

White House Library Board Meeting Agenda  
Billy S. Hobbs Municipal Center  
Court Room  
March 14, 2024

- I. Call TO ORDER
  - A. Roll call of Trustees
  - B. Welcome Visitors
- II. APPROVAL OF MINUTES FROM:
  - a. Library Board Minutes January 11, 2024
  - b. Executive Committee Minutes January, 2024
  - c. Marketing Committee Minutes February 20, 2024
- III. PUBLIC COMMENTS
- IV. REPORTS
  - A. Regional Director
  - B. Library Director
    - a. Monthly Reports
    - b. Upcoming events/updates
      - i. Homeschool Poll
      - ii. Image evaluation
      - iii. OKR Review
      - iv. Gates update
    - c. Budget
  - C. Committees
    - 1. Executive
    - 2. Finance and Budget
    - 3. Marketing and Public Relations
    - 4. Policy Review
      - a. Policy update
- V. UNFINISHED BUSINESS
- VI. NEW BUSINESS
  - a. Staff Development Day: Wednesday April 3<sup>rd</sup>
  - b. By-laws update
- VII. ADJOURN

White House Library Board Meeting Minutes  
Billy S. Hobbs Municipal Center  
Court Room  
January 11, 2024

- I. Call to Order: 7:00 PM
  - A. Roll Call of Trustees
    1. Present: Katy Hornbeck, Doreen Brown, Cherry Richardson, Martha Montgomery, Sam Mathews, Julie Walling.
    2. Absent: Carter Beck
  - B. Welcome Visitors
    1. Present: Elizabeth Kozlowski, Library Director; Cecilie Maynor, Red River Regional Director; Gerry Herman, City Manager; Sean Pfalzer City intern
- II. APPROVAL OF MINUTES FROM
  - a. Library Board meeting November 9, 2023
  - b. Budget Committee Minutes December 18, 2023
  - c. Motion to approve by Doreen seconded by Cherry, all approve.
- III. PUBLIC COMMENTS: None
- IV. Reports
  - A. Regional Director
    - a. Cecilie commented that Elizabeth does a good job with the standards report, and
    - b. that the region is working on revising the actual report.
    - c. Each region has an IT staff that floats to the different libraries and that they are in the process of providing technology training on e-rates, policies, and long-range planning.
  - B. Director Reports.
    - a. November and December
      - i. A new part time library clerk was hired.
        1. One of their primary responsibilities will be to handle social media for Larry.
      - ii. The director attended the regional library check-in where collection development was discussed.
      - iii. The director had the quarterly one-on-one meetings with all the staff members.
      - iv. The director attended a “Working with your Board” workshop, and they discussed the orientation binder that is given to new board members.
      - v. The director also attended a session of Culture Making for Leaders where they discussed the effects of stress and the importance of self-care.
        1. Elizabeth is going to try the “clocking out” routine that was advised.
      - vi. The Youth Services Librarian and Assistant Library Director attended a promotional event at H.B. Williams elementary school.
      - vii. The Children's Librarian met with the Hendersonville Home School group. And we are going to try a monthly news magazine for teens.
      - viii. The city held its Volunteer Awards Banquet and Katy Hornbeck (board chair) received her five-year award.

- ix. Author Jeanne Hardt spoke with the library writers' group.
- x. The staff held a dinner in honor of Courtney (Children's Librarian) on the receipt of her MLS degree.
- xi. Christmas on Main Street saw about 400 attendees. The library hosted crafts and a visit with Santa.
- xii. All the items on the Friends Wish Tree were filled.
  - 1. Donators are given a free friends membership for one year.
- xiii. The reports indicate that circulation is on the rise.
  - 1. It has been decided to separate the statistics for the tween and teen programs.
- xiv. Kanopy is going well.
- xv. A new Larry shirt will be on sale at the Fandom in June.
- xvi. As part of the image evaluation (every three years) it has been decided to ask the teen advisory board to participate as well as library board members, staff, and other library patrons.

C. Committees

- a. Executive: Did not meet.
- b. Finance and Budget:
  - i. Proposed Increases (Total of \$35,358.00)
    - 1. Advertising and public relations are partially over the budget due to the rise in cost of public postings of meetings. An increase of between \$870 - \$1200 is being requested.
    - 2. Operating supplies have increased because of the rise in the number of programs offered. An increase of between \$12,025 - \$12,626 is being requested.
    - 3. A request is being made to cover the cost of a new full time circulation clerk. This is \$30,000 - \$34,000 plus insurance.
    - 4. Membership and subscription increase 3-5% annually, so to retain current offerings an increase of between \$18,219 - \$18,766 if being requested.
  - ii. Capital Improvement Projects
    - 1. New Furniture (Staff chairs, teen space and children's space) for \$15,000.
    - 2. Story time room improvement for \$10,000.
  - iii. We had a discussion regarding the museum passes.
    - 1. They will not be renewable or fine free.
- c. Marketing and Public Relations: Did not meet.
- d. Policy: small update via email.

V. UNFINISHED BUSINESS

- a. Director evaluation
  - i. In an -ongoing effort to re-vamp the method in how, and over what, the director is evaluated on, the board chair had asked the director for her input. Elizabeth gave us an Objectives and Key Results (OKR) template.

VI. NEW BUSINESS

- a. Director Evaluation was discussed and completed by the board. It will be discussed with the director on January 16<sup>th</sup>.

VII. ADJOURN 8:50 PM

White House Public Library  
Executive Committee Meeting Minutes  
January 16, 2024, 5:30 PM  
Present: Elizabeth Kozlowski, Library Director, Carter Beck  
By Zoom: Katy Hornbeck, Doreen Brown  
Guest: Gerry Herman, City Manager

The Executive Committee met with Elizabeth and Gerry to discuss the director's annual evaluation by the library board.

- I. This year, Elizabeth received all 5's. The board feels that she goes above and beyond expectations in all areas. We really appreciate how pro-active she is by anticipating and preparing for a variety of different scenarios, from HVAC issues to new state laws regarding libraries.
  - a. Overseeing the budget is exemplary.
  - b. Elizabeth was given the task at last years' evaluation to do more extensive research and prepare a presentation on going fine free. She met that goal.
  - c. Katy informed Elizabeth that the board felt she was an excellent presenter; prepared, composed, and well spoken. Also, that Alderman Mathews said the same skills are evident when Elizabeth presents to the Board of Mayor and Aldermen.
  - d. We discussed the OKR evaluation. While quantification is important, overall, we feel that it is important to be realistic and not set too many tasks to add to her current workload.
  - e. We want to emphasize the need for professional growth. More opportunities for learning and networking. Elizabeth has set the personal goal of 5 courses per year.
    - i. We clarified that "courses" includes workshops, webinars, and Zoom sessions.
    - ii. Katy asked that Elizabeth share her take-aways with the board chair and the executive committee.
      1. Elizabeth wants to develop a director's resource library.
- II. Elizabeth is moving from quarterly staff evaluations to monthly ones. She was cautioned to maintain the meaningfulness of more evaluations by monitoring the staff reactions and their growth as well.
  - a. She is also increasing the number of team building experiences up to 4 per year.
    - i. The committee would like her to evaluate the effectiveness of these exercises.
- III. There does need to be a more defined procedure for who does what and when regarding the director's role for the library within the structure of city protocols.
  - a. Gerry suggested that setting two-year goal might be a good idea and Katy agreed.
- IV. We are going to clarify the evaluation process and conduct a mid-year meeting with the director to touch base on the new process.
- V. Gerry stated that he is pleased with the increased involvement of the Library Board concerning the director's evaluation.

