White House Library Board Meeting Agenda
Billy S. Hobbs Municipal Center
Court Room
July 9th, 2020

I. Call TO ORDER
    A. Roll call of Trustees
    B. Welcome Visitors
II. APPROVAL OF MINUTES FROM May 14th, 2020
III. COMMUNICATIONS
IV. REPORTS
    A. Regional Director
    B. Library Director
        a. Monthly Reports
        b. Upcoming events/updates
        c. Budget
        d. State Standards Review
    C. Committees
        1. Executive
        2. Finance and Budget
        3. Marketing and Public Relations
        4. Policy Review
            a. Technology Plan Review
            b. Long Range Plan Review
            c. Salvage Plan
V. UNFINISHED BUSINESS
    a. Memorial for William Beavers
VI. NEW BUSINESS
    a. Officers
    b. Committee members
VII. ADJOURN

White House Library Board Meeting
May 14, 2020
Billy S. Hobbs Municipal Building
Court Room

I.      CALL TO ORDER: 7:05 p.m.

        A. Roll call of Trustees: Katy Hornbeck, Emmie Seals, Linda Silver, Joyce Partain, and John Corbitt. Also Present: Library Director Elizabeth Kozlowski, and Red River Regional Director Cecilie Maynor.  Absent: Andrew Armstrong and Gerald Herman.

        B.  Welcome Visitors: None.

II. APPROVAL OF MINUTES FROM January 9, 2020: John Corbitt motions to approve. Joyce Partain seconds the motion. All approve.

III. REPORTS

        A. Regional Director

(1) Regional Director Cecilie Maynor was impressed with the White House library's curbside service.  The entire staff has done a wonderful job. There was storytime online, wifi available in the parking lot, social media communication, free books, and even checkup calls to see how patrons were doing. (2) A few meetings with other directors have taken place online. Plays of reopening have been very impressive. (3) Cecilie will send the trustees a copy of the Library Service Agreement online and then get a signature at the next meeting from Joyce. (4) Summer Reading will include an online component this year. (5) The Tech Grant is due on July 6 which Elizabeth will be applying for. (6) Cares Act Grant from Congress: Some of this grant will be provided and distributed to libraries (up to $20,000).

        B. Library Director

          a. Monthly Reports

                i. March (1) The library director attended a One Community Sumner County meeting on Wednesday, March 4, to discuss the professional development session the group was planning in July. However, this event has now been put on hold. (2) The library director attended a homelessness training session on March 5th discussing how to address an odor problem. (3) The library director attended a budget line merging meeting. Several lines next year will be merged; however, the budget will not be reduced. (4) The library director reached out to state representatives and senators encouraging them to not vote for the parental oversight bill. (5) The library director presented her CIP request to the BMA at the budget retreat on March 11th. That is in the budget for next year and the Cares Act may be able to be used for this outdoor space. (6) The library board was supposed to meet on March 12; however, no business was discussed due to only one board member showing up. (7) The state contracted copiers were delivered to the library. They are not connected to the library's computers yet. The state library will not let their IT personnel go onsite at this time. (8) Due to health concerns related to COVID-19, the library closed to the public on March 19th. On March 23rd, the library started offering lobby pickups. Individuals could call or go online and request holds. Staff members would pull the holds, bag the items, and schedule a time for pick up. This ensured staff and patrons did not have contact and no more than 1 person was in the lobby at a time. (9) The library director went

on FMLA leave from March 24 through most of April due to an illness. (10) The marketing committee had to cancel their scheduled meeting on March 26th due to COVID-19.

ii. April (1) Since the library was not open to the public for the month of April due to COVID-19 concerns, a number of changes were put in place. Full – time staff hours worked 7 am to 5:30 p.m. and part time staff did not work during April. Some of the services full time staff provided onsite include: lobby picks, fax services, virtual programs, and Wi-Fi. In addition to these provisions, staff completed inventory of the building, fixed library records, cataloged all the seeds on hand, weeded books, processed and cataloged a number of items, planned future programs, and did book orders.

b. Upcoming Events/Updates

i. Staff work during closure – see April monthly report.

ii. Cancelling Con – Due to Covid-19, the Marketing Committee and Library Staff made the decision to cancel this year's FandomCon. Due to the unknowns of the virus and what Phase of reopening the area would be in, the library director, staff, and marketing committee agreed the best choice of action at this time would be to cancel.

iii. Rethinking SR Programs – Summer reading will look different this year. Minutes will be logged online, performers have been moved to July and outside so people can still distance, prizes will be different, and will be awarded by reaching different levels.

iv. Library Reopening Plan – The library director passed out the Recommended Reopening Library Plan. In June, the hope is to go into Phase 3, allowing part-time staff members to be stationed in the lobby to let people in and out, ensuring no more than 20 patrons are in the library at all times. The handout lays out how many patrons can be in at all times, how often the staff cleans, etc.

c. Budget: The budget is mentioned in the March monthly reports. Line item books, audio books, and DVDs will be combined into a line item titled "Inventory." Office supplies and materials and small items of equipment will be titled "Supplies." Also of note: not all MOE standards can be met during this time. Due to that, Regional Director Cecilie Maynor says they may relax MOE and will be trying to work with libraries.

C. COMMITTEES

1. Executive Committee –did not meet.

2. Finance and Budget Committee – did not meet.

3. Marketing and Public Relations Committee – did not meet.

4. Policy Review Committee – did not meet.

IV. UNFINISHED BUSINESS: Library evaluations will be gone over at the July meeting.

V. NEW BUSINESS

a. Memorial for William – A plaque will be made, with mention of William Beavers on FB and in the newspaper. The library will be purchasing a book in his memory.

b. New Board Member – Someone has expressed interest in becoming a trustee. The library director is awaiting their application.

VI. Adjourn: 8:04 p.m. Emmie Seals motions to adjourn. Joyce Partain seconds the motion. All approve.

**White House Library Monthly Report**
**May 2020**
**Submitted by Elizabeth Kozlowski**

**Summary of Activities**

The library remained closed to the public for the month of May. Full time staff continued to work 7am to 5:30pm, Monday through Thursday, performing the services they did for the month of April. The staff weeded a large amount of the collection, purchased and cataloged more seeds and prepared for summer reading and re-opening the building.

To be ready for re-opening, staff made cloth masks that they could use and take home to wash. The director purchased shower curtains to hang around the front desk and in a corner for cleaning returned items. The staff also made a sneeze guard at the middle of the desk with a piece of plastic that sits up enough for staff to hand items to patrons. In addition, staff moved and put away most of the library furniture, moved computers so that they are 6 feet apart, created two self-check stations, put tape on the floor 6 feet apart for checkout lines and entrance lines, and made one door entrance only and one door exit only.

For summer reading, the staff knew they would have to make changes. This year summer reading sign-ups will be online and and the ReadSquared app will be used to record minutes read. Kids and teens will receive a prize for each step they reach. The steps are in increments of 150 minutes, and they stop at 900 minutes. If kids or teens read past the 900 minutes, they will have their name entered for a random drawing.

Aside from the reading portion of our program, the library staff stuffed grab and go kits, which are bags with a craft for kids and teens to pick up and make at home. Staff also created digital content to post of the library's page each week, a citywide scavenger hunt and have set times for virtual therapy dog readings for children. The staff hopes that in July, they will be able to hold a few face-to-face programs.

**Department Highlights**

The highlight for the month was how staff had to come up with a completely new type of summer reading program in less than a month. The staff worked hard to get the online reading software organized, and up and running. In addition, they had to quickly come up with grab and go kits, digital programs, and figure out how to do virtual programs. It was a lot of work, and the staff is hoping that patrons will still enjoy the program.

# White House Public Library
## May 2020
### Performance Measures

**Official Service Area Populations**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 13,714 | 13,833 | 14,035 | 14,202 | |

**May Membership**        **Cumulative Members**

| Year | New Members | Updated Members | Total Members | % of Population with Membership |
|------|-------------|-----------------|---------------|--------------------------------|
| 2016 | 130 | 397 | 11,141 | 81 |
| 2017 | 90 | 344 | 12,293 | 89 |
| 2018 | 151 | 373 | 7,484 | 54 |
| 2019 | 102 | 528 | 8,740 | 62 |
| 2020 | 7 | 58 | 6,645 | 47 |

Although the library closed to the public on March 19, 2020 due to the COVID-19 Pandemic, we have enabled an on-line registration for cards so that the public can still have access to items.

