

Welcome!

If you want to learn more about Library Districts, how they're created and managed, rules, regulations, legislation, etc, you can visit the amazing website Westbank Library put together. [Library Districts – Westbank Libraries \(westbanklibrary.com\)](https://westbanklibrary.com)

<https://westbanklibrary.com/library-districts/>

Trustee training for the Open Meetings Act and the Public Information Act is mandated by law. You can find them here.

<https://www.texasattorneygeneral.gov/open-government/governmental-bodies/pia-and-oma-training-resources/public-information-act-training>

<https://www.texasattorneygeneral.gov/open-government/open-meetings-act-training>

Once complete, print out your certificate and get it to the library via mail or bookdrop. You have to complete these within 90 days of taking office. I remember them being about an hour each.

The library is a Special Purpose District, a separate government operating under Texas Local Code 326. We have to follow slightly different rules than a city/county library and it's infinitely different than a small business.

We are funded by the collection of .05% sales tax on goods and services delivered within our district boundaries. We do not have the same boundaries as any other political subdivision. We lie completely outside city limits, span RRISD and PISD, but cannot cross the county line.

We are not funded by property tax or any dispensation of funds from any other government body. We work with the MUD and the Neighborhood Association, but are completely separate. We are not accountable to any city council, mayor, or other body. We are completely supported by and responsible to our community.

Contact the director with any questions or concerns. I'm here to help you.

Welcome, and thank you!

Donita

Things to know from day one

- 1- You cannot discuss library stuff with more than one trustee at a time unless it is a properly posted meeting open to the public. That includes round robin emails or discussing programs at a neighborhood holiday party. Three trustees is a quorum and a quorum that discusses library business has to be publicly posted. Avoid “reply all” in trustee emails, even for simple things like food preferences. A reply all is a quorum and it can get us in trouble.
- 2- The director is not a trustee, so you can send things to me to forward out or collect responses and it is not a quorum. I do not count as a third person for a quorum.
- 3- Use your library email for all library business. Never use a personal email or copy your personal email with confidential library business such as HR issues, account numbers or patron information.
- 4- Since I will send everything to your library email, please check it every couple of days. I promise not to send a bunch of silly stuff. This is also how any staff or community member will contact you, so you want to be as responsive as reasonably possible. If you cannot check your library email for several days, make sure to activate an ‘out of office’ with an expected return/response date.
- 5- If there is something immediately urgent, I will send a text that says “please check your email.” This rarely happens, but if we have an emergency evacuation or police situation, this is how I would alert you.
- 6- The Library Director is your contact for all things administrative/trustee related. I am very email responsive. Be circumspect in your interaction with library employees.
- 7- The Library Board of Trustees is primarily responsible for three things- approving policies, setting the annual budget, and hiring/evaluating the library director. The Library Director is responsible for operations, employees, procedures, and the rest.
- 8 - Trustees are still library patrons and citizens, but it is important to change hats (so to speak).

When the Board is in session, you are a trustee. If you have a personal relationship or interest (positive or negative) in a specific program, performer, supplier, or potential employee, you should recuse yourself from discussion on that topic at board meetings.

When the Board is not in session, unless you are acting in an official capacity, you are the same as any other patron. Because of the power you wield as a trustee, whether spoken or implied, library employees may reasonably feel pressured to treat your personal suggestions with more weight than another patron, so be circumspect. Do not ask for special treatment or exemptions.

Where to Find Important Information

For transparency and convenience, most relevant information is available online. Please contact the Library Director if you need help accessing any of these publicly available resources.

Texas Local Code 326: <https://statutes.capitol.texas.gov/Docs/LG/htm/LG.326.htm>

You can find trustee information to review on the library website at wblibrary.org > About Us > Board of Trustees. On that page are posted past annual reports and audits, board meeting agendas, reports and minutes, budgets, and reference documents including:

- WBCLD ByLaws
- Map of the district
- Trustee Code of Ethics
- WBCLD Long Range Plan

More daily operational items can be found on the library website policy page. Go to wblibrary.org > About Us > Policies and Forms.

- Freedom to Read Statement
- Library Bill of Rights
- Umbrella Policies
 - Conduct Policy
 - Services Policy
 - Collection and Circulation Policy
- Specific Policies
 - Records Management
 - Interlibrary Loan
 - Extended Emergency Closure
 - TexShare
 - Records Management
 - Procurement
 - Investment

Policies that are not online, but are available in print at the library or on the library internal network include the Personnel Policy and Health Reimbursement Policy.