Adjournment: 6:00 PM

White House Public Library  
Marketing Committee Meeting Minutes  
February 20, 2024

Meeting called to order at 6:00pm

Present: Carter Beck, Cherry Richardson, Julie Walling, Elizabeth Kozlowski

Guests: None

Fandom Fair Updates: The library director gave a list of individuals she has reached out to, who had confirmed and who had not. Carter was going to reach out to some food truck and Julie was going to reach out to the band booster at Heritage High School to see if they would sell food/snacks.

The group also decided not to do panels, only to have 1<sup>st</sup> and 2<sup>nd</sup> place winners at the costume contest, and only have a Lego building contest if we had enough volunteers.

Patron Survey: The library director then gave out past surveys that the library had conducted to get an idea of what types of questions the library should ask patrons this year. The committee was going to brainstorm question ideas and hopefully have a draft survey for the April meeting. It was also mentioned that they would like the city attorney to look over the survey disclaimer. The survey would mainly be online but there would be paper options at the library. In addition, we would make fliers with a QR code for people to scan and complete the survey that would be posted at different locations.

Marketing Plan: The committee discussed their task of creating a marketing plan. Since this is part of the long range plan, the group hopes to have a plan put together by April of 2025. The group was going to research marketing plans of other organizations and bring those back for review at the April meeting.

Adjourn: 7:05pm

# LIBRARY STATUS REPORT

Report Period: January & February 2024

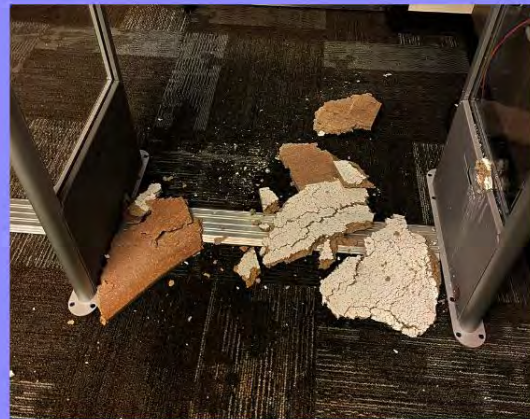
## Director Activity

- Lions club meeting.
- Library Board Meeting.
- Executive Committee Meeting.
- Deaf Resource Installation.
- Conducted interviews for library supervisor position.
- Department Head Budget Retreat.
- Monthly one-on-one staff meeting.
- Leadership and Customer Service Training.
- Performance Reviews.
- BMA presentation and vote.
- Marketing Committee Meeting.
- Regional Training Discussion.
- Non-CIP discussion.
- Meeting with Stokes Brown Director.
- Met with two mentors.
- Possible Training opportunity.

## Library Activities

- The library closed early on January 16 & 18 due to snow and all day on the 20th.
- Pipe leak in mechanical room.
- Pipe leak in ceiling.
- Security Gates Issue.
- Author book signing
- Larry illness emergency.

## Pictures



**White House Public Library  
January 2024 Performance Measures**

**Official Service Area Populations**

2020	2021	2022	2023	2024
14,363	14,455	14,820	15,094	

**Membership**

January	2020	2021	2022	2023	2024
New Members	100	85	95	151	147
Updated Members	332	332	326	991	496
<b>Yearly Totals</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Total Members	9,496	7,027	7,125	7,442	7,537
% of population with membership	66	49	48	49	49

Every year the library will purge the system of patrons that have not used their cards in the past 3 years. The library did its annual purge in October, which is why there is a drop in total cardholders.

**Total Material Available:** 39,631

**Estimated Value of Total Materials:** \$990,775

**Total Materials Available Per Capita:** 2.63

**Last Month:** \$988,125

**Last Month:** 2.62

**State Minimum:** 2.00

**Materials Added in January**

2020	2021	2022	2023	2024
176	120	365	183	128

**Yearly Material Added**

2020	2021	2022	2023	2024
3,025	3,035	3,573	2,641	128

**Physical Items Checked Out in January**

2020	2021	2022	2023	2024
4,809	4,189	5,178	6,167	6,502

**Cumulative Physical Items Check Out**

2020	2021	2022	2023	2024
50,042	59,515	80,653	81,667	6,502

**Miscellaneous item checkouts**

January	2020	2021	2022	2023	2024
Technology Devices	28	54	63	67	85
Study Rooms	77	21	58	65	57
Games and Puzzles	96	120	148	165	226
Seeds	16	50	23	96	42
STEAM Packs	30	0	24	20	20
Cake Pans	13	2	4	4	8
Outdoor Items	*	*	*	1	1
Honor Books	*	*	*	11	6

**Yearly Totals**

2020	2021	2022	2023	2024
381	725	743	794	85
305	395	746	888	57
955	1,263	2,060	1,855	226
302	878	883	767	42
25	160	234	351	20
28	21	69	45	8
*	*	17	59	1
*	*	19	104	6

**Library Services Usage**

January	2020	2021	2022	2023	2024
Test Proctoring	2	0	3	1	0
Charging Station	11	3	1	1	1
Notary Services	13	4	11	9	15
Library Visits	4,549	2,519	3,151	3,498	3,777
Website Usage	1,092	2,253	2,449	3,910	970
Reference Questions	2	4	4	0	2

**Yearly Totals**

2020	2021	2022	2023	2024
74	108	61	54	0
47	45	21	16	1
88	144	135	167	15
30,007	38,913	48,253	48,053	3,777
17,977	27,907	33,678	36,648	970
60	73	31	37	2

**Computer Users**

January	2020	2021	2022	2023	2024
Wireless	592	238	299	372	268
Adult Users	375	220	200	189	192
Kids Users	194	2	123	161	143

**Yearly Computer Users**

2020	2021	2022	2023	2024
3,829	3,878	4,544	4,338	268
2,138	2,235	2,608	2,255	192
427	957	2,987	2,030	143



**Library Volunteers**

January	2020	2021	2022	2023	2024
Library Volunteers	14	12	10	8	9
Volunteer Hours	155	114	86	41	57.5