**Total Material Available:** 36,783
**Estimated Value of Total Materials:** $919,575     **Last Month:** $920,925
**Total Materials Available Per Capita:** 2.57     **Last Month:** 2.59
**State Minimum Standard:** 2.00

**Materials Added in May**                               **Yearly Material Added**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 111 | 415 | 222 | 127 | 145 |

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 3,674 | 3,602 | 3,123 | 824 | 1,074 |

**Physical Items Checked Out in May**            **Cumulative Physical Items Check Out**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 6,147 | 5,817 | 6,043 | 5,434 | 1,141 |

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 63,252 | 63,421 | 62,536 | 65,522 | 21,293 |

Of the 1,141 checkouts for May, 611 were items checking out and 530 were items being renewed.

**May**

| Miscellaneous Items | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------------|------|------|------|------|------|
| Technology Devices | 18 | 35 | 53 | 36 | 13 |
| Study Rooms | 61 | 78 | 95 | 83 | 0 |
| Lego Table | 149 | 215 | 246 | 195 | 0 |
| Games and Puzzles | 38 | 43 | 48 | 82 | 8 |
| Seeds | 0 | 42 | 142 | 96 | 5 |
| Test Proctoring | 0 | 8 | 24 | 29 | 7 |
| Charging Station | 0 | 9 | 7 | 19 | 0 |
| STEAM Packs | * | * | * | 31 | 0 |
| Cake Pans | * | * | * | 3 | 0 |
| Notary Services | * | * | * | * | 1 |
| **Quarantine Counts** | | | | | |
| Lobby Pickups | 191 | | | | |
| Reference Questions | 11 | | | | |
| Tax Forms | 4 | | | | |
| Faxes | 2 | | | | |
| Copies | 5 | | | | |
| Mobile Prints | 6 | | | | |

**Yearly Totals**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 299 | 585 | 644 | 137 | 120 |
| 821 | 828 | 1,082 | 253 | 178 |
| 2,094 | 2,643 | 1,891 | 553 | 459 |
| 510 | 528 | 743 | 222 | 375 |
| 82 | 1,197 | 586 | 112 | 213 |
| 9 | 56 | 152 | 27 | 26 |
| 26 | 86 | 90 | 19 | 16 |
| * | * | 148 | 61 | 25 |
| * | * | 6 | 1 | 4 |
| * | * | * | 16 | 28 |

**May**                                               **Yearly Totals**

| Library Use | 2016 | 2017 | 2018 | 2019 | 2020 |
|-------------|------|------|------|------|------|
| Library Visits | * | * | 5,002 | 4,255 | 0 |
| Website Usage | * | * | * | 1,148 | 1,088 |

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| * | * | 52,565 | 55,728 | 11,529 |
| * | * | 2,517 | 16,935 | 7,348 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Library Volunteers** | 25 | 17 | 11 | 13 | 1 | | 251 | 214 | 173 | 193 | 27 |
| **Volunteer Hours** | 146 | 126 | 78 | 82 | 16 | | 1,665 | 1,546 | 1,337 | 1,658 | 311 |

These numbers are low because we were closed to the public for the entire month of May.

**Universal Class May Counts**

| Sign-ups | Courses Started | Videos Watched | Lessons Viewed | Class Submissions |
|---|---|---|---|---|
| 0 | 4 | 178 | 392 | 128 |

**Cumulative Counts**

| Year | Sign-ups | Courses Started | Lessons Viewed | Class Submissions |
|---|---|---|---|---|
| 2017 | 27 | 39 | 273 | 258 |
| 2018 | 24 | 52 | 661 | 455 |
| 2019 | 9 | 16 | 194 | 105 |
| 2020 | 7 | 30 | 1,100 | 642 |

**Computer Users**

| May | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Wireless** | 552 | 596 | 588 | 658 | 41 |
| **Adult Computers** | 415 | 348 | 321 | 384 | 13 |
| **Kids** | 177 | 170 | 141 | 152 | 0 |

**Yearly Computer Users**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| 8,367 | 8,725 | 9,535 | 2,017 | 1646 |
| 4,640 | 4,413 | 4,642 | 1,103 | 973 |
| 2,136 | 2,209 | 2,088 | 556 | 395 |

**Programs**

| 1,000 books | Monthly Sign ups | Yearly Sign ups | 100 mark | 500 mark | Completions |
|---|---|---|---|---|---|
| **2018** | 7 | 29 | 2 | 0 | 0 |
| **2019** | 2 | 38 | 2 | 2 | 0 |
| **2020** | 1 | 70 | 0 | 1 | 0 |

**Monthly**

| May Kids | Kids Sessions | Kids Attendance |
|---|---|---|
| **2016** | 14 | 178 |
| **2017** | 16 | 234 |
| **2018** | 9 | 233 |
| **2019** | 10 | 181 |
| **2020** | 0 | 0 |

**Yearly Totals**

| Kids Sessions | Kids Attendance |
|---|---|
| 178 | 2,988 |
| 181 | 4,268 |
| 158 | 4,437 |
| 46 | 737 |
| 30 | 677 |

**May Virtual Programs**

| Kids programs | Online views |
|---|---|
| 7 | 1,352 |

Since the library was closed in May, we did not have any live programs. The counts above are from pre-recorded programs that were posted on our Facebook and Youtube page.

**Monthly Programs**

| May | Teen Events | Teens Present |
|---|---|---|
| **2016** | 3 | 10 |
| **2017** | 2 | 5 |
| **2018** | 5 | 10 |
| **2019** | 3 | 5 |
| **2020** | 0 | 0 |

**Yearly**

| Teen Events | Teens Present |
|---|---|
| 69 | 187 |
| 47 | 481 |
| 82 | 432 |
| 18 | 432 |
| 13 | 81 |

**Monthly**

| May | Tween Events | Tweens Present |
|---|---|---|
| **2019** | * | * |
| **2020** | 0 | 0 |

**Yearly**

| | | |
|---|---|---|
| **2019** | 10 | 150 |
| **2020** | 5 | 18 |

**May Virtual**

| Teen & Tweens | Online Views |
|---|---|
| 3 | 577 |

We did not have any live teen programs during the month of May, but we had three pre-recorded virtual programs.

**Monthly**

| May Adults | Adult Sessions | Adult Attendance |
|---|---|---|
| **2016** | 4 | 18 |
| **2017** | 12 | 56 |

**Yearly**

| Adult Sessions | Adult Attendance |
|---|---|
| 61 | 662 |
| 145 | 689 |

**May Virtual Programs**

| Online Programs | Views | Phone Programs |
|---|---|---|
| 2 | 20 | 28 |

| | | | | | |
|---|---|---|---|---|---|
| **2018** | 17 | 61 | | 175 | 1,009 |
| **2019** | 11 | 50 | | 41 | 232 |
| **2020** | 0 | 0 | | 30 | 143 |

The two online programs were trainings that our cataloger did for other catalogers in the region. The phone programs are device advices.

**Interlibrary Loan Services**

| May | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Borrowed** | 47 | 58 | 62 | 58 | 0 |
| **Loaned** | 5 | 10 | 39 | 56 | 0 |

**Yearly Interlibrary Loan Services**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| 668 | 562 | 690 | 184 | 185 |
| 249 | 305 | 410 | 103 | 43 |

**May 2020 R.E.A.D.S. Totals**

| Adults | Juvenile |
|---|---|
| 1539 | 94 |

**19-20 Yearly Totals**

| Adult | Juvenile |
|---|---|
| 21,684 | 1,347 |

**18-19 Yearly Totals**

| Adult | Juvenile |
|---|---|
| 21,899 | 1,189 |

**17-18 Yearly**

| Adult | Juvenile |
|---|---|
| 15,773 | 725 |

The READS statistics come from the state.

**White House Library Monthly Report**
**June 2020**
**Submitted by Elizabeth Kozlowski**

**Summary of Activities**

The library reopened to the public on June 1st with restrictions in place. All the furniture was pulled to discourage patrons from lingering in the library. The number of available computers was reduced and configured so that they are six feet apart. Study rooms are not available for checkout to prevent gatherings. To insure social distancing is maintained, staff marked the floor to show patrons where to stand for assistance and checking out. One library door has been designated entrance only and the other exit only to help patrons not cross paths. A staff member is stationed in the lobby to count the number of people coming in. The library staff decided that only 20 people would be allowed to browse the stacks at a time and 10 people on computers to help maintain social distancing.

