

White House Library Board Meeting Agenda
Billy S. Hobbs Municipal Center
Court Room
September 12, 2024

- I. Call TO ORDER
 - A. Roll call of Trustees
 - B. Welcome Visitors
- II. APPROVAL OF MINUTES FROM:
 - a. Library Board Minutes July 11, 2024
 - b. Marketing Committee Minutes August 13, 2024
 - c. Policy Committee Minutes August 27, 2024
- III. PUBLIC COMMENTS
- IV. REPORTS
 - A. Regional Director
 - B. Library Director
 - a. Monthly Reports
 - b. Upcoming events/updates
 - i. ORK Updates
 - ii. State Standards
 - c. Budget
 - C. Committees
 - 1. Executive
 - 2. Finance and Budget
 - 3. Marketing and Public Relations
 - a. Marketing Committee update
 - 4. Policy Review
 - a. Policy Updates
- V. UNFINISHED BUSINESS
- VI. NEW BUSINESS
- VII. ADJOURN

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

- I. CALL TO ORDER: 7:00 PM
 - a. Roll Call of Trustees
 - i. Present: Carter Beck, Doreen Brown, Sam Mathews, Martha Montgomery, Julie Walling.
 - a. Cherry Richardson and Katy Hornbeck have rolled off
 - b. Welcome Visitors
 - i. Althea Manges, Asst. Library Director. Cecile Maynor, Red River Regional Director. Gerry Herman, City Manager.
- II. APPROVAL OF MINUTES FROM:
 - a. Library Board Minutes May 9, 2024.
 - b. Executive Committee Meeting June 17, 2024.
 - c. Marketing Committee Meeting June 18, 2024.
 - i. Doreen motioned to approve, Sam seconds, all approve.
- III. PUBLIC COMMENTS: None
- IV. REPORTS
 - a. Regional Director
 - i. The annual Maintenance of Effort has been signed.
 - a. This document must be signed by the current board chair and the mayor.
 - b. Finance reports on all monies spent.
 - c. This is a state level document for Robertson County
 - a. Currently, we only get Robertson County Funds.
 - b. Sam asks about having that re-evaluated, but it would not give us more funding.
 - d. There will be a Trustee workshop in September, that includes a Teen Library Summit.
 - e. The annual salary survey(organized by position type) has been emailed.
 - b. Library Assistant Director
 - i. Museum passes for May had 16 checkouts. A positive sign.
 - ii. The Library added Comics+
 - iii. We went over the quarter 4 OKR numbers.
 - a. The library is considering adding a seasonal newsletter to be sent via email in addition to the monthly one currently sent out.
 - b. The community garden is growing, but there is a need to continue working with the HS FFA group about seasonal planting.
 - c. Looking into the possibility of allowing study rooms to be booked in Microsoft.
 - d. The library will continue to evaluate the survey results.

- a. We had a discussion over 4.2b, on adding digital requests to the number. Sam said yes and Julie agreed. This was not voted on at this time.
 - iv. HVAC bids were reviewed and submitted.
 - v. The director attended the Board of Mayor and Alderman special study session, and she presented the proposed budget for fiscal year 2024-2025.
 - vi. The library director did a Clifton Strengths assessment test and discussed the results with strengths coach Brianna Campbell. The purpose of the assessment was to identify the director's top strengths, learn ways to better apply those strengths, and avoid pitfalls.
 - vii. The director met one-on-one with her staff. They went over the progress of their goals and tasks for Fandom Fair.
 - viii. The assistant director conducted interviews for the summer internships.
 - ix. The new security gates were installed on May 28th, but one of the gates had a cracked pane, which will be replaced by the company.
 - x. Summer Reading began on June 3rd.
 - xi. Fandom Fair occurred on June 8th. It was the most successful one yet, with 1,215 participants.
 - xii. The director attended a Lion's Club meeting where she turned in eye glass donations.
 - xiii. The library tech grant was submitted for the purchase of computers and other technology services.
 - xiv. The director met again with her coach, Brianna Campbell, to review her SMART goals based on her strengths assessment.
 - xv. The director attended the BMA meeting on June 20th, where she presented the Public Library Service Agreement to be voted on. This agreement outlines what each organization will provide for the other.
 - xvi. The library technology plan for 2024-2025 and into 2026 was given. Julie motioned to approve, Sam seconded, all agree.
- c. Committees
- i. Executive committee met on June 17th.
 - a. Discussed the goals for Q4.
 - a. The monitoring of employee OKR's is 75% completed
 - b. After a phone discussion with the Portland library director, the library is testing a "Holding" area for patrons to pick up their holds without coming to the front desk.
 - c. Elizabeth is reading "Quiet Leadership" by David Rock. She also watched podcasts by Emily Freeman and Laurie Brown.
 - d. Elizabeth met with her personal coach about the Clifton Strengths assessment, and top strengths were identified as: relator, deliberative, analytical, achiever, and learner.
 - e. The library had a successful team building activity with puzzle pieces.