**Yearly Totals**

19-20	20-21	21-22	22-23	23-24
36	20	48	54	34
1,286	1,204	1,492.5	1,227	324.5

**Universal Class Counts**

January	
Sign ups	2
Courses started	6
Lessons viewed	46
Submissions	58

**Yearly Totals**

2020	2021	2022	2023	2024
10	13	18	22	2
53	39	2	24	6
1,771	1,008	876	419	46
800	515	465	559	58

**Kanopy**

January	
Visits	657
Pages	856
Plays	196
Accounts	7

2023	2024
2,350	657
3,547	856
608	196
89	7

**Programs**

1,000 books	2020	2021	2022	2023	2024
Monthly Sign-ups	2	1	9	0	2
Total program Sign-ups	67	124	132	157	159

Achievements	
500 Mark	18
Total Completion	18

**Face-to-face Kids Programs**

January	2020	2021	2022	2023	2024
Programs	12	0	12	11	11
Attendees	260	0	250	264	241
Yearly	2020	2021	2022	2023	2024
Programs	43	91	136	129	11
Attendees	1,185	2,167	3,646	3,805	241

**Grab & Go Kits**

January	2020	2021	2022	2023	2024
Kits	0	6	0	0	0
Taken	0	251	0	0	0
Yearly	2020	2021	2022	2023	2024
Kits	38	44	7	7	0
Taken	1094	1,699	334	184	0

We actually missed a week of story time due to the snow.

**Teen/tween Face-to-Face Programs**

January	2020	2021	2022	2023	2024
Programs	0	0	8	8	8
Attendees	0	0	32	18	23
Yearly	2020	2021	2022	2023	2024
Programs	11	43	98	112	8
Attendees	77	370	437	361	23

**Teens Programs**

January	2024
Programs	2
Attendance	3
Yearly	
Programs	2
Attendance	3

**Grab & Go**

January	2020	2021	2022	2023	2024
Kits	0	4	0	0	0
Taken	0	55	0	0	0
Yearly	2020	2021	2022	2023	2024
Kits	13	24	7	10	0
Taken	152	409	151	100	0

We cancelled one set of tween/teen programs due to snow.

**Face-to-face Adult Programs**

January	2020	2021	2022	2023	2024
Programs	11	3	6	8	10
Attendees	54	17	27	36	71
Yearly	2020	2021	2022	2023	2024
Programs	42	63	75	107	10
Attendees	214	351	377	589	71

**Device Advice**

January	2020	2021	2022	2023	2024
Sessions	0	7	9	14	18
Yearly	51	81	131	144	18
Passive					
January	*	0	0	0	0
Yearly	*	0	20	0	0

We cancelled some adults programs due to snow.

**Interlibrary Loan Services**

January	2020	2021	2022	2023	2024
Borrowed	53	59	27	54	77
Loaned	20	12	66	16	19

**Yearly Interlibrary Loan Services**

2020	2021	2022	2023	2024
534	673	872	597	77
151	226	317	184	19

January	R.E.A.D.S
Adults	2,534
Juvenile	176

Yearly Totals	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Adults	23,138	19,466	21,110	25,066	17,065
Juvenile	1,189	1,032	2,013	1,788	1,371

The READS statistics come from the state.



**White House Public Library  
February 2024 Performance Measures**

**Official Service Area Populations**

2020	2021	2022	2023	2024
14,363	14,455	14,820	15,094	

**Membership**

February	2020	2021	2022	2023	2024
<b>New Members</b>	100	46	60	80	139
<b>Updated Members</b>	259	339	254	183	442
<b>Yearly Totals</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Total Members</b>	9,496	7,027	7,125	7,442	7,636
<b>% of population with membership</b>	66	49	48	49	50

Every year the library will purge the system of patrons that have not used their cards in the past 3 years. The library did its annual purge in October, which is why there is a drop in total cardholders.

**Total Material Available:** 39,654

**Estimated Value of Total Materials:** \$991,350

**Total Materials Available Per Capita:** 2.63

**Last Month:** \$990,775

**Last Month:** 2.63

**State Minimum:** 2.00

**Materials Added in February**

2020	2021	2022	2023	2024
140	128	204	163	289

**Yearly Material Added**

2020	2021	2022	2023	2024
3,025	3,035	3,573	2,641	417

**Physical Items Checked Out in February**

2020	2021	2022	2023	2024
5,320	3,782	5,331	6,612	6,332

**Cumulative Physical Items Check Out**

2020	2021	2022	2023	2024
50,042	59,515	80,653	81,667	12,834

**Miscellaneous item checkouts**

February	2020	2021	2022	2023	2024
<b>Technology Devices</b>	33	54	50	67	64
<b>Study Rooms</b>	66	19	47	77	82
<b>Games and Puzzles</b>	127	109	101	158	173
<b>Seeds</b>	115	135	64	119	131
<b>STEAM Packs</b>	32	0	12	14	35
<b>Cake Pans</b>	2	5	1	2	9
<b>Outdoor Items</b>	*	*	*	1	9
<b>Honor Books</b>	*	*	*	9	9

**Yearly Totals**

2020	2021	2022	2023	2024
381	725	743	794	149
305	395	746	888	139
955	1,263	2,060	1,855	399
302	878	883	767	173
25	160	234	351	55
28	21	69	45	17
*	*	17	59	10
*	*	19	104	15

**Library Services Usage**

February	2020	2021	2022	2023	2024
<b>Test Proctoring</b>	10	0	3	4	4
<b>Charging Station</b>	4	3	0	4	1
<b>Notary Services</b>	10	1	1	5	10
<b>Library Visits</b>	4,242	2,305	3,186	3,677	3,545*
<b>Website Usage</b>	1,559	1,859	2,089	4,065	815
<b>Reference Questions</b>	3	5	4	2	6

**Yearly Totals**

2020	2021	2022	2023	2024
74	108	61	54	4
47	45	21	16	2
88	144	135	167	25
30,007	38,913	48,253	48,053	7,322
17,977	27,907	33,678	36,648	1,785
60	73	31	37	8

**Computer Users**

February	2020	2021	2022	2023	2024
<b>Wireless</b>	532	186	290	378	339
<b>Adult Users</b>	399	160	211	194	211
<b>Kids Users</b>	123	5	276	153	109

**Yearly Computer Users**

2020	2021	2022	2023	2024
3,829	3,878	4,544	4,338	607
2,138	2,235	2,608	2,255	403
427	957	2,987	2,030	252

**Library Volunteers**

February	2020	2021	2022	2023	2024
Library Volunteers	12	9	8	9	7
Volunteer Hours	143	82.5	85.5	64	50

**Yearly Totals**

19-20	20-21	21-22	22-23	23-24
36	20	48	54	35
1,286	1,204	1,492.5	1,227	374.5

**Universal Class Counts**

February	
Sign ups	2
Courses started	4
Lessons viewed	66
Submissions	37

**Yearly Totals**

2020	2021	2022	2023	2024
10	13	18	22	4
53	39	2	24	10
1,771	1,008	876	419	112
800	515	465	559	95

**Kanopy**

February	
Visits	662
Pages	886
Plays	161
Accounts	6

2023	2024
2,350	1,319
3,547	1,742
608	357
89	13

**Programs**

1,000 books	2020	2021	2022	2023	2024
Monthly Sign-ups	2	1	9	0	0
Total program Sign-ups	67	124	132	157	70

Achievements	
500 Mark	18
Total Completion	18

We did a purge of participants that have aged out of the program.