In addition, staff made a second self-checkout station so they would not have to handle patron's items. All returned items have to be placed in the book drop so staff may take them to the cleaning area. A sneeze guard has been placed around the circulation desk and staff cleaning area.

The library did not open to normal hours. Instead it is open Monday through Thursday 9am to 5pm. We will continue with those hours through July and revisit returning to normal hours in August when school begins. For those who do not feel comfortable coming into the building, lobby pick-ups will continue.

The staff did not hold any face-to-face programs in June. Instead, they continued to post virtual story times for the kids, digital escape rooms for the teens, and I Spy pictures for all ages. The library also

offered grab and go kits each week for kids and teens to pick up in the lobby. The library staff hope to hold two live summer reading programs outside in July.

Summer Reading sign-ups started on June 1st and will continue through July. Sign-ups and logging of minutes read are all online this year. We have had a total of 68 people sign-up: 16 listeners, 25 kids, 3 teens and 24 adults. As of now, we have had 57 participants reach benchmarks. We anticipate an increase in participation once our live performances begin.

Staff continued with the following library projects while open to the public: digitizing documents and destroying the hardcopy, weeding the collection, and processing and cataloging new items.

**Department Highlights**
The highlight for this month is the library re-opening to the public. While the number of people coming into the library has been light, we are assisting those who come in and providing summer reading grab and go kits. Summer reading bench marks are being met and the staff are still getting a number of library projects done.

## White House Public Library
## June 2020
## Performance Measures

**Official Service Area Populations**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 13,714 | 13,833 | 14,035 | 14,202 | 14,363 |

**June Membership**                    **Cumulative Members**

| Year | New Members | Updated Members | Total Members | % of Population with Membership |
|------|-------------|-----------------|---------------|--------------------------------|
| 2016 | 182 | 508 | 11,311 | 83 |
| 2017 | 175 | 413 | 12,440 | 90 |
| 2018 | 167 | 375 | 7,650 | 55 |
| 2019 | 154 | 420 | 8,892 | 63 |
| 2020 | 36 | 221 | 6,680 | 47 |

The library has now switched its system so that all new users register online. Patrons without Internet can use one of our computers at the library and receive help from staff should they need assistance. This system does not exclude anyone who wants a card.

**Total Material Available:** 36,495
**Estimated Value of Total Materials:** $912,375          **Last Month:** $919,575
**Total Materials Available Per Capita:** 2.54          **Last Month:** 2.57
**State Minimum Standard:** 2.00

**Materials Added in June**                    **Yearly Material Added**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 291 | 139 | 521 | 460 | 404 |

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 3,674 | 3,602 | 3,123 | 824 | 1,478 |

**Physical Items Checked Out in June**                    **Cumulative Physical Items Check Out**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 7,393 | 6,476 | 7,240 | 7,397 | 2,366 |

| 2016 | 2017 | 2018 | 2019 | 2020 |
|------|------|------|------|------|
| 63,252 | 63,421 | 62,536 | 65,522 | 23,659 |

The checkouts for June were lower than previous years because not as many people are coming to the library due to COVID and cancelled programs.

**June**

| Miscellaneous Items | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Technology Devices | 9 | 43 | 89 | 62 | 27 |
| Study Rooms | 68 | 54 | 111 | 76 | 0 |
| Lego Table | 235 | 338 | 210 | 203 | 0 |
| Games and Puzzles | 59 | 58 | 84 | 97 | 4 |
| Seeds | 42 | 26 | 47 | 42 | 15 |
| Test Proctoring | 0 | 21 | 30 | 37 | 19 |
| Charging Station | 0 | 8 | 6 | 17 | 0 |
| STEAM Packs | * | * | * | 32 | 0 |
| Cake Pans | * | * | * | 2 | 0 |
| Notary Services | * | * | * | * | 10 |
| Quarantine Counts | | | | | |
| Lobby Pickups | 111 | | | | |
| Reference Questions | 11 | | | | |
| Tax Forms | 0 | | | | |
| Faxes | 0 | | | | |
| Copies | 0 | | | | |
| Mobile Prints | 0 | | | | |

**Yearly Totals**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| 299 | 585 | 644 | 137 | 147 |
| 821 | 828 | 1,082 | 253 | 178 |
| 2,094 | 2,643 | 1,891 | 553 | 459 |
| 510 | 528 | 743 | 222 | 379 |
| 82 | 1,197 | 586 | 112 | 228 |
| 9 | 56 | 152 | 27 | 45 |
| 26 | 86 | 90 | 19 | 16 |
| * | * | 148 | 61 | 25 |
| * | * | 6 | 1 | 4 |
| * | * | * | 16 | 38 |

We did not count faxes, copies, prints or tax form pickups in June since patrons are able to use these resources on their own.

**June**

| Library Use | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Library Visits | * | * | 6,612 | 5,914 | 1931 |
| Website Usage | * | * | * | 1,418 | 1,194 |
| Library Volunteers | 15 | 43 | 28 | 39 | 1 |
| Volunteer Hours | 154 | 359 | 280 | 301 | 104 |

**Yearly Totals**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| * | * | 52,565 | 55,728 | 13,460 |
| * | * | 2,517 | 16,935 | 8,542 |
| 251 | 214 | 173 | 193 | 28 |
| 1,665 | 1,546 | 1,337 | 1,658 | 415 |

We have only allowed one volunteer to come in so they can safely work in a back room away from the public.

**Universal Class June Counts**

| Sign-ups | Courses Started | Videos Watched | Lessons Viewed | Class Submissions |
|---|---|---|---|---|
| 1 | 1 | 126 | 264 | 71 |

**Cumulative Counts**

| Year | Sign-ups | Courses Started | Lessons Viewed | Class Submissions |
|---|---|---|---|---|
| 2017 | 27 | 39 | 273 | 258 |
| 2018 | 24 | 52 | 661 | 455 |
| 2019 | 9 | 16 | 194 | 105 |
| 2020 | 8 | 31 | 1,364 | 713 |

**Computer Users**

| June | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| Wireless | 772 | 487 | 788 | 629 | 118 |
| Adult Computers | 395 | 330 | 388 | 346 | 113 |
| Kids | 262 | 224 | 238 | 204 | 0 |

**Yearly Computer Users**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| 8,367 | 8,725 | 9,535 | 2,017 | 1764 |
| 4,640 | 4,413 | 4,642 | 1,103 | 1086 |
| 2,136 | 2,209 | 2,088 | 556 | 395 |

**Programs**

| 1,000 books | Monthly Sign ups | Yearly Sign ups | 100 mark | 500 mark | Completions |
|---|---|---|---|---|---|
| 2018 | 7 | 29 | 2 | 0 | 0 |
| 2019 | 2 | 38 | 2 | 2 | 0 |
| 2020 | 1 | 70 | 0 | 1 | 0 |

**Monthly**

| June Kids | Kids Sessions | Kids Attendance |
|---|---|---|
| **2016** | 10 | 665 |
| **2017** | 23 | 961 |
| **2018** | 25 | 1,416 |
| **2019** | 19 | 1,107 |
| **2020** | 0 | 0 |

**Yearly Totals**

| Kids Sessions | Kids Attendance |
|---|---|
| 178 | 2,988 |
| 181 | 4,268 |
| 158 | 4,437 |
| 46 | 737 |
| 30 | 677 |

**June Virtual Programs**

| Kids programs | Online views |
|---|---|
| 4 | 720 |

| Grab & Go | Kits |
|---|---|
| Kits Offered | Picked Up |
| 3 | |

In June, we did online story times, but we added Grab and Go kits for children as part of our Summer Reading Program.