Oh, the hats you will wear....

How to tell when you are a trustee and when you are a patron, and why it matters

It can be tricky to differentiate between life as a trustee and life as a private citizen and library patron. It can also be difficult to determine which set of rules is in play at a given time.

When the Board is in Session, or you are at the library, you should follow that Trustee criteria. If you are at a community event or national conference representing the library, follow the trustee criteria. If you are at HEB and somebody recognizes you as a trustee, or you are wearing a Library TShirt, follow the criteria for a trustee. Basically, if you are recognized and/or perceived as a trustee, behave as a trustee.

If you are downtown at the ballet with your family, eating dinner in Pflugerville and talking to the server, singing karaoke at a retirement party for your parents in Ohio, travelling abroad, or otherwise in the privacy of your own home, follow the guides for patron/citizen. The person you are with probably does NOT see you as a trustee for the district.

There is also a list of behaviors called 'Don't'. Those are the things that a person simply should not do if they are acting in the interest of the library and the district's established priorities and ethics. They're not illegal, they're not objectively wrong, they're just contrary to WBCLD.

If you have a patron / citizen concern that you want to discuss with library management, let me know and I will set aside time specifically to have that conversation. It is a bit complicated, but it can certainly be done. It is especially difficult to act as a patron with staff, since they all know you are a trustee.

Politics, elections and voting

Trustee: Encourage people to register to vote, to vote for you as a trustee, and to vote for or against things that would help or hurt the library district.

Patron/Citizen: Vote for whomever or whatever your conscience guides you to support. Express your own personal political opinions or wear political slogans *outside library property and events*.

Don't: Voice political opinions (including the wearing of buttons / flair) on library property or at events when you could reasonably be recognized as a trustee.

Staffing

Trustee: Support benefits and compensation packages, participate in the Library Director's hiring and annual review, set budgets for training/ wages/ benefits/ etc.

Patron/Citizen: Support the promotion (or discipline) of existing personnel or candidates based on your experience with those people in the library as a patron. Suggest additional positions (more outreach or reference staff) or qualifications (Spanish speaker or teaching experience) for staff.

Don't: Direct staff in the performance of their duties. Reprimand any employee (other than the director). Put forward a candidate with whom you have a personal relationship. Participate in HR decisions for specific persons.

Programs & Services

Trustee: Set program budgets for general categories. Volunteer at programs to support staff. Promote programs in the neighborhood with accurate information.

Patron/Citizen: Suggest to library managers specific programs or services to add, express concerns about programs / services that are being offered.

Don't: Request or expect special treatment or access. Campaign for (or against) specific programs or performers.

Advocacy

Trustee: Promote legislation the library board & management determine to promote district goals. Attend advocacy events with TML, TLA, PLA, TxRtR or other similar TSLAC promoted groups.

Patron/Citizen: Promote what you personally want to put forward.

Don't: Promote a position in contradiction to library goals.

Special Topic- Book Banning, Drag Queen Storytimes, Kirk Cameron, hot topic of the hour

Trustee: Be familiar with ALA statements concerning censorship, the Freedom to Read, Library Bill of Rights and Intellectual Freedom. Support the library and collection development staff in interactions with members of the public who aim to censor protected material.

Patron/Citizen: Select materials and programs for yourself and your family that are appropriate for you and your family. Avoid those you don't enjoy. Suggest for the collection items you would enjoy that meet the Collection Development Criteria using the patron interface- not a board meeting.

Don't: Suggest removal of materials or services unilaterally based on content protected by ALA statements.

Email and Communication

Trustee: Check your library email regularly- at least every other day, and respond to queries as requested. If you will be unavailable for a period of time, alert the director. Forward any library related communications you receive personally to the library director.

Patron/Citizen: Promote library events and services through your personal social media accounts if you choose.

Don't: Send sensitive information to a personal email address- anything financial, legally protected or HR related. Respond publicly to a library topic from a personal email or social media account.

Board Meetings 101

In accordance with the Open Meetings Act, any meeting of a quorum of the Board of Trustees (3 people) must be publicly posted with an agenda at least 72 hours in advance. This agenda must include the time and place and must list any potential action items. The agenda must be signed by the Board President or Vice President. No agenda, no meeting.

This means that any time 3 trustees are gathered and may potentially discuss library business, there must be a posted agenda. Beware of book clubs or social events where topics may arise.