**Face-to-face Kids Programs**

February	2020	2021	2022	2023	2024
Programs	11	0	11	12	12
Attendees	272	0	256	362	294
Yearly	2020	2021	2022	2023	2024
Programs	43	91	136	129	23
Attendees	1,185	2,167	3,646	3,805	535

**Grab & Go Kits**

February	2020	2021	2022	2023	2024
Kits	0	6	0	0	0
Taken	0	251	0	0	0
Yearly	2020	2021	2022	2023	2024
Kits	38	44	7	7	0
Taken	1094	1,699	334	184	0

**Teen/tween Face-to-Face Programs**

February	2020	2021	2022	2023	2024
Programs	0	0	8	11	11
Attendees	0	0	37	28	29
Yearly	2020	2021	2022	2023	2024
Programs	11	43	98	112	19
Attendees	77	370	437	361	52

**Teens Programs**

February	2024
Programs	2
Attendance	1
Yearly	
Programs	4
Attendance	4

**Grab & Go**

February	2020	2021	2022	2023	2024
Kits	0	4	0	0	0
Taken	0	55	0	0	0
Yearly	2020	2021	2022	2023	2024
Kits	13	24	7	10	0
Taken	152	409	151	100	0

We are trying to hold teen only programs and are hoping those will start to draw more attendance.

**Face-to-face Adult Programs**

February	2020	2021	2022	2023	2024
Programs	11	2	5	7	13
Attendees	58	12	21	28	93
Yearly	2020	2021	2022	2023	2024
Programs	42	63	75	107	23
Attendees	214	351	377	589	164

**Device Advice**

February	2020	2021	2022	2023	2024
Sessions	0	2	3	7	17
Yearly	51	81	131	144	35
Passive					
February					
February	*	0	0	0	0
Yearly	*	0	20	0	0

**Interlibrary Loan Services**

February	2020	2021	2022	2023	2024
Borrowed	69	41	74	48	66
Loaned	16	10	33	15	53

**Yearly Interlibrary Loan Services**

2020	2021	2022	2023	2024
534	673	872	597	143
151	226	317	184	72

February	R.E.A.D.S
Adults	2,421
Juvenile	177

Yearly Totals	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Adults	23,138	19,466	21,110	25,066	19,486
Juvenile	1,189	1,032	2,013	1,788	1,548

The READS statistics come from the state.

## Image Evaluation Results

**Does it look organized?** Exceptionally

**Are stacks and seating arranged for optimal use?** Loved all the seating in the juvenile section!

**As you stand in the entry way, what directional signs do you see?** Not a lot of signs, but the library is so open it is easy to find areas, all areas clearly marked

**Does the shelving look well-maintained?** Yes

**Do the books sit at the edge of the shelf?** Amazing how well they are all fronted.

**Do the books need bookends to keep them from falling over?** They have them in place

**How much of the collection is on the second, third, and fourth shelves? How much of the collection is on shelves that may be too high or low?** About even, very few on top shelves but low ones are used.

**Is there a designated genealogy room?** Not that I saw

**Do flyers and bookmarks look professional?** Exceptionally well done!

**How are the flyers and bookmarks displayed? Are there too many items on the display table?** Not too many

**Do children receive the same quality of service as adults?** Watched the story time for toddlers. Great program.

**Are there trash receptacles available?** Need more

**Is there adequate signage?** Mostly- more directional would be helpful

**Are displays filled with books?** Not all, some

**How are the flyers and bookmark display?** Good

### General comments

I am very impressed with the overall appearance of the library, the helpfulness and courtesy of the staff, and the wide variety of programs available for all ages!

Exterior displays look good and changed regularly.

Directional signs are appropriate and don't add clutter

Well maintained and displays filled with books

Staff is very friendly and always ready to assist

Not sure about the smoker's needs or what is legally required

Interior of library, Foyer/Entrance: Perfect

Computer room for Genealogy

Steel over the windows could use a power wash along with the upper windows

Some trash in the butterfly garden

Did not see any smoking receptacles or a designated courier drop-off

Juvenile room bottom could be cleaned up or repainted

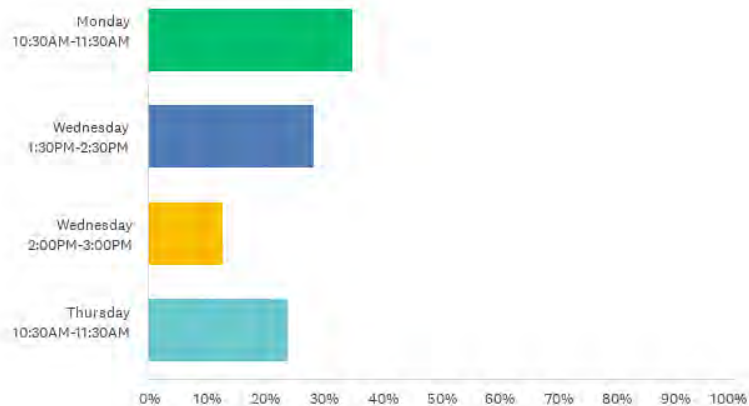
Windows could use a good cleaning

Did not see a donor wall

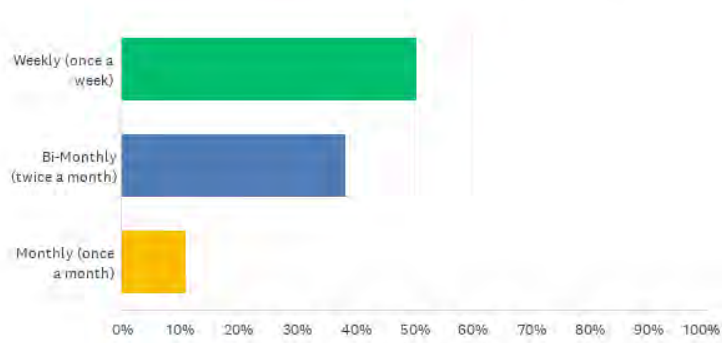
Foyer needs to be vacuumed

Are the restrooms ADA compliant?