**Monthly Programs**

| June | Teen Events | Teens Present |
|---|---|---|
| **2016** | 5 | 15 |
| **2017** | 14 | 309 |
| **2018** | 15 | 269 |
| **2019** | 14 | 240 |
| **2020** | 0 | 0 |

**Yearly**

| Teen Events | Teens Present |
|---|---|
| 69 | 187 |
| 47 | 481 |
| 82 | 432 |
| 18 | 432 |
| 13 | 81 |

**Monthly**

| June | Tween Events | Tweens Present |
|---|---|---|
| **2019** | * | * |
| **2020** | 0 | 0 |
| **Yearly** | | |
| **2019** | 10 | 150 |
| **2020** | 5 | 18 |

**June Virtual**

| Teen & Tweens | Online Views |
|---|---|
| 2 | 351 |

| Grab & Go | Kits |
|---|---|
| Kits Offered | Picked up |
| 3 | 42 |

In June, we posted digital escape rooms online for teens/tweens and offered Grab and Go kits as part of Summer Reading.

**Monthly**

| June Adults | Adult Sessions | Adult Attendance |
|---|---|---|
| **2016** | 4 | 18 |
| **2017** | 17 | 154 |
| **2018** | 22 | 171 |
| **2019** | 17 | 163 |
| **2020** | 0 | 0 |

**Yearly**

| Adult Sessions | Adult Attendance |
|---|---|
| 61 | 662 |
| 145 | 689 |
| 175 | 1,009 |
| 41 | 232 |
| 30 | 143 |

**June Virtual Programs**

| Online Programs | Views | Phone Programs |
|---|---|---|
| 3 | 1,059 | 0 |

Since we were open in June, we did not have to do any device advices over the phone.

**Interlibrary Loan Services**

| June | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Borrowed** | 61 | 37 | 51 | 72 | 32 |
| **Loaned** | 30 | 16 | 36 | 38 | 6 |

**Yearly Interlibrary Loan Services**

| 2016 | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| 668 | 562 | 690 | 184 | 217 |
| 249 | 305 | 410 | 103 | 49 |

**June 2020 R.E.A.D.S. Totals**

| Adults | Juvenile |
|---|---|
| 1454 | 83 |

**19-20 Yearly Totals**

| Adult | Juvenile |
|---|---|
| 23,138 | 1,430 |

**18-19 Yearly Totals**

| Adult | Juvenile |
|---|---|
| 21,899 | 1,189 |

**17-18 Yearly**

| Adult | Juvenile |
|---|---|
| 15,773 | 725 |

The READS statistics come from the state.

State Standards

**2019-2020**
1. Report to board on technology training, online resources, outreach and community partnerships **(Done throughout the year)**
2. Long Range Plan reviewed annually **This Meeting**
3. Determine if long range plan meets community needs**
4. Meet maintenance of effort
5. Board presents budget
6. 10% budged for materials
7. Collection weeded according to CREW: weeded 6% of the collection, which is over the recommended 5%.
8. Turnover rate calculated annually **1.4% (down because we were closed for two months and did not have face-to-face Summer Reading programs.**
9. Technology plan is reviewed annually **This meeting**
10. Staff complete competencies within 1 year of employment**
11. Staff trained to use and promote TEL **(new hires still have to be trained)**
12. Staff complete number of training based on their position
13. Image evaluation every 3 years **(this meeting)**
14. Hosts at least 1 TEL session annually
15. TAB provides quarterly report to director

**2018-2019**
1. Report to board on technology training, online resources, outreach, community partnerships??
2. Tennessee Trustee Certification**
3. Determine if plan is meeting community needs??
4. Meet MOE**
5. 10% budgeted for materials**
6. Collection weeded according to Crew – 3% this year, not 5%
7. Presentation equipment available for in house use by the public**
8. Staff complete competencies within 1 year of employment**
9. TAB provides quarterly report to director**

| | | Original Total Budget | Current Total Budget | MTD Activity | YTD Activity | YTD Activity + Encumbrances | Budget Remaining |
|---|---|---|---|---|---|---|---|
| **Fund: 110 - General Fund** | | | | | | | |
| **Expense** | | | | | | | |
| **Function: 44800 - Library** | | | | | | | |
| 110-44800-110 | Libraries - Salaries | 197,109.00 | 197,109.00 | 15,162.52 | 196,872.70 | 196,872.70 | 236.30 |
| 110-44800-114 | Libraries - Part Time Wages | 17,546.00 | 17,546.00 | 2,383.68 | 17,036.04 | 17,036.04 | 509.96 |
| 110-44800-117 | Libraries - Annual Longevity Pay | 2,500.00 | 2,500.00 | 0.00 | 2,000.00 | 2,000.00 | 500.00 |
| 110-44800-130 | Libraries - Employee Benefits | 17,072.00 | 17,072.00 | 1,364.04 | 16,698.65 | 16,698.65 | 373.35 |
| 110-44800-142 | Libraries - Hospital & Health Insurance | 59,508.00 | 59,508.00 | 4,775.07 | 53,796.21 | 53,796.21 | 5,711.79 |
| 110-44800-143 | Libraries - Retirement | 10,999.00 | 10,999.00 | 830.91 | 10,776.00 | 10,776.00 | 223.00 |
| 110-44800-144 | Libraries - Dental Insurance | 2,266.00 | 2,266.00 | 51.45 | 721.45 | 721.45 | 1,544.55 |
| 110-44800-145 | Libraries - Vision Benefit | 1,000.00 | 1,000.00 | 600.00 | 782.00 | 782.00 | 218.00 |
| 110-44800-147 | Libraries - Unemployment Insurance | 480.00 | 480.00 | 9.54 | 208.16 | 208.16 | 271.84 |
| 110-44800-148 | Libraries - Employee Ed. & Training | 900.00 | 800.00 | 0.00 | 579.00 | 579.00 | 221.00 |
| 110-44800-200 | Libraries - Contractual Services | 19,000.00 | 10,218.00 | 604.76 | 8,755.10 | 9,360.06 | 857.94 |
| 110-44800-211 | Libraries - Postage, Box Rent, Etc. | 275.00 | 275.00 | 0.50 | 190.91 | 190.91 | 84.09 |
| 110-44800-230 | Libraries - Subscriptions / Dues | 12,000.00 | 12,000.00 | 0.00 | 10,814.24 | 10,814.24 | 1,185.76 |
| 110-44800-231 | Libraries - Publication Of Notices | 500.00 | 628.00 | 0.00 | 530.25 | 605.50 | 22.50 |
| 110-44800-235 | Libraries - Memberships/Subscriptions/... | 300.00 | 300.00 | 0.00 | 125.00 | 125.00 | 175.00 |
| 110-44800-241 | Libraries - Electric | 35,159.00 | 35,159.00 | 2,789.09 | 36,560.50 | 36,560.50 | -1,401.50 |
| 110-44800-242 | Libraries - Water | 660.00 | 660.00 | 64.29 | 672.39 | 672.39 | -12.39 |
| 110-44800-243 | Libraries - Sewer | 1,020.00 | 1,020.00 | 58.10 | 902.70 | 902.70 | 117.30 |
| 110-44800-245 | Libraries - Phones / Fax / Internet | 3,600.00 | 4,230.00 | 299.87 | 4,120.12 | 4,120.12 | 109.88 |
| 110-44800-249 | Libraries - Stormwater Fee | 648.00 | 648.00 | 53.94 | 647.28 | 647.28 | 0.72 |
| 110-44800-265 | Libraries - R & M Grounds & Grd. Imprv. | 3,000.00 | 450.00 | 0.00 | 0.00 | 0.00 | 450.00 |
| 110-44800-266 | Libraries - R & M Buildings | 5,040.00 | 6,090.00 | 0.00 | 4,498.99 | 4,498.99 | 1,591.01 |
| 110-44800-280 | Libraries - Travel | 375.00 | 475.00 | 0.00 | 255.58 | 255.58 | 219.42 |
| 110-44800-287 | Libraries - Meals And Entertainment | 900.00 | 873.00 | 0.00 | 247.81 | 247.81 | 625.19 |
| 110-44800-310 | Libraries - Office Supplies And Materials | 3,000.00 | 3,000.00 | 212.08 | 2,700.67 | 2,700.67 | 299.33 |
| 110-44800-312 | Libraries - Small Items Of Equipment | 7,300.00 | 10,800.00 | 0.00 | 10,290.07 | 10,290.07 | 509.93 |
| 110-44800-320 | Libraries - Operating Supplies | 6,000.00 | 6,000.00 | 419.59 | 4,393.39 | 4,393.39 | 1,606.61 |
| 110-44800-324 | Libraries - Household & Janitorial Sup. | 1,500.00 | 1,500.00 | 114.90 | 1,496.98 | 1,496.98 | 3.02 |
| 110-44800-331 | Libraries - Oil, Fuel, Etc. | 520.00 | 520.00 | 0.00 | 77.37 | 77.37 | 442.63 |
| 110-44800-345 | Libraries - First Aid Supplies | 25.00 | 25.00 | 0.00 | 0.00 | 0.00 | 25.00 |
| 110-44800-347 | Libraries - Books | 6,000.00 | 4,027.00 | 1,134.66 | 3,994.71 | 3,994.71 | 32.29 |
| 110-44800-348 | Libraries - Audio Books | 3,500.00 | 3,500.00 | 0.00 | 3,498.24 | 3,498.24 | 1.76 |
| 110-44800-349 | Libraries - DVDs | 2,500.00 | 2,500.00 | 0.00 | 2,307.57 | 2,377.69 | 122.31 |
| | **Function: 44800 - Library Total:** | 422,202.00 | 414,178.00 | 30,928.99 | 396,550.08 | 397,300.41 | 16,877.59 |