The library director is an ex officio member of the board. That means that the director participates in discussion, but cannot make or second any motions. The director does NOT vote, and his/her presence does NOT count towards a quorum.

At the Board Meeting

President or designee will call the meeting to order and establish a quorum. The time and establishment must be noted in the minutes, taken by the secretary or designee.

Generally, the order of activity is:

- 1- Citizen Comment. This is the time when anyone gets to talk about whatever for up to 3 minutes. No action can be taken.
- 2- Reports. This includes any financial reports to present, minutes from previous meetings, the Director's report, and any committee reports. The reports must be accepted by a vote.
 - a. President or designee will ask for a motion to accept reports by any trustee. Another trustee must second the motion. Vote is taken and recorded by the secretary.
- 3- Consent Items. This is where items that need approval but do not expect discussion are presented for acceptance. Any item can be pulled for discussion by a trustee. If that happens, the item pulled is moved to the next part of the meeting under Action Items and remaining consent items can be accepted. This also needs a vote.
 - a. President or designee will ask for a motion to accept consent items (or remaining consent items if any item has been moved to the action item) by any trustee. Another trustee must second the motion. Vote is taken and recorded by the secretary.
- 4- Action Items are taken in order. Any consent item moved to the action agenda can be addressed at either the beginning or the end of the other listed action item. For each item listed;
 - a. President or designee will ask for a motion to (insert action here) by any trustee. Another trustee must second the motion. Then, and only then, the action item is up for discussion by trustees and present library

representative(s). President or designee MAY allow other citizens to participate in the discussion, but it is not required. Discussion is closed when president or designee calls for a vote or an updated/amended motion.

- b. Action can be tabled.
 - c. If there is no action to be taken, the President or designee can state that for the record to put into the minutes.
- 5- Trustee Items come last. This is when trustees set the time and date for the next meeting and determine action items. Trustees can make announcements such as resignation or upcoming absences. This is also when deliverables are assigned to committees for future meetings.
- 6- Adjourn. The President or designee will ask for a motion to adjourn. If there is a motion and a second, the meeting is adjourned and the time noted in the minutes.

Minutes:

Board meeting minutes are kept by the secretary and submitted to the board for approval at the next meeting. Board meeting minutes are a matter of public record and must include agenda items and record who made and seconded each motion as well as any voting. Discussion can be summarized. Any citizens present should be listed with the spelling of names confirmed.

While most action can be taken by a vote of a majority of trustees, budget amendments must have at least 3 aye votes to pass. For example, a meeting can take place with a quorum of 3 trustees. If three trustees vote, 2 trustees are a majority and can pass most items. However, that does not reach the threshold to pass a budget change. There are other special circumstances that require 3 votes to pass, such as land purchases, but they are rare.

Special Circumstances:

The President or designee may rearrange the order of activities on the agenda to accommodate guest speakers or unforeseen circumstances.

The Board of Trustees may go into executive session to discuss certain financial, legal, or personnel items. In executive session, only trustees and invited persons may be present. Minutes for executive session are kept, but kept separately and not available to the public. No action can be taken in executive session.

Selection & Timeline

Library Materials

Selection is done by librarians using review publications, lists, and patron request sheets. We place orders every month. It is the library's goal to spend at least 10% of our budget on the acquisition of new materials for patrons to enjoy.

Timeline from request to book-in-hand.

Request to receipt at the library: Day 1- patron writes the request on the sheet or submits it via Apollo. Requests are compiled and sent to librarians every week for ordering. Day 7ish- item is evaluated by the librarian and added to a cart. Day 30ish- cart is ordered. We are now 4 weeks from the request date.

It is 2-6 weeks generally for ordered materials to be processed and shipped from the distributor. Sometimes it takes up to 4 months when items are backordered or a link in the supply chain is suffering from shortages. This is completely unpredictable, but reported to be similar for all distributors. We are now 6 to 10 weeks minimum from request date when the item arrives at the library.

Invoices are checked against shipping lists and purchase orders when boxes are unpacked. This is generally done within a day or two of the box arriving. At this point, library staff must download MARC records, import those records into Apollo, and match the subject headings and authority control. Depending on how many items are waiting to be done and how many staff are available to do it, this can take 1 to 2 weeks. Some items need additional processing like spine reinforcement. All items need ownership stamps and barcodes. This can take another 1-2 weeks depending on staff availability. From the time the box arrives at the library until it hits the shelves is 2 weeks at best, 6 weeks on the outside if we are horribly backed up.

