students from the Calvary Episcopal School after school program.
23. On Monday, April 29 the library received a \$3,650 for a technology Book Festival Grant. The funds will be used to purchase WIFI antennas for the library.
24. On Wednesday, May 1 Mickey DuVall submitted the Library's general fund budget and the Library Board's budget to the Finance Department.
25. On Thursday, May 2 Mickey DuVall attended a Bastrop County Complex Wildfire task force meeting at the library.
26. On Thursday, May 2 Sheilah Kosco hosted a Teen Advisory Board meeting. Sixteen teens attended the meeting and discussed upcoming summer programs and signed up teens to volunteer for the summer.
27. On Friday, May 3 Bonnie Ueckert hosted 15 Calvary Episcopal School kindergarteners and their teachers.
28. On Monday, May 6 Bonnie Ueckert hosted 10 students from the Calvary Episcopal School after school program.
29. On Tuesday, May 7 Bonnie Ueckert hosted the Brown Bag movie "Puss in Boots." Five children and adults attended the movie.
30. On Tuesday, May 7 Bonnie Ueckert attended the Red Rock Elementary School Literacy Night. One hundred students, teachers and parents attended the event.
31. On Wednesday, May 8 Mickey DuVall attended Legal Review at City Hall to discuss a memorandum of understanding with BISD concerning using three of their school campuses as emergency shelters.
32. On Thursday, May 9 Bonnie Ueckert taught a group of homeschool students about the library. Forty-two students attended the class.
33. On Thursday, May 9 Sheilah Kosco hosted an Anime Club meeting. Thirty-five teens created ears and tails for their anime characters.
34. On Saturday, May 11 two children read to Bow Wow Book Buddy.
35. On Monday, May 13 the library closed because library staff attended an all-day Red Cross workshop on Shelter Management.
36. On Tuesday, May 14 Mickey DuVall, Richard and Janet West attended a Lost Pines Garden Club meeting. The organization gave the Friends of the Bastrop Public Library a check worth \$2,230 as a donation to the Bastrop Public Library. The Lost Pines Garden Club raised the funds during plant sales they held at the library and during Yesterfest. Thank you Lost Pines Garden Club.
37. On Thursday, May 16 Sheilah Kosco hosted open video game night. Twenty-two teens played Halo 4, Smash Brothers, Mario Kart and arcade video games. The teens had a blast.
38. On Friday, May 17 Bonnie Ueckert hosted 15 Calvary Episcopal School kindergarteners and their teachers.
39. On Saturday, May 18 Bonnie Ueckert hosted a Lego Super Saturday event. Twenty children and adults attended the event.
40. On Monday, May 20 Bonnie Ueckert hosted 13 students from the Calvary Episcopal School after school program.

41. On Wednesday, May 22 Mickey DuVall submitted a \$50,000 grant request for new shelving to the Tocker Foundation.
42. On Thursday, May 23 Bonnie Ueckert provided library tours for 146 kindergarten students and their teachers from the Lost Pines Elementary School.

Respectfully submitted: Mickey DuVall, Library Director

Bastrop Public Library Customer Service Policy

The Bastrop Public Library strives to offer excellent library services, which includes a quality facility and collection. The staff and volunteers strive to provide accurate, efficient and courteous library service to all customers in light of the principles outlined below. The Customer Service Policy of the Bastrop Public Library is the foundation for all staff and volunteer interactions with the general public. All library policies are interpreted in light of the principles outlined below:

1. The Library offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria which may be the source of discrimination.
2. Customers are treated politely and with respect.
3. Judgment calls are made in the customer's favor.
4. When a staff member or volunteer is unable to comply with a request, the customer will be offered an alternative.
5. Staff members and volunteers are familiar with library policies and are able to inform patrons about them.

I. Demeanor:

Demeanor is defined as: the way a person looks, speaks and acts; one's manner of behavior towards others; a personal mode of expressing attitude. Non-verbal demeanor conveys attitude via facial expression and posture - just as tone of voice and choice of word affect a verbal message. The patron's perception of a staff member or a transaction can be very different from the staff member's intent.

In public service agencies such as the Library, it is imperative that every staff/patron interaction is a positive one for the patron. A friendly, helpful demeanor can often ensure a positive experience even when the message conveyed is not a pleasant one.

Staff members and volunteers are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling his/her experience with the Library has been a positive one.

While a staff member or volunteer is at work, he or she acts as a representative of the Bastrop Public Library to each person or group with whom he or she comes in contact. The impression made on the patron profoundly affects the Library's image.

II. Ethics:

The needs and requests of library patrons will be taken seriously and treated with respect. Equal consideration and treatment will be given to users in a non-judgmental environment.

All interactions and transactions with the customer or groups of customers will be considered confidential and will be discussed only in a professional context. Such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, and requests for materials. Discussion of confidential patron issues will be handled discreetly, preferably in non-public areas.

Staff members and volunteers will not offer personal opinions or advice in answers to customer queries.