**Function: 44880 - Children's Library**

| | | Original Total Budget | Current Total Budget | MTD Activity | YTD Activity | YTD Activity + Encumbrances | Budget Remaining |
|---|---|---|---|---|---|---|---|
| 110-44880-110 | Children's Libr. - Salaries | 31,938.00 | 31,938.00 | 2,456.02 | 31,898.50 | 31,898.50 | 39.50 |
| 110-44880-117 | Children's Libr. - Annual Longevity Pay | 500.00 | 500.00 | 0.00 | 500.00 | 500.00 | 0.00 |
| 110-44880-130 | Children's Libr. - Employee Benefits | 2,601.00 | 2,751.00 | 201.72 | 2,640.12 | 2,640.12 | 110.88 |
| 110-44880-142 | Children's Libr. - Hospital & Health Insur... | 8,012.00 | 7,787.00 | 711.86 | 7,442.73 | 7,442.73 | 344.27 |
| 110-44880-143 | Children's Libr. - Retirement | 1,783.00 | 1,783.00 | 134.58 | 1,744.65 | 1,744.65 | 38.35 |
| 110-44880-144 | Children's Libr. - Dental Insurance | 89.00 | 164.00 | 10.29 | 144.29 | 144.29 | 19.71 |
| 110-44880-145 | Children's Libr. - Vision Benefit | 200.00 | 200.00 | 0.00 | 0.00 | 0.00 | 200.00 |
| 110-44880-147 | Children's Libr. - Unemployment Insura... | 48.00 | 48.00 | 0.00 | 27.99 | 27.99 | 20.01 |
| 110-44880-148 | Children's Libr. - Employee Ed. & Training | 50.00 | 50.00 | 0.00 | 15.00 | 15.00 | 35.00 |
| 110-44880-200 | Children's Libr. - Contractual Services | 1,200.00 | 1,200.00 | 0.00 | 200.00 | 200.00 | 1,000.00 |
| 110-44880-300 | Children's Libr. - Supplies | 1,000.00 | 1,000.00 | 0.00 | 764.24 | 872.57 | 127.43 |

**Monthly Draft Report**                                    For Fiscal: 2019-2020 Period Ending: 06/30/2020

| | | Original Total Budget | Current Total Budget | MTD Activity | YTD Activity | YTD Activity + Encumbrances | Budget Remaining |
|---|---|---|---|---|---|---|---|
| 110-44880-347 | Children's Libr. - Books And Audio Books | 2,000.00 | 2,000.00 | 0.00 | 1,970.85 | 1,970.85 | 29.15 |
| | Function: 44880 - Children's Library Total: | 49,421.00 | 49,421.00 | 3,514.47 | 47,348.37 | 47,456.70 | 1,964.30 |
| | Expense Total: | 471,623.00 | 463,599.00 | 34,443.46 | 443,898.45 | 444,757.11 | 18,841.89 |
| | Fund: 110 - General Fund Total: | 471,623.00 | 463,599.00 | 34,443.46 | 443,898.45 | 444,757.11 | 18,841.89 |
| | Report Surplus (Deficit): | -471,623.00 | -463,599.00 | -34,443.46 | -443,898.45 | -444,757.11 | -18,841.89 |

White House Library
105B College St.
White House TN, 37188


<div align="center">

White House Library Technology Plan
Fiscal Years ~~2019-2020,~~ 2020-2021<u>, 2021-2022</u>

</div>

**Plan Summary**
The purpose of this plan is to review the White House Library's (WHL) goals, needs, and current technologies and then establish a guideline to meet future needs, demands, and technological changes. This plan will be a guideline for technology improvement and implementation for the next 2 years.

**Library Mission Statement**
Be an essential community hub that provides tools, resources, and assistance.

**Library Service Area**
The WHL is 1 of 14 city-funded and operated libraries in the State of Tennessee. The city is split between two counties and serves individuals from a number of surrounding cities. The library's current service population is 13,833. The library's location means that the library serves individuals in rural settings in addition to those in the city.

**Statement of Needs**
In today's society, technology is being used for a number of everyday functions such as: applying for jobs, gathering basic information, conducting in-depth research, reading and learning, advertising and marketing, filing for unemployment, submitting taxes, and many other activities. With so many tasks being mainly and sometimes solely online, it is important that individuals have access to electronic resources.

The WHL currently offers a number of technology devices to the general public such as: public Internet access computers, Hotspots, Tablets, Kindles, color and black and white copiers and printers, laptop access, and children's learning computers and tablets. In addition, to these devices, the public has access to the following resources: free e-book and audio book downloads, fax services, test proctoring of online exams and boating test, Universal Class database, <u>and</u> the Tennessee Electronic Library~~, and the Scholastic Science database.~~ All library staff members also have access to ~~patron~~ <u>the above listed</u> devices and resources.

However, in order to meet the needs of the city's growing population size, provide new technological developments, and keep staff trained on these new demands, the WHL will need to continually review and evaluate its technology plan. By doing so, the WHL should be able to meet and anticipate patrons' demands, adequately train library staff on new changes, and provide new resources.

**Goals and Objectives**
*Objective* 1: The library will maintain a current technological environment by evaluating the technology plan and trying to project future trends by reviewing use of equipment and other articles on future advances.
    1.   Statistics will be collected on the use of each item annually.

2. Use of items will determine need/demand for retaining such item(s) in the future.
3. Discussion of other possible devices will be explored for possible future purchase.
4. Updates and recommended changes to the technology plan will be submitted by the director for library board approval.

*Objective* 2: The library will try to expand and enhance patrons' technological knowledge, use of technology and use of library services/resources.
1. The library staff will advertise new technological resources to increase patron use.
2. The library staff will show individuals how to use basic technology equipment and encourage individuals to come to training classes for more advanced teaching.
3. The library will promote the use of its online access resources such as the library catalog, website, and universal class.
4. The library will explore adding more technological resources that can be used at home.

*Objective* 3: The library will create and maintain a technology replacement schedule. The detailed list will describe all technological devices, when they were ordered, when their warrantees expire, and date of any repairs made to such device. Using this list, library staff will:
1. Project the expected life of each device.
2. Create a timeline for replacement of items.
3. Know which years to budget for new equipment.
4. Submit proposed budgets to the city.

*Objective* 4: The library will provide ongoing training for library staff in addition to training and workshops on technology for the general public.
1. Library staff will be provided with training that correlates with updates and changes in technological resources offered by the library.
2. Staff will receive more in-depth training on certain devices and software through state training, webinars, or paid workshops/classes.
3. A minimum of two staff members will be trained on job specific skills such as interlibrary loans, circulation reports, website maintenance, and so forth.
4. Staff will provide informal help to patrons inquires and general technology questions as time allows.
5. Staff will conduct scheduled one-on-one 30-minute technology help appointments.