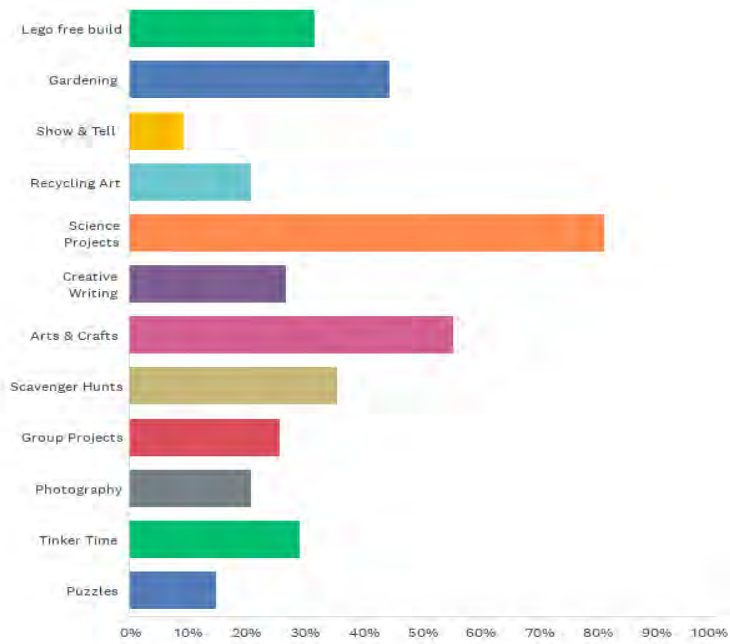
### Q1 What date and time works best for you?



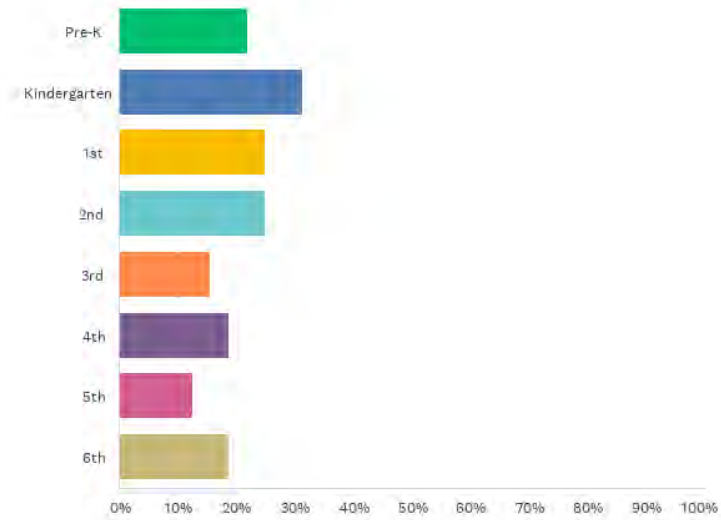
### Q2 How often do want to meet?



### Q3 Pick three activities you're most interested in!



### Q4 What grade is your homeschooler(s) in?





White House Public Library		Timeframe	Progress
		Q3 & Q4 2024	
Mission Statement	To be an essential community hub that provides tools, resources, and assistance		
<b>Goal 1</b>	<b>Offer Library programs, resources, and services that meet community needs</b>		
<b>Objective 1.1</b>	<b>Improve and expand upon existing library programs</b>		
<b>1.1a Task</b>	<b>Improve 1000 book participation</b>		
1.1 Key Result	Purge users that have aged out of the system		100%
1.1 Key Result	Create a better way of tracking progress of each participant		25%
1.1 Key Result	Send out 1 monthly newsletter to participants		0%
<b>1.1b Task</b>	<b>Try to have an active TAB board</b>		
1.1b Key Result	Create more interactive way to engage teens with food, rewards, etc.		25%
1.1b Key Result	Change days and times of TAB		100%
1.1b Key Result	Try to increase members to 4 by June 2024		25%
<b>1.1c Task</b>	<b>Hold park story times or field trip days</b>		
1.1c Key Result	Hold 3 park or field trip days by June 2024		0%
1.1c Key Result	Analyze the program attendance at these special story times		0%
<b>Objective 1.2</b>	<b>Add new programs and services</b>		
<b>1.2a Task</b>	<b>Review options for adult educational programs</b>		
1.2a Key Result	Hold 3 adult educational classes by June 2024		
1.2a Key Result	Review program attendance at these special programs to gage popularity		0%
<b>1.2b Task</b>	<b>Add education kits for adults to checkout</b>		
1.2b Key Result	Add 10 kits ranging on topics from wood burning, cooking, knitting, crocheting, and sensory		80%
<b>1.2c Task</b>	<b>Continue to offer and expand the Summer Internship Program</b>		
1.2c Key Result	Have 4 teens enroll in the Summer Reading Internship Program		0%
1.2c Key Result	Help all 4 teens create a resume/portfolio		0%
<b>1.2d Task</b>	<b>Add museum passes</b>		
1.2d Key Result	Add 10 museum passes for patrons to check out from local museums		80%
<b>Objective 1.3</b>	<b>Update and increase the amount of technology items and resources being offered</b>		
<b>1.3a Task</b>	<b>Purchase more ebooks, e-audio books and downloadable movies/material</b>		
1.3a Key Result	Purchase \$4,000 worth of ebooks and e-audio books		0%
1.3a Key Result	Review checkouts on Kanopy to decide if future sets of downloadable movies/tv shows should be purchased		0%
<b>1.3b task</b>	<b>Add video communication device for better communication with the deaf community</b>		
1.3b Key Result	Add 1 video communication phone for deaf community		100%
1.3b Key Result	Advertise the phone on social media platforms		0%
<b>1.3c Task</b>	<b>Add reservation software for online study room reservation</b>		
1.3c Key Result	Research 3 different companies that provide real time study room reservations for quotes and feature comparison		0%
1.3c Key Result	Add email notification requests for study room reservation		100%
<b>Goal 2</b>	<b>Enhance library space and marketing of resources for better utilization by the public.</b>		
<b>Objective 2.1</b>	<b>Identify dead zones and modify into better utilized space</b>		
<b>2.1a Task</b>	<b>Replace existing furniture with furnishings that better utilize the space</b>		
2.1a Key Result	Move furniture in back are to commodate deaf communication resource		100%
2.1a Key Result	Purchase new office furniture for new positions		100%
2.1a Key Result	Move Osmo into the Juvenile room		0%
<b>Objective 2.2</b>	<b>Better advertise library resources, programs and services</b>		
<b>2.2a Task</b>	<b>Do paid Facebook/instagram ads, post office drops and other marketing tactics</b>		
2.2a Key Result	Increase followers on social media platforms by 5%		100%
2.2a Key Result	Increase views/likes/engagement on social media posts by 10%		100%
2.2a Key Result	Increase newsletter letter clicks and opens by 5%		
2.2a Key Result	Create interactive display of items with 5% of items circulating from displays		0%
2.2a Key Result	Review website content and disign to try and increase website visits by 50 people		0%
2.2a Key Result	Increase unique item checkouts by 5%		0%
<b>2.2b Task</b>	<b>Task Marketing Committee to create a marketing plan</b>		
2.2b Key Result	Marketing Committee will submit a plan to the library board by April of 2024		5%
<b>Goal 3</b>	<b>Create a culture of library/community interaction through mutually beneficial projects and partnerships</b>		
<b>Objective 3.1</b>	<b>Creative Community partnerships and be active in community projects/activities</b>		
<b>3.1a Task</b>	<b>Create garden to grow food for the general public with the help of the FFA, master gardeners, etc.</b>		
3.1a Key Result	Purchase rased garden beds		100%
3.1a Key Result	Purchase seeds and soil to go in bed		0%
3.1a Key Result	Coordinate a schedule with FFA to maintain beds and grow food		0%
3.1a Key Result	Give out harvested food to the community		0%
<b>3.1b Task</b>	<b>Expand reading garden to be a certified butterfly garden</b>		
3.1b Key Result	Purchase plants necessary to attract butterflies		0%
3.1b Key Result	Work with Master Gardeners complete paperwork to be a certified butterfly garden		0%
<b>Goal 4</b>	<b>Make the library 3rd place in the community</b>		
<b>Objective 4.1</b>	<b>Provide an excellent level of customer service</b>		