III. Positive Operating Procedures:

1. Be punctual. Service commences at the advertised time the library opens and full service is available until 10 minutes before the library closes. Phones are answered and all work stations manned promptly at opening.
2. Answer the phone in a pleasant manner, identifying the library and yourself. A "Good morning, Good afternoon" or "May I help you," is an appropriate greeting.
3. Smile and greet the patron. If you are busy with another patron, acknowledge the patron who is waiting and explain that you will help the new patron as soon as you can.
4. Look up and around periodically. Being helpful to the customer is the highest priority. Customers may be unfamiliar with the library and its systems, so be aware if someone needs help.
5. Keep annoyance and impatience from you voice. Conduct transactions in a helpful, pleasant manner.
6. If any staff member or volunteer is unsure of handling a question, he/she should respond to the patron with "Just a moment, please. I will get someone who can help you find the information you are looking for." If possible, when referring a patron to another staff member, ask the staff member to help the patron instead of leaving the patron to fend for her/himself.
7. Be jargon-free when talking to library users. Avoid using library and computer jargon or acronyms, which would be meaningless or intimidating to the public.
8. In some cultures pointing is considered a capital offense. Try not to point with your finger. Unless there is a line of customers waiting for service, escort the patron to the appropriate area or find an aide or other staff member to do so. Do not leave a patron to fend for her/himself. If you cannot leave your post, rather than point, try to describe the area where you are sending the patron.
9. Keep conversations with other staff members and volunteers to a minimum in public areas. Even though you may be discussing library business, to the public it appears you are socializing.
10. Although the temptation to discuss or share difficult transactions at the public desk is great, such discussions will be limited to the staff area or private offices. Remember that the details of such transactions are confidential.
11. When a customer has a complaint, listen in a courteous and non-judgmental manner. Refer to the appropriate library policy and, when necessary, refer the customer to your supervisor, the assistant director or the director.

12. When a customer voices concern or disapproval of any library resource, hand them the form titled "Request for Reconsideration of library Materials," Located in the front desk cabinet.
13. When a customer has a suggestion, or information to share, listen courteously and ask if he/she would like to fill out a comment card for the suggestion box.
14. Serving the customer at the desk takes precedence over responding to an incoming phone request. Ask the caller to hold, or take the number and call back when you are through serving the patron standing in front of you.
15. Respond to telephone message as soon as possible.
16. If there will be a lapse of time before you can obtain information for a telephone customer, ask the patron if you can call back.
17. When possible, accept personal phone calls away from public areas.
18. In the event of an incident involving a customer, employee or a volunteer on the job, staff will obtain the person's name, address and telephone number as well as a description of the incident. If possible obtain the same information from witnesses. Incident forms are found in the front drawers at the circulation desk.
19. Staff members passing through or working in public areas are available for customer services. If you do not have time to assist the customer, find another staff members who can help.
20. Keep your voice low when in public areas and talking on the telephone. Discussions with patrons are confidential.

05/15/13

Library Board Approval:

Bastrop City Council approval:

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2012-2013

	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Total
CIRCULATION SERVICES:													
Adult:													
000-099	36	25	40	34	36	34	28						233
100-199	65	51	36	52	60	32	73						369
200-299	69	51	44	72	54	59	56						405
300-399	148	138	115	137	124	90	140						892
400-499	21	17	3	8	5	13	12						79
500-599	55	62	50	54	52	53	92						418
600-699	358	355	289	440	313	278	398						2,431
700-799	163	157	156	198	152	137	113						1,076
800-899	43	35	38	67	38	37	36						294
900-999	151	152	134	124	112	114	127						914
92-920	94	84	77	96	73	116	91						631
Adult Audiocassettes	13	4	2	2	10	8	7						46
Adult Book Club Bag	0	0	0	0	1	1	1						3
Adult DVD's	1,744	1,345	1,431	1,919	1,491	1,464	1,612						11,006
Adult Fiction	2,667	2,410	2,104	2,522	2,325	2,226	2,331						16,585
Adult Fiction CD's	567	596	580	619	642	637	727						4,368
Adult Genealogy	0	0	0	0	0	0	0						0
Adult Historical Vertical File	0	0	0	0	0	0	0						0
Adult Large Print	799	660	644	841	745	769	759						5,217
Adult Microfilm	0	0	0	0	0	0	0						0
Adult MP3 Book	42	41	34	35	23	31	29						235
Adult Music on CD	189	101	89	127	111	130	122						869
Adult Nonfiction CD'S	59	61	36	51	52	48	76						383
Adult One-Click e-audio	99	155	95	186	110	110	96						851
Adult Overdrive e-book	0	0	100	157	147	155	181						740
Adult Pro Col	0	0	0	0	0	0	0						0
Adult Reference	0	0	0	5	1	0	0						6
Adult Reference Desk	0	0	0	0	0	0	0						0
Adult Spanish DVD's	12	6	4	0	3	9	10						44
Adult Spanish Fiction	11	12	10	13	19	16	11						92