**Current Technology Environment**

| Hard-wired network of computers and printers | Portable and Mobile Devices |
|---|---|
| 22 public Internet computers, all of which is ADA compliant and two of which are equipped for use by the visually impaired and instant messaging can be used on all computers for hearing impaired individuals | 36 Kindles, three of which are Kindle Fires and 33 of which are Kindle Keyboards. |
| 2 staff workstation computers | 3 Tablets |
| 7 public access catalog computers | ~~7~~ 8 Hotspots |
| 2 Wi-Fi access points | 6 webcams with headsets |

| | |
|---|---|
| 4 circulation workstations with receipt printers | 3 children's early learning computers |
| 1 self-check circulation workstation with receipt printer | 2 playaway views and 4 10 playaways launchpads |
| 2 staff printer | 1 apple TV |
| 1 staff scanner/printer | 1 laptop for HVAC system |
| 2 staff printer/scanner/fax | 2 Ipads |
| 1 staff desktop scanner | 1 patron overhead digital scanner |
| 1 black and white printer/copier for public and staff | 2 Osmo |
| 1 color printer/copier for the public and staff | 2 public laptops |
| 1 color printer/scanner/fax machine for staff and public | 4 staff laptops with Windows 7 Pro<br><br>4 staff laptops with Windows 10 Pro |
| 5 6 staff RFID checkout pad | 1 RFID tablet and inventory scanner |
| 1 RFID security gates and people counters | 8 10 staff barcode scanners |
| 11 8 Backup computers | 3 6 backup monitors |
| 1 computer for wireless software | 1 Universal Class Database computer |
| 6 tvs | 1 PS3 |
| 3 projectors | 1 Xbox 360 |
| 1 video camera | 1 digital camera |
| 1 Karaoke machine | 1 Blue ray player |
| 1 patron color printer | 1 Computer with Princh Software |
| 1 staff computer for phone tree | 1 Patron Printer |

Seven 22 patron computers have Windows 10, 15 patron computers have Windows 7. All patron computers have Microsoft Office Professional Plus 2016.

Our 23 22 hard-wired computers have Time Limit Manager Timer system and Clean Slate wiping system and use Windows Microsoft Security.

 22 computers have Microsoft Office Pro Plus 2016 installed.

1 computer has Abode Photoshop and Premiere Elements 13 and 3 have Abode Photoshop and Premiere 14. There are also 4 computers that have Windows Movie Maker system. 1 computer has Adobe Pro.

All computers/laptops have access to the online databases: R.E.A.D.S. (Regional EBook & Audiobook Download System), TEL (Tennessee Electronic Library), and MedlinePlus.gov.

The WHL is in a consortium with the libraries in Sumner and Robertson Counties, which together share the automated system The Library Corporation (TLC). Together, the libraries purchase and maintain a server that is housed in Sumner County.

Internet and wireless service are provided through Comcast business. The WIFI speed was increased this past year. The wireless system uses the Untangled software which requires patrons to read and agree to library policies as well as provides a count of the number of individuals that connect to the library's Wi-Fi. Access to the wireless Internet is available inside and outside the library during and after library hours.

The WHL maintains its own website through our TLC automated system. The library has its own Facebook, Google+, Goodreads, but shares a YouTube account with the City of White House, and its own YouTube Account.

The WHL shares its telephone services with the City of White House. Windstream is the telephone provider. There are five dedicated staff connections and two wireless connections. In addition to Windstream, the library pays for 2 phone lines through AT&T for its fax and fire alarm system. The staff will send faxes for patrons, but the public does not have general access to the machine.

All library staff members have basic computer literacy skills such as navigating basic operational and productivity software like word processing and spreadsheets, as well as, Internet search engines and browsers, and sending and receiving email. Staff members also have knowledge of hardware peripherals, including monitors, printers, keyboards, and touchscreens, as well as understanding of basic computer terminology.

Currently, the library has enough Internet computers and laptops to allow for a 10 minute wait time or less under normal conditions.

**Future Technology Environment Considerations**
Over the next two years the library staff will be researching and considering adding the following technology related projects:

**STEAM packs**: These items will consist of Science, Technology, Engineering, Art/Music, and Math products for children. These items are available for two week checkouts to help enhance STEAM skill sets. The library started by adding 2 to 4 packs in each subject. After review, the staff plans on adding more kits in each subject due to this collection's success.

**Outside Wi-Fi space**: This space will be a sheltered outdoor area with furniture, outlets, and dedicated high speed Wi-Fi. This project is going to be tied to a grant. If awarded, the project will also include creating access points at all the outdoor spaces on the library and city campus e.g. the splash pad,

~~amphitheater, playgrounds, and parking lots.~~ The outdoor library patio area will be redone to create an outdoor Wi-Fi space. New movable furniture will be purchased, outlets will be added for device charging, and the Wi-Fi will be expanded to better reach that area. An awning will added to provide some shade. This project will be funded using funds from the general fund.

**Juvenile Maker Space**: This space will be next to the juvenile stacks and holds items that will allow children ages 7 to 12 to experiment with maker items. These items may include: makey makey, building kits, circuits, art items, etc.

### Budget
- Every year, the library budget contains a line item for small items of equipment in which mostly technology items are purchased.
- The library has taken advantage of a number of grants and will continue to seek such funds in addition to donations from the White House Friends of the Library.
- In addition to apply for the Tech Grant to help fund technology replacement, the library will apply for the CARES Grant from Congress. This grant will allow the library to purchase Chrome books, TVs for presentations, online meeting software, and additional hot spots.

### Evaluation
The library director will be responsible for trying to achieve all of the goals of the technology plan. The board and director will review the technology plan annually to see the progress of its goals and make any necessary changes, updates, or adjustments. Since technology is constantly changing, this plan is meant to be a guideline that the library can deviate from should other needs/demands arise.

# WHITE HOUSE PUBLIC LIBRARY

## LONG-RANGE PLAN
## 2019-2020

Submitted by Elizabeth Kozlowski
Library Director

## **Vision Statement**

Your place to connect

## **Mission Statement**

Be an essential community hub that provides tools, resources, and assistance.

**Goal 1: Offer library programs and services that meet community needs.**

✓

**1.1 Objective**: Improve and expand library programs: **Added Tween Programs**

✗

    **1.1a Task:** Improve 1000 book participation: **Re-figuring the process**

✗  **1.1b Task:** Splash pad and park story times

    **1.1c Task**: Create Juvenile School Year Reading Challenge

✗

✓ **1.2 Objective:** Increase teen outreach: **Not much outreach, but participation is increasing from word of mouth.**

✗

    **1.2a Task:** Create Summer Volunteer Program

✓ **1.3 Objective**: Become more skilled at measuring outcomes rather than counting program numbers

✓     **1.3a Task**: Try to collection stories of positive outcomes: **Still doing**

✓ **Goal 2: Provide residents of all ages with resources that meet educational, informational, and occupational needs.**

✓ **2.1 Objective:** Database and technology awareness: **TEL, READs, Universal Class, Free educational sites.**

✓     **2.1a Task:** Create READS tutorial sheets: **Completed, had to make more copies.**

✓ **2.2 Objective**: Expand collection of unique circulating items: **Added more STEAM packs, puzzles, board games**

✓ **2.2a Task:** Special promotion of unique circulating items: **Did make display at Christmas**

✓ **2.3b Task:** Create easy board game collection

✗ **2.3 Objective**: Create a Juvenile maker spaces in library

✓ **2.4 Objective:** Increase amount of new technology being offered: **More launch pads, new computers, OSMO**

**Goal 3: Create a culture of library/community interaction through mutually beneficial projects and partnerships**

✓ **3.1 Objective:** Create community partnerships: **OCSC, Day care field trip, Nursing home, schools**

✓ **3.2 Objective:** Connect and be active in community projects/activities: **School open houses**

✓ **3.3 Objective**: Research ways to create an outdoor internet reading space

## Goal 4: Try to make the library 3<sup>rd</sup> place in the community

✗ **4.1 Objective**: Provide an excellent level of customer service: **Made Evaluation form**

✓ **4.2 Objective**: Develop new ways of marketing and using social media

✓ **4.2a Task**: Create relevant, original content

✓ **4.3 Objective**: Try to make the library have something for everyone

✓ **4.3a Task**: Collect data on patron requests: **Still doing**

✓ **4.3b Task**: Add notary services: **Complete**

# WHITE HOUSE PUBLIC LIBRARY

LONG-RANGE PLAN
2020-2021

Elizabeth Kozlowski
Director

## Vision Statement

Your place to connect

## Mission Statement

Be an essential community hub that provides tools, resources, and assistance.