<b>4.1a Task</b>	<b>Develop a plan to objectively measure patron satisfaction and experiences</b>	
4.1a Key Result	Task Marketing Committee to create patron surveys	25%
4.1a Key Result	Task Marketing Committee to include measuring patron satisfaction in marketing plan	
4.1a Key Result	Have all staff take a customer service training course	40%
4.1a Key Result	Have staff create customer service guidelines	0%
<b>Objective 4.2</b>	<b>Make the library have something for everyone</b>	
<b>4.2a Task</b>	<b>Use evaluations to measure patron satisfaction</b>	
4.2a Key Result	Create and advertise homeschool survey to measure patron needs for the program	100%
4.2a Key Result	Use homeschool survey to start a homeschool program, thereby having something for everyone	25%
4.2a Key Result	Send out survey via social media, newsletter, website, posters, and paper to collect number marketing committee recommends	0%
4.2a Key Result	Analyze results and make adjustments as possible based on assessment to meet patron needs	0%
<b>4.2b Task</b>	<b>Collect data on patron requests</b>	
4.2b Key Result	Collect 20 patron items requests a month and purchase those items for the collection	32%
4.2b Key Result	Update the patron online item request form and post that information on social media	0%



City of White House, TN

# Monthly Draft Report

## Account Summary

For Fiscal: 2023-2024 Period Ending: 02/29/2024

	Original Total Budget	Current Total Budget	MTD Activity	YTD Activity	YTD Activity + Encumbrances	Budget Remaining	
<b>Fund: 110 - General Fund</b>							
<b>Expense</b>							
<b>Function: 44800 - Library</b>							
<a href="#">110-44800-110</a>	Libraries - Salaries	304,836.00	304,836.00	19,184.20	193,506.58	193,506.58	111,329.42
<a href="#">110-44800-112</a>	Libraries - Overtime	1,231.00	1,231.00	20.50	53.62	53.62	1,177.38
<a href="#">110-44800-114</a>	Libraries - Part Time Wages	25,831.00	25,831.00	2,004.41	15,217.90	15,217.90	10,613.10
<a href="#">110-44800-117</a>	Libraries - Annual Longevity Pay	4,500.00	4,500.00	0.00	4,500.00	4,500.00	0.00
<a href="#">110-44800-130</a>	Libraries - Employee Benefits	26,870.00	26,870.00	1,648.54	16,655.06	16,655.06	10,214.94
<a href="#">110-44800-142</a>	Libraries - Hospital & Health Insurance	79,884.00	79,884.00	5,563.34	48,777.88	48,777.88	31,106.12
<a href="#">110-44800-143</a>	Libraries - Retirement	29,567.00	29,567.00	1,855.18	18,536.93	18,536.93	11,030.07
<a href="#">110-44800-144</a>	Libraries - Dental Insurance	3,360.00	3,360.00	240.00	2,160.00	2,160.00	1,200.00
<a href="#">110-44800-145</a>	Libraries - Vision Benefit	1,400.00	1,400.00	198.00	198.00	198.00	1,202.00
<a href="#">110-44800-147</a>	Libraries - Unemployment Insurance	210.00	210.00	51.72	149.07	149.07	60.93
<a href="#">110-44800-148</a>	Libraries - Employee Ed. & Training	12,950.00	12,950.00	0.00	2,485.38	4,820.38	8,129.62
<a href="#">110-44800-200</a>	Libraries - Contractual Services	28,000.00	28,000.00	289.82	8,078.46	10,095.49	17,904.51
<a href="#">110-44800-211</a>	Libraries - Postage, Box Rent, Etc.	275.00	275.00	0.00	12.57	12.57	262.43
<a href="#">110-44800-235</a>	Libraries - Memberships/Subscriptions...	18,219.00	18,219.00	0.00	18,171.43	18,171.43	47.57
<a href="#">110-44800-237</a>	Libraries - Advertising & Pub. Relations	870.00	870.00	42.00	351.75	439.00	431.00
<a href="#">110-44800-241</a>	Libraries - Electric	58,000.00	56,337.00	3,953.03	25,616.58	25,616.58	30,720.42
<a href="#">110-44800-242</a>	Libraries - Water	2,842.00	3,287.00	119.20	2,400.89	2,400.89	886.11
<a href="#">110-44800-243</a>	Libraries - Sewer	2,102.00	3,320.00	83.90	2,400.95	2,400.95	919.05
<a href="#">110-44800-245</a>	Libraries - Phones / Fax / Internet	6,840.00	6,840.00	1,105.94	3,359.03	3,359.03	3,480.97
<a href="#">110-44800-249</a>	Libraries - Stormwater Fee	648.00	648.00	53.94	431.52	431.52	216.48
<a href="#">110-44800-260</a>	Libraries - R & M Facilities	14,200.00	14,200.00	919.71	7,936.29	8,130.01	6,069.99
<a href="#">110-44800-280</a>	Libraries - Travel	400.00	400.00	0.00	0.00	0.00	400.00
<a href="#">110-44800-287</a>	Libraries - Meals And Entertainment	965.00	965.00	27.97	260.21	411.84	553.16
<a href="#">110-44800-312</a>	Libraries - Small Items Of Equipment	12,300.00	12,300.00	1,073.49	9,431.93	9,617.36	2,682.64
<a href="#">110-44800-320</a>	Libraries - Operating Supplies	12,025.00	12,025.00	1,063.69	7,681.20	7,995.11	4,029.89
<a href="#">110-44800-330</a>	Libraries - Inventory Supplies	14,000.00	14,000.00	1,045.35	7,460.50	7,765.75	6,234.25
<a href="#">110-44800-331</a>	Libraries - Oil, Fuel, Etc.	560.00	560.00	14.34	157.14	157.14	402.86
<a href="#">110-44800-900</a>	Libraries - Capital Outlay	24,000.00	24,000.00	7,605.44	13,937.69	13,937.69	10,062.31
	<b>Function: 44800 - Library Total:</b>	<b>686,885.00</b>	<b>686,885.00</b>	<b>48,163.71</b>	<b>409,928.56</b>	<b>415,517.78</b>	<b>271,367.22</b>
	<b>Expense Total:</b>	<b>686,885.00</b>	<b>686,885.00</b>	<b>48,163.71</b>	<b>409,928.56</b>	<b>415,517.78</b>	<b>271,367.22</b>
	<b>Fund: 110 - General Fund Total:</b>	<b>686,885.00</b>	<b>686,885.00</b>	<b>48,163.71</b>	<b>409,928.56</b>	<b>415,517.78</b>	<b>271,367.22</b>
	<b>Report Surplus (Deficit):</b>	<b>-686,885.00</b>	<b>-686,885.00</b>	<b>-48,163.71</b>	<b>-409,928.56</b>	<b>-415,517.78</b>	<b>-271,367.22</b>