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2012-2013

Adult Spanish Nonfiction	21	12	6	8	19	29	22												117
Adult Texana	71	60	48	75	63	69	61												447
Adult Vertical Files	0	0	0	0	0	0	0												0
Adult Videocassettes	444	363	368	370	240	228	194												2,207
Subtotal Adult:	7,941	6,953	6,533	8,212	7,021	6,893	7,405	0	0	0	0	0	0	0	0	0	0	0	50,958
Juvenile and children's:																			
Child Spanish 1st R	28	14	20	15	30	12	12												131
Child Spanish Easy	106	75	35	61	58	60	30												425
Child Spanish Easy Nonfic	20	7	5	17	11	7	7												74
Child Storytime box	7	1	1	1	2	2	1												15
Easy Nonfiction	150	75	92	80	145	101	90												733
Easy Picture Books	1,733	1,573	1,081	1,377	1,251	1,338	1,208												9,561
First Readers	487	411	272	280	289	354	348												2,441
J 000 - J 099	19	16	15	11	12	9	7												89
J 100 - J199	14	9	1	3	2	4	5												38
J 200 - J 299	18	10	13	8	6	9	15												79
J 300 - J 399	74	59	18	33	23	22	14												243
J 400 - J 499	3	2	1	1	1	2	2												12
J 500 - J 599	202	162	126	207	143	75	172												1,087
J 600 - J 699	43	45	33	63	34	43	63												324
J 700 - J 799	176	154	144	145	103	118	110												950
J 800 - J 899	23	17	9	12	25	16	15												117
J 900 - J 999	102	76	55	81	64	70	73												521
J 92 - J 920	22	29	25	24	41	26	37												204
Juvy Audiocassettes	2	1	2	4	3	6	5												23
Juvy CD'S	59	29	35	56	36	23	27												265
Juvy DVD	322	415	449	476	466	368	425												2,921
Juvy Fiction	877	822	667	828	714	814	919												5,641
Juvy Graphic Novels	194	189	206	228	207	160	237												1,421
Juvy Oversize	7	3	3	7	4	12	7												43
Juvy Reference	0	0	0	0	0	0	0												0
Juvy Spanish Fiction	5	7	0	5	0	1	0												18
Juvy Spanish Nonfiction	32	14	11	7	3	19	16												102

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2012-2013

Subtotal Juv. & children's	4,725	4,215	3,319	4,030	3,673	3,671	3,845	0	0	0	0	0	27,478
Young Adult:													
Young Adult CD's	15	14	8	7	19	21	12						96
Young Adult Fiction	428	394	484	463	443	405	478						3,095
Young Adult Graphic Novels	299	234	217	279	343	289	310						1,971
Subtotal Young Adult	742	642	709	749	805	715	800	0	0	0	0	0	5,162
Other:													
Paperbacks	681	639	580	855	681	532	620						4,588
Magazines	27	25	16	29	22	16	20						155
Subtotal Other	708	664	596	884	703	548	640	0	0	0	0	0	4,743
Grand Total All	14,116	12,474	11,157	13,875	12,202	11,827	12,690	0	0	0	0	0	88,341
OTHER SERVICES:													
Total Online Bastrop													
Advertiser Searches	5,130	5,965	5,054	7,002	6,800	7,442	7,372						44,765
Computer Usage:													
Adult	1,965	1,368	1,316	1,715	1,603	1,522	1,523						11,012
Children	601	407	378	400	466	519	339						3,110
Computer Class	32	67	26	32	52	37	43						289
Teen	438	325	318	268	260	285	263						2,157
Wireless				500	648	697	728						
Total Computer Usage	3,036	2,167	2,038	2,915	3,029	3,060	2,896						19,141
Gifts and Memorials:	\$137.26	\$12.58	\$900.00	\$0.00	\$135.00	\$437.19	\$450.00						\$2,072.03

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2012-2013

Items Processed:													
Items Cataloged:													
Apollo	174	64	148	136	88	192	162						964
Baker & Taylor	39	12	20	19	36	29	33						188
Brodart	0	0	0	0	0	0	0						0
Cat Express--OCLC	7	0	18	8	17	13	8						71
Ingram	163	58	90	72	54	58	75						570
Original	109	46	73	34	90	105	54						511
Recorded Books	9	14	1	0	9	12	2						47
Total items cataloged	501	194	350	269	294	409	334						2,351
Total items withdrawn	448	294	841	1,221	632	63	1,145						4,644
Total items lost	8	8	10	0	0	0	312						338
Interlibrary Loan:													
Borrowed	64	62	45	27	29	30	53						310
Loaned	8	0	2	2	1	3	2						18
Total Transactions	72	62	47	29	30	33	55						328
New Library Patrons:													
City	25	27	19	38	38	36	29						212
County	139	147	87	154	127	101	124						879
Total Patrons added	164	174	106	192	165	137	153						1,091
Patron Usage:													
County	73%	72%	73%	72%	72%	71%	70%						
City	20%	20%	19%	20%	20%	20%	21%						
Faculty	2%	2%	2%	3%	3%	3%	4%						
Other	5%	6%	6%	5%	5%	6%	5%						
Proctored Tests Given:													
	12	6	4	3	5	5	2						37
Programming:													
Children's programs	396	373	469	267	274	349	358						2,486
Outreach programs	157	121	120	0	0	3,189	161						3,748

BASTROP PUBLIC LIBRARY ANNUAL STATISTICS FOR FISCAL YEAR 2012-2013

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