## Motto

Read, Connect, Explore

## Selected Roles of the Library

Popular Materials Center

Technology Resource Center

Independent and Early Literacy Learning Center

**Goal 1: Offer library programs and services that meet community needs.**
**1.3 Objective**: Improve and expand upon existing library programs
    **1.1a Task:** Improve 1000 book participation

    **1.1b Task:** Try to have active TAB

    **1.1c Task:** Increase Tween participation

**1.2 Objective:** Offer services and programs outside the library building

    **1.2a Task:** Book Delivery to nursing homes

    **1.2b Task:** Park and splash pad story times

**1.3 Objective:** Finish creating and implementing new programs

    **1.3a Task:** Create Juvenile School Year Reading Challenge

    **1.3b Task:** Create Summer Volunteer Program

**Goal 2: Provide residents of all ages with resources that meet educational, informational, and occupational needs.**
 **2.1 Objective:** Update and increase the amount of technology items and resources being offered.

**2.2 Objective**: Enhance existing library space

    **2.2a Task:** Create a Juvenile maker space

    **2.2b Task:** Create an outdoor internet reading space

    **2.2c Task**: Replace existing furniture with furnishing that better utilize the spaces

**Goal 3: Create a culture of library/community interaction through mutually beneficial projects and partnerships**
**3.1 Objective:** Create community partnerships and be active in community projects/activities

**3.2 Objective:** Try to increase the number of active cardholders

    **3.2a Task**: Better advertise library resources, programs, and services

**Goal 4: Try to make the library 3rd place in the community**
**4.1 Objective**: Provide an excellent level of customer service

    **4.1a Task:** Use evaluations to measure patron satisfaction

    **4.1b Task:** Collect stories on patron experiences

    **4.1c Task:** Use surveys to find out how many people knew about the resources we offered during closure.

**4.2 Objective**: Try to make the library have something for everyone

    **4.2a Task**: Collect data on patron requests

# Salvage Plan

## I. Building Assessment

### a. Minimal building damage

i. **Onsite evaluation**: If it has been determined that the building has minimal damage which can be patched or temporarily repaired, then staff may elect to keep the collection in the library building. Staff will begin evaluating the collection to determine which items are damaged and which are unaffected.

ii. **Unaffected Items**: Staff will move any items/furniture that are unaffected from the damaged area(s) e.g. windows, roof, doorways to other parts of the building. Staff will use tarps to cover any material that may be hard to move from the damaged area(s) e.g. book cases, circulation desk, etc. Once items are moved to non-effected area(s), staff will try to close off the rooms e.g. computer lab, teen room, story time room, study rooms, etc. to help keep these items intact. Staff will periodically check the items moved to other areas for mold. If mold begins to grow, staff will need to decide if they want to move items to a new location and try to stop the spread or delete and discard the item.

iii. **Damaged Items**: Staff will not move damaged items to areas storing unaffected items. Depending on the number of damaged items, staff will either move all damaged items to another area for evaluation, or evaluate them where they are found. Staff will then proceed to either salvage the item using one of the techniques below or delete the item. If staff are not able to delete the item in their circulation system, they will make a handwritten list of items to be deleted later and strip the item if necessary of library markings before throwing it away.

iv. **Deleting items**: If possible, staff will review circulation counts of an item before deleting it to determine if the item should be replaced. If staff are not able to review a report due to immediate need to dispose of an item, then a record of the item's title, author, publication date, and ISBN number will be kept. Staff will use this record when determining which items should be replaced.

### b. Moderate building damage

i. **Onsite evaluation**: If the building has been deemed structurally sound, but sustained damaged that cannot be repaired quickly, then staff will make it their priority to move items offsite. If possible, a city building such as city hall, police or fire department, will be used to temporarily house the library's collection. If none of those options are available, the staff will try to coordinate with a local school, business or storage unit. The staff will ask other departments for city vehicles to transport the collection before renting vehicles.

ii. **Unaffected Items:** Once undamaged items on the grab and go list have been removed from the building, the staff will make removing, transporting, and storing of undamaged items their top priority. To remove the collection, staff and volunteers will either pack books into boxes or use library carts to move books to waiting vehicles. Staff will keep documentation on where the collection is relocated. In general, all boxes or other containers must be labeled on all four sides. The contents of the box should be described appropriately (e.g., by shelf range, call number, cabinet, drawer, record group, series).

iii. **Damaged Items:** Once all unaffected items are removed from the building, staff will then decide if they want to try and salvage or discard damaged items. Staff will either use one of the salvage techniques onsite, or perform these options once the item is transported to the temporary storage area. Items that are in need of salvage will be stored in a separate area from non-affected items. It is also helpful to indicate the quantity of material, the type of

damage, the priority ranking of the material, the salvage technique to be used (freezing, air drying, etc.) and the destination of the container. Please note that both salvaged and non-affected items will be examined regularly to ensure that mold has not started to grow.

    iv. **Deleting items:** Depending on the severity of the situation, staff will decide if they have the means to delete, strip, and record damaged items. If not, staff will simply dispose of the items without following those steps. In that case, staff will then have to do an inventory of undamaged items and items already checked out to determine which items were discarded. Once the inventory is complete, staff will do a batch delete of the items thrown away.

  c. **Extreme building damage**

    i. **Onsite evaluation**: If the building has extensive damaged there is probably not much if any of the collection that can be saved. However, if staff are allowed to enter the building, they will try to retrieve grab and go items. Staff will then follow the above steps for collection salvage. If clearance is not given, staff will use one of the other city or a surrounding library's computer to run a report of currently checked out items. Staff will also send out emails and post on social media when and where patrons can return their checked out items. Staff will also run a report of all items in the collection and begin the process of determining which items will need to be replaced.

    ii. **Deleting items:** Staff will then decide if they want to batch delete all items not on the replacement list or currently checked out. They will move the records on the replacement list into a processing status and then edit the record once each item is replaced.

## II.   Moving Techniques

    i. If items are dry and undamaged, but in an area where they could become damaged, they should be moved to a safe area first. If placing items in boxes for transport, make sure that the item's location and call number sections are written on all four sides of the box. You may also use book carts to move books from shelves to another area in the library.

    ii. If the items are being removed from the library, make sure to put on the box label the library's name and address and where the items are going.

    iii. After moving non-damaged items, start packing items that have the least amount of damage (fire or water) as they will have a better chance of being salvage.

    iv. Items may be placed in cardboard boxes, crates, totes and other containers for transport. If the items are wet, make sure to line any cardboard boxes with trash bags to prevent them from becoming wet.

    v. Do not close an open wet book. Wet pages do not slide and closing it could cause pages to rip. Place the item flat in a box open at the place it was found. Put a layer of freezer paper or a rag before placing a book on top of it. Do not pack this box very tightly as wet pages will swell.

    vi. If books are closed and wet, place sheets of freezer paper around the cover and pack spine down in a box. Only fill the box one layer high.

    vii. If wet items are dirty and there is time, rinse them before packing. If not, they will need to be rinsed when they arrive at the drying location.

## III.   Damage Types

  a. **Water Damage**

Water damage is a major hazard to books as it can dissolve glue, deform paper, warp binding, make ink run, and cause mold to grow. Mold damage on paper is difficult to remove. Wet books will start growing mold within 24 to 48 hours, especially if temperatures are warm. Thus, they will either need to be freeze or have the air drying process initiated within that timeframe. DO NOT handle wet books that have been in contaminated water e.g. sewer, but contact your local

health authorities. Even if water is not contaminated, it may be beneficial to wear gloves when handling wet material.

b. **Fire Damage**

Collections that have been involved in a fire often also suffer water damage. Use the drying technique listed below in the salvage techniques. Problems that result specifically from fire include charring (either completely or just around the edges), smoke or soot deposits, and smoke odor.