So it's 6-10 weeks from request to receipt and 2-6 weeks from receipt to deployment, making the process 8-16 weeks. Sometimes it's faster. Sometimes it's slower if there are long shipping delays or we are especially short staffed. This is why we order in advance.

Library Programs

Selection is done by librarians. Almost all library programs are library hosted, delivered and managed. There are a few exceptions for sponsored programs. To have a program in August, all paperwork must be submitted and approved by July 1. Every program has a proposal which includes listing the personnel responsible for marketing & delivery, tracking expected attendance & costs, blurbs and slides for social media, and explanation of target attendees, requirements, registration, and how the program connects to library goals. After the program, there is an evaluation as well which settles the cost per attendee and notes anything that went especially well or sideways.

Library Employees (updated August 2023)

Every employee (except the bookkeeper) works every public desk every week. That means each person does customer service, circulation, readers advisory, shelving, computer assistance, reference, crisis control, and whatever else happens in a building that is open to the public 7 days per week with free bathrooms and air conditioning.

Staff are all CPR/ First Aid and AED certified every two years. Librarians and the Outreach Services Assistant Manager are notaries.

The director and librarians are full time salaried/exempt. All other employees are hourly. Assistant managers (including office manager) carry keys and are eligible for insurance; they work between 25 and 35 hours per week.

All staff at the library are at will. Each person past the probation period has access to retirement savings and match, paid holidays, reimbursement for health expenses, and earned PTO. There is a set weekly schedule for every employee that includes both public facing and office work time. Salary employees have a set number of flex hours for programming and projects. The library does not offer work from home or remote work without specific written approval.

Administration:

Library Director (Donita)- Interprets and upholds policies set by Board of Trustees. Charged with oversight of facilities, personnel, collection, election, audit, compliance documentation, budget, payroll, human resources, circulation, programs, services, and administration of all library objectives.

Bookkeeper/ Office Manager (Karen)- Maintains records of facility maintenance, schedules repairs, upgrades, and inspections, manages financials including tracking of budgets, balancing accounts, and processing invoices to be paid.

Managing Librarians:

Adult Services Librarian (Leslie)- Manages collection development and programming for adults

Children's Services Librarian (Nick)- Manages collection development and programming for ages 0-18

Technology & Operations Librarian (Katrina) – Manages circulation system and library technology/servers. Katrina also manages the LAB and associated programming.

Assistant Managers:

Assistant Manager of Outreach Services (Lauren) – Manages social media, homebound delivery, and outreach programs.

Assistant Manager of Volunteer Services (Michelle) - Manages volunteer program and does YA and digital collection development.

Assistant Manager of Youth Services (Kaitlyn) - Supports the Children's Services Librarian and manages the TLC and teen programming.

Assistant Manager of Technical Services (Elisa) - Manages material processing/repair, Spanish collection development and cataloging, and the Interlibrary Loan program. Elisa also does our Spanish storytimes.

Assistant Manager of Program Support (Julia) – Runs back-up for programs both adult and youth, manages many of the passive programs (seed library) and bulletin boards.

Library Assistants:

(Julia, James, Victoria, Cynthia, Gretchen) – Performs general desk and back room duties. This is the entry level position that does not have specified tasks outside normal operations. These employees work less than 25 hours per week, do not have keys, and are not eligible for insurance. Persons in this position are fit into additional tasks that meet their personal strengths and interests. For example, James is running back-up for D&D and LAB programs.

Library District Boundaries: Oh, so very confusing.

- 1- Everything in the district is in zip code 78728. NOT everything in 78728 is in the district.
- 2- Everything in the district is in Travis County. NOT everything in Travis County is in the district.
- 3- The library district has parts of Pflugerville and Round Rock school districts.
- 4- The library district has most of the MUD, but not all.
- 5- None of the library district is within city limits for Austin, Round Rock or Pflugerville. Our street address says Austin but we are outside city limits.
- 6- Everything within a certain distance of the center line of IH35 is designated for City of Austin, as well as many little fingers of space. Below is a map that gives a basic idea, but keep in mind that the actual boundary line is very precise.
 - a. Example 1- there was a lingerie store along I35 with a register inside and a mailbox outside. The boundary fell between them. Thus, in store purchases were taxed for the district and mail order purchases were taxed for City of Austin.
 - b. Example 2- in the original Walgreens layout, the pharmacy and cosmetics counters were taxed for the district, but the front registers were taxed for the City of Austin.