*Revised by library board on January 12, 2023*

## **F. CIRCULATION**

1. Patrons may only check out five items, excluding technology devices, on their first visit. Hot spots are the only tech device that may be checked out on first visit. After those items are returned, they may check out 25 items on a card with a limit of 5 DVDs, 5 audio books, 5 magazines, 5 puzzles, 5 board games, 5 video games, 5 cake pan and 5 plush sets, 1 museum pass, 1 steam pack and 1 adult education pack. Patrons must have their card for 30 days before being eligible to check out non-hot spot technology devices. Patrons may check out one of each type of technology device per card. Technology devices may not be checked out on a child's card.
2. Technology devices include but are not limited to: hot spots, kindles, tablets, and Chromebooks. A patron must present a valid driver's license to checkout a technology device that's value is over \$100 and sign a technology circulation form. The form and a copy of the patron's driver's license will be kept on file until the device is returned. Then the copy of the driver's license will be shredded. All technology devices must be turned in at the front desk to a library staff. Technology devices can only be checked out on an adult card. Patrons must have their card 30 days to check out a non-hotspot technology device. Patrons must have an account balance of \$0 to checkout any technology device.
3. Materials are checked out only to persons with valid library cards and whose fees do not exceed ~~\$10.00~~. ~~Patrons must have an account balance of \$0 to check out technology devices.~~
4. All patrons must present their valid White House Public Library card in digital or physical format in order to check out materials. Patrons may present a positive ID, such as a valid driver's license with picture up to five times, at which time they must pay for a replacement card to check out material.
5. Individuals may not use another patron's card to check out items, due to privacy issues and verification of residency. Individuals may only use another person's card if 1) they are the legal guardian of a child and the child is either present or the guardian's card has ~~less than \$10~~ \$0 fines on his/her account, or 2) the patron has signed a circulation release form allowing another patron access to his/her card. Patrons may not use another person's card to check out a technology device.
6. A patron may only give another individual permission to use his/her card if the following criteria apply 1) the patron has a medical condition or is elderly, causing the patron to be unable to make it to the library on his/her own; 2) the patron is going on vacation for a short period of time and is having another individual care for family members; or 3) the individual has talked with the library director and has been approved for a special reason not listed above.
7. Patrons should notify the library immediately of change of address, phone number, etc.
8. Patrons are responsible for all materials checked out on their library card. Patrons are to notify the library IMMEDIATELY upon loss or theft of their library card, in order to avoid unnecessary charges or fines. Lending library materials to others does not relieve the card holder of

responsibility for items checked out on his/her card or for fines or other charges that may accrue. Patrons must sign a release form to lend their card to another patron.

9. All items check out for 2 weeks, unless they are checked out on a friends of the library card, which has different privileges. All items, ~~except technology devices~~, may be renewed 2 times unless another patron is waiting. After the renewals, the materials must be returned to the shelf for 24 hours, after which the material may be checked out again to the same patron.
10. If a patron continues to check out and lose/damage a specific type of item or if staff have to turn off a hot spot or a Chromebook because it is past its due date more than 3 times, then that individual may be banned from checking out that type of item(s). Individuals will have to pay a \$10 deactivation/reactivation fee if staff have to turn off a hot spot or Chromebook in order to get the device returned.
11. The library assumes no responsibility for damage caused to a borrower's DVD player or game system by a library movie/game.
12. Copyright laws limit movies to home viewing only and prohibit their duplication.
13. No item shall leave the library until it has been processed.
14. Valuable volumes are to be used only under the librarian's supervision in the library. The user must register with the librarian before using these materials in the library, and the librarian shall check off the user's names on return of the same.

*Revised by library board on January 12, 2023*

## **H. OVERDUES/FEES, DAMAGED, AND LOST/CLAIMS RETURNED MATERIAL**

1. Overdue fines and service fees are as follows:
  - ~~Children's and juvenile books: 1-day grace period. \$0.10 per item, per day. \$3.00 maximum per item.~~
  - ~~All DVDs, Video games, board games, audio books, music CDs, plush sets, puzzles, cake pans, adult and YA books : 1-day grace. \$0.10 per day. \$5.00 maximum per item.~~
  - ~~Technology devices and STEAM packs: No grace period. \$1.00 per day. \$10.00 maximum per item.~~
  - Hot Spots and tech devices : ~~No grace period.~~ \$3.00 per day. ~~\$30.00~~ \$21.00 maximum late fee.
  - Faxes: \$1.00 per page. Cap at \$10 charge.
  - Deactivate/reactivate fee: \$10 charge.
2. A first notification via automated E-mail or PhoneTree will be sent to patrons with materials 7 days overdue. After 14 days, the patron is sent a second reminder in the same manner. At 21 days, the patron is sent a letter by first-class mail.

3. Once material has been kept out of the library for 3 months the library will send one more final notice through mail with option of sending it certified. The patron's account will be charged any late fee, replacement cost fee, and certified mail fee 30 days after their final notice. Unless the fee is paid, the borrower shall lose library privileges. Once an item has been late over 4 months, the librarian has the option to turn the patron's contact information over to the city attorney.
4. The patron is responsible for alerting the staff to an item that is damaged at checkout. Failure to do so will result in the patron being charged for the cost of the item. Missing or lost CDs, games or DVDs are to be paid by the last person who checked the material out.
5. When a patron claims that a library item still checked out to him/her has been returned, library staff are to follow this procedure:
  - a. Check the stacks first to see if they can locate the item(s).
  - b. If the item(s) is not located, renew the item(s) and ask the patron to continue to search for the item(s).
  - c. If the patron cannot find the item after that 2 week period, then staff will mark the book claims return.
  - d. Staff will then use the wand and RFID tag finder to search for the item(s).
  - e. If the item(s) is still not found, the patron will be charged for the missing item.
  - f. If a patron pays for a missing item and then finds the item, the patron will not be reimbursed for the item, as it is now their property. The patron may donate the item back, but the item will be considered a donation and the patron will not receive funds for the item.

