

AUGUST 2023 DPL Board Mtg DIRECTOR'S REPORT

LIBRARY & RESOURCE USE

The people counter is still an issue. Staff are reporting that it is not functioning which seems so far to mean that the reflector is getting knocked out of alignment. If anyone who is handy with a drill wants to come and help me get it properly adjusted, I'd be most grateful.

Program attendance for July is down compared to June, primarily because the bookmobile has been out of commission. In house, there were 5 programs for adults with an average of just over 3 participants per program (total attendance at adult programs: 15 adults, 1 child). There were 7 programs for kids with an average of roughly 17 participants per program (total attendance at children's programs: 43 adults, 7 teens, 75 kids). At the Bookmobile, there were an additional 3 programs with total attendance of 29 adults, 7 teens, and 62 children. Unfortunately, we had to cancel 5 other bookmobile programs in July.

Circulation was down a little in June with 943 checkouts, compared to just over a thousand in June. The difference is likely due to the Wingdale Elementary class visits. Computer use was down also with 80 users in July compared to 85 in June. Exam proctoring was about the same and notary services were down in July.

You're spared the graphs this month.

STAFF

I held a staff meeting yesterday and we discussed the circulation desk staff's feedback on the new cash handling procedures. Overall, with the new system, fewer transactions are getting missed in the recording and staff shared that they have trouble giving change for large bills - like \$100 or \$50 that people sometimes bring in to pay for RE exams. So now, when we book someone for exam proctoring, the staff will tell them that we don't accept bills higher than \$20's. This will reduce the stress that staff are feeling about it. The staff also requested that the starting drawer be higher than the current \$40. We are trying \$50 for a few weeks.

I also asked the staff to share the features of clerk position that they thought were most important. My goal was to involve the staff in increasing everyone's awareness of the full scope of the position. I will be writing up a list of minimum standards/ goals across three areas (teamwork, customer service and technology) for all staff members with the clerk title. I have continued to meet with individual members of the staff to talk about their training needs. Staff members working evening and weekend shifts have been encouraged to complete training while they are on desk when it is slow.

Lisa and I discussed a reorganization of administrative duties that I would like to discuss further in Executive session.

BUILDING

The new window unit ACs are working very nicely; staff and volunteers have commented on how much nicer it is to be in the work/break room now. We had one of the computer station chairs break on a Saturday. It appears to be a weld that failed. Unless a Board member has that skill set to repair it, I will buy a new one.