## IV. Salvage Techniques

Before implementing one of the salvage techniques, you need to assess the damage. Try to take pictures and video to document the damage for filing claims. Determine if salvage techniques can be used onsite or if the collection will need to be relocated. Decide in advance if additional help is needed and what material is required for salvage.

a. **General Air Drying**

Air-drying is best used for small numbers of damp or slightly wet books or documents. It is less successful for large numbers of items, items that are very wet, or bound volumes with coated paper. Remember that no drying method will undo the damage that has already been done. The materials will not look better after drying than they looked before drying began. However, some drying methods can minimize or prevent additional damage, and in general, the quicker collections can be dried, the less damage there will be.

   i. At a minimum, temperature must be below 70 degrees Fahrenheit and humidity must be below 50%.
   ii. **Do not** turn up the heat as this will not dry out the space and may cause mold growth.
   iii. The air should be kept moving at all times to accelerate the drying process and discourage mold growth. If you add fans, do not place books directly by the blowing air as it will cause the pages in the book to wrinkle.
   iv. Using dehumidifiers will reduce humidity levels and help to pull moisture out of the air, which should help with the drying process.
   v. **Do not** put the book in an oven or microwave to dry as it will over-dry, warp the book and cause adhesives in binding to melt.
   vi. Items can be laid out on tables and other flat surfaces, but try to raise items off the floor to allow air to circulate underneath.
   vii. **Do not** stack drying books on top of each other, and check frequently for mold growth, particularly along the gutter margin.

b. **Soaking wet drying procedures**

   i. Do not open, fan out the pages or remove book covers.
   ii. Carefully try to shake off excess water.
   iii. Place the book on its head (upright) on absorbent paper or cloths. Replace the cloths/paper when they become damp.
   iv. If the book is a paperback and will not stand on its head, use bookends to help it stand up for the draining process.
   v. If the book pages start to pull away from the spine from the weight of the water, keep flipping it over to its other end every 30 minutes.
   vi. Continue this process until there is no longer any water dripping from the book. Then proceed to moderately wet drying procedures.
   vii. If the book has glossy pages, shake off any excess water and go immediately to the steps in the next section

c. **Moderately wet drying procedures**

i. Carefully open the book and insert cut paper towels or unprinted newspaper where the front and back cover have contact with the book pages. Then place more paper towels or newspaper every 20 to 30 pages to absorb water.
ii. If it is a glossy page book, a paper towel must be placed in between each page or they will stick together.
iii. If it is a non-glossy page book, do not insert too many pieces of paper towels or newspaper as it may cause the spine to become distorted.
iv. Lay the book on its side. As the towels become wet, replace them with dry ones and lay the book on its opposite side. You may also want to vary the location of the absorbent sheets at each exchange. Do this same process for both hardcover and paperback books.
v. Take care during this process to keep the book square and in shape to help minimize binding damage and distortion.
vi. Continue the process until the absorbent sheets are no longer wet, just damp, and move to the damp drying procedures.

d. **Damp drying procedures**
i. Stand the damp book on its head and open the book, slightly fanning out the pages. Don't force the book open and do not set the books where air will flap the pages (this will cause wrinkling).
ii. If it is a paperback book, you may hang it over fishing line to allow its pages to spread out.
iii. Glossy page books may have the absorbent sheets removed. Fan out its pages to finish drying, but check to make sure its pages are not sticking together. If they are, add the absorbent sheets in between the pages.
iv. Let the book stand (or hang) until it is thoroughly dry. This may take several days or weeks. Check the dryness of the book in serval places, feeling down towards the spine.
v. Once it is completely dry, manipulate the book in shape and place a press or weight on it for a few days or weeks.

e. **Furniture drying procedure**
i. Drying of wood furniture and upholstered furniture should begin within 48 hours to prevent mold growth and both should be dried slowly.
ii. Rinse off mud and remove cushions and other removable pieces.
iii. Wrap upholstered items in cloths to air dry, but replace the cloths as they become damp.
iv. Wood parts should be blotted with cloths and air dry slowly.

f. **Freezing procedure**
If you do not have the time or resources to start air drying wet books, you may want to freeze it. Freezing does not dry the book, but it will prevent further damage. Books may safely remain frozen for weeks or even months.
i. Wrap the book in paper towels or unprinted newspaper and then seal it in a plastic freezer bag.
ii. Place the book in a freezer, using the coldest freezer available.
iii. Large quantities of wet books may be packed in a cardboard box. Place a sheet of waxed paper or freezer wrap between each book. Do not wrap the books individually.
iv. To thaw the book, remove it from the freezer, but leave it in the plastic bag until it returns back to room temperature inside the bag.
v. Once at room temperature, remove the book from the bag and discard the paper towels. Thoroughly dry the book according to the instructions in the drying procedures listed above.
vi. If the freezers have regular automatic defrost cycles, they can dry out wet books. The books should not be wrapped in plastic to let the water evaporate. This process can take

anywhere from weeks to over a year depending on the thickness and wetness of the book. Allow the wet book to drain before freezing it to help speed up the process.

    **g. Fire damage procedure**

        i. If collections have been charred but are still readable, they can be microfilmed or photocopied if they are of value, but great care must be exercised because the paper may be extremely brittle.

        ii. General materials with smoke or soot deposits on the edges can also be sent to a library binder for trimming, or they can be cleaned in-house using natural latex sponges to remove the deposits.

        iii. Any rare, archival, or special collections materials should not be cleaned this way, however; a conservator should evaluate them.

        iv. For collections with a residual smoke odor, staff may try to remove the smell in-house by storing items in totes with either newspaper, baking soda, activated charcoal or kitty litter to absorb the smell. If there are large amounts of items with smoke smell, then professional companies that specialize in deodorization may be hired.

## V. Cleaning Techniques

### a. Dry cleaning

If books become dirty from the building damaged, but are not wet, use one of these techniques to remove dirt.

    i. Brush the dirt off pages using a toothbrush, paint brush or dry cloth. A wet cloth or Clorox wipe may be used on plastic covers only.

    ii. Use a gentle vacuum cleaner to remove dirt from hard to reach places. If you do not have a gentle vacuum, then put a cloth over the vacuum hose to reduce suction.

    iii. Use an **Absorene Dirt Eraser, Absorene Book Cleaner, or Clean Cover Gel to remove dirt from book covers and pages.**

### b. Wet cleaning

**If books are already wet and dirty, you can either clean the book once it dries, or while it is still wet.**

    i. Hold the book shut and place it under clean running water. Do not open the book while it is underwater and avoid rubbing or brushing a wet book. Use a sponge or rag to gently wipe away mud with a dabbing motion.

    ii. Do not try to clean stains or pages while the book is wet.

    iii. If you do not have running water, set up bins in a line with water. Dunk the book in the first bin and work your way down the line until the book is only being dunked in clean water.

    iv. Then follow the soaking drying procedure before trying to clean the book further.

## VI. Coordinating Volunteers

Depending on the type of work needed for the salvaging the building/collection, you may need to coordinate volunteers. Staff should go over the practices listed in this plan with those volunteering and make sure they know how to properly perform the work to ensure that the situation is not made worse. If the task is too much for staff and volunteers to handle, a professional cleaning company may need to be hired.

**Officers: Joyce – Chair, John - Vice Chair, Emmie – Secretary**

**Policy committee: Joyce, Andrew, Katy**

- Circulation policy
- Technology policy
- Collection development policy
- Meeting space policy
- Confidentiality policy
- All other policies

We must update/review the policies every year. We currently have a circulation, technology (that one probably needs to be updated), collection development, and a facilities and meeting space policy. We do not have a personnel, or confidentiality policy. We may want to schedule a time for the committee to actually meet to create these two new policies. Additionally, I think this committee should meet once a year to review all of the policies to bring to the board. I think we should schedule this later in the year after we create the two new policies. We will also need to start describing what process we use to review each of these policies to submit in the state standards.

**Executive committee: Joyce, John, Emmie**

- Disaster Plan
- Long range plan

This committee will need to meet to review the by-laws to be brought to the board for approval and then submitted to the region every year. This board will also need to review the library's long range plan and progress towards it each year. This board will need to review the library's disaster preparedness plan yearly. This committee will also need to review the technology used in the library.

**Marketing and public relations committee: Katy, Emmie, Andrew**

- Press releases – Myself and staff have been doing them
- Survey every 3 years – I have made and given out
- Automation Resources
- Outreach activities
- Community partnership

This committee will also need to meet to discuss the library's outreach activities and community partnership and then we must describe the process used to review these activities for the state standards.

**Budgeting committee: John, Linda, William**

- Budget request for next year – December

This committee should meet with the director when determining the amount of funds that the director will request for the upcoming fiscal year.