*Revised by library board on September 8, 2022*

## **I. FINES AND SERVICES COST**

Overdue books, audio books, music CDs, magazines, plush sets, puzzles, board game, DVDs, video games, cake pans	\$0.10
Overdue Tech devices and STEAM packs	\$1.00
Overdue Hot Spots <u>and technology devices</u>	\$3.00
<del>Book Drop Charge for Tech Devices and Bagged items</del>	<del>\$1.00</del>
Deactivation/reactivation charge	\$10.00
Computer Print outs	\$0.20 Black and White, \$0.50 for color
Faxes	\$1.00
Replacement Card	\$1.00
Out of State fee, adult	\$10.00

Out of State fee, child	\$5.00
Lost items	Varies, based on cost of item
Damages	Varies, based on cost of repairs

**THE WHITE HOUSE PUBLIC LIBRARY**  
**BY-LAWS**  
 REVISED July 13, 2023

I. **FUNCTION**

The Library Board has the power to direct all the affairs of the public library. It shall provide the state library agencies such statistics and information as may be required from time to time (Municipal Code Title 2; chapter 2; Library Board sec. 2-203).

II. **BOARD MEMBERS**

The board shall consist of seven (7) persons serving without pay who shall be appointed by the Mayor and Board of Alderman. The board shall be composed of the Mayor or his/her designee and six (6) citizens, four (4) of whom shall be residents of the city. Not more than five (5) of said members shall be of the same sex. The terms of office for the six (6) citizens shall be on staggered terms, with the first board being composed of two (2) citizens appointed for a one (1) year term, two (2) citizens appointed for two (2) year terms, and two (2) citizens appointed for three (3) year terms and their successors appointed for three (3) year terms. Board members may not serve more than two consecutive terms and must have a three-year break before being reappointed. Vacancies in such board occurring otherwise than by expiration of their term shall be filled by the Mayor for the unexpired term. (Municipal Code Title 2; chapter 2; Library Board sec. 2-201).

III. **MEETINGS**

- A. The board shall meet bi-monthly in the evenings (Municipal Code Title 2; Chapter; Library Board sec. 2-202). Regular meetings of the board will be held on the second Thursday of every other month at 7:00 pm, starting in July. The guiding principles for order at all meetings will be the Roberts Rules of Order.
- B. Special meetings of the board members may be called by the Chairman or upon the written request of two (2) members, for the transaction of such business as shall be stated in the notice of special meeting.
- C. A minimum notice of 48 hours shall be given to all board members. Public notice of all meetings shall be in keeping with applicable State Law.

IV. **OFFICERS**

- A. The officers of the board shall be Chairman, Vice-Chairman, and Secretary. They shall be elected at the July meeting each year, take office at the July meeting, and serve a two (2) year term after which they or their successors must be elected for another term.
- B. The Chairman shall preside at all board meetings, appoint all committees, authorize calls for any special meetings, and generally perform the duties of a presiding officer. In the absence of the Chairman, the Vice-Chairman shall preside over the board meetings and otherwise perform the duties of the Chairman. In the absence of the Vice-Chairman, the Chairman shall appoint another board member to preside over the meeting.
- C. The Secretary shall keep a true and correct account of all proceedings of the board meetings and shall distribute the transcription thereof along with any appropriate materials to all board members no later than 7 days prior to the next regularly scheduled meeting where appropriate.

V. COMMITTEES

- A. Standing committees shall be formed by the board and appointed by the Chairman; those committees shall be (1) Executive, (2) Budget and Finance, (3) Marketing and Public Relations, (4) Policy Review and Development, and others as deemed necessary.
- B. Special committees shall be formed by the board and appointed by the Chairman. These committees shall be formed for a special purpose, may include Ad Hoc members and shall be dissolved after their work is completed.
- C. Each appointed committee shall report its progress to the board at each regularly scheduled meeting.

VI. QUORUM

- A. A quorum for the transaction of business shall consist of four (4) members of the board unless otherwise specified by the By-Laws.

VII. ORDER OF BUSINESS

The order of business at the regularly scheduled meetings of the board shall be as follows:

- Call to order
- Approval of minutes (either read or previously received)
- Communications
- Report of the Regional Director
- Reports
- Unfinished business
- New business
- Adjournment

VIII. AMENDMENTS

These By-Laws may only be amended at a regularly scheduled meeting and only by a two-thirds majority vote of the full board (requires five votes).



IX. ATTENDANCE

- A. Board members who miss three (3) meetings in a calendar year may be dismissed from the board and a new member may be appointed by the Mayor and Board of Aldermen for the unexpired term.
- B. Cause for removal of a board member shall be determined by the Mayor and Board of Aldermen as recommended by the Library Board.

X. REPORTS/BUDGET

The Library Board shall make full and complete monthly reports to the Board of Mayor and Aldermen of the city and all other reports from time to time as requested (Municipal Code Title 2; Chapter; Library Board sec. 2-206). The board may appoint the Director, an individual board member, or a committee to create and submit all required documents.

XI. LIBRARY DIRECTOR

The board has the power to appoint or designate someone to act as Librarian who shall direct the internal affairs of the library and such assistants or employees as may be necessary (Municipal Code Title 2; Chapter; Library Board sec.2-204). The Library Director is responsible to the Library Board for implementing the board-adopted policies and long-range plans for the development of the library programs. The Library Director recommends needed policies for board action, acts as a technical advisor to the board, and suggests and implements plans for extending library services.

XII. EVALUATION OF THE DIRECTOR

Per Municipal Code Title 2; Chapter; Library Board sec. 2-207, the Board of Trustees shall initiate and conduct an annual performance evaluation of the Director. This evaluation will be forwarded to the City to be analyzed and then returned to the Executive Committee of the Library Board for presentation to the Director.

XIII. REGIONAL LIBRARY DIRECTOR

The Regional Library Director may provide professional and technical assistance to the board where appropriate or requested by the board. The Regional Library Director is invited to attend all regularly scheduled meetings.

XIV. ADDRESSING THE BOARD

Individuals who wish to address the Library Board and committee meetings will need to sign in with the Library Director before the meeting begins. Individuals will only be allowed to speak during the public comment section of the meeting. Individuals will have a total of 3 minutes to address the board/committee. The board/committee will not respond to the individual during his/her 3-minute address. The Library Director will try to provide details to any patron making an inquiry to see if the issue can be resolved prior to him/her addressing the board/committee.

**Policy committee: Martha, Doreen, Cherry**

- Reviews and make suggestions for updates on library policies.

**Executive committee: Katy, Doreen, Carter**

- By-laws
- Long Range Plan
- Technology Plan
- Disaster Plan
- Emergency Action Plan
- Director evaluation presentation

**Marketing and public relations committee: Cherry, Carter, Julie**

- Fandom Fair
- Survey every 3 years – I have made and given out
- Automation Resources
- Outreach activities
- Community partnership

**Budgeting committee: Sam, Katy, Carter**

- Budget request for next year – December