- f. We discussed the idea of a 360-degree director evaluation, which could produce a special committee to allow for community input. We are looking at both self-created and paid options.
 - g. We agreed to continue using the OKR format for goals for staff development for the upcoming year.
 - b. Updates to the Technology Plan were discussed. We will need to create policies regarding AI (artificial intelligence) and ADA (American Disabilities Act) compliance.
 - c. Reconsideration of Materials: Discussed a patron concern for the book *Mr. Watson's Chickens*. Elizabeth and the patron met to discuss their concerns, and the patron did not wish to lodge a formal complaint. We agree to make a note on MARC record (library side only) so that the library can track any further concerns for this title.
 - d. Patron Survey: 4.5% of patrons responded to the survey. Most of the comments were complimentary. Everyone loves Larry!
 - a. The primary recurring issues were being allowed drinks in the library. The policy committee will discuss this at their next meeting.
 - ii. Marketing committee met on June 18th.
 - a. Fandom Fair review :
 - a. survey
 - i. Catio was very popular with the guests at the fair.
 - ii. The circus was a big hit
 - iii. Low participation in the costume contest.
 - iv. 360 photo booth not as effective as anticipated
 - v. Parking crew needs more water
 - vi. Need to focus on getting more teens to the fair
 - b. Positive comments all around
 - c. Great job to the Elizabeth and the library staff
 - d. Next year will be June 7th, 2025 with the theme of art.
 - b. Patron Survey: stopping survey after two weeks
 - a. Roughly 5000 active patrons
 - b. Looking at the reliability of the survey
 - i. Only 2.34% say the customer service needs improvement.
 - c. 1 in 3 people said they do not yet follow us on social media. The Instagram account is only 1 year old.
 - d. Break up text message and newsletter to see where people get library information.
 - e. Fine free was not mentioned in the positive statements.
 - f. State requires a survey every 3 years.
 - i. Do not want to increase the frequency of surveys.
 - c. Next marketing meeting will be on 8/11/24

- V. NEW BUSINESS:
 - a. change in trustee leadership
 - i. Doreen motioned for Carter to become the board chair. Julie seconded.
 - ii. Carter motioned for Doreen to become vice chair. Sam seconded.
 - iii. Doreen motioned for Julie to become secretary. Carter seconded.
 - b. Change in committee make up
 - i. Executive committee: Carter, Doreen, Julie. Chair is Carter
 - ii. Policy committee: Doreen, Martha, Julie. Chair is Doreen
 - iii. Marketing and Public Relations committee: Carter, Julie, and new unnamed member. Chair is Carter
 - iv. Budget committee: Carter, Doreen, Sam. Chair is Sam.
- VI. ADJOURN: 7:59 Motion by Doreen, seconded by Sam. All agree.

WHITE HOUSE PUBLIC LIBRARY
White House Library Marketing Committee Meeting
Minute
August 13, 2024
6:00pm

- I. Call to order
 - a. 6:04PM
- II. Welcome Visitors
 - a. Cherry Richardson
- III. Public Comments
 - a. None
- IV. Marketing Plan
 - a. Discussed SWOT analysis between External and Internal Strengths, Weaknesses, Opportunities and Threats
 - b. Discussed progress on Marketing Plan with new sections added in preparation for completion
 - c. Analyzed costs of library marketing expenses
 - i. Text message cost per message sent to recipient
 - ii. \$5,811.83 (2023) total marketing cost
 - d. All Tasks and section for the Marketing Plan done by next marketing committee meeting
 - i. Looking to present full Marketing Plan
 - ii. October 29, 2024
- V. New Business
 - a. Two quotes to make websites
 - i. Good add-in features that would be specific to libraries
 - ii. Researching website building and hosting options
 - iii. May look to a budget request depending on quotes
 - iv. The committee looked at several example websites of libraries that would be the desired goal
- VI. Adjourn 7:03PM

White house Public Library
Policy Committee Meeting
August 27, 2024

- I. Call to order, 6:00PM
 - a. Present: Doreen Brown, Martha Montgomery, Elizabeth Koslowski. Absent, Julie Walling.
- II. Welcome Visitors: None
- III. Public Comments: None
- IV. Policy Review
 - a. Artificial Intelligence Policy. This is a new policy for the staff. We all approved.
 - b. General Policies
 - i. Section C, Adult Borrowers. Much discussion and some revisions to the existing policy.
 - 1. Item C-1: changed the wording to list the types of proof of address accepted.
 - 2. Item C-2: added the phrase “Robertson, Sumner and adjacent counties” and removed the juvenile fee as not applicable to the adult borrower policy.
 - 3. C-3: deleted this entire line as it is no longer applicable since the library is now fine free.
 - 4. C-5: added the phrase “Robertson, Sumner and adjacent counties”
 - ii. Section E, Acquisitions
 - 1. Item E-5: massive changes due to being fine free, and have replaced the passage with; the replacement of the item lost with an exact duplicate of said item.
 - iii. Section F, Circulation
 - 1. Item F-1: changed the identification of a hot spot as a tech device, and adjusted the number of items that can be checked out at a time.
 - 2. Item F-9: amended to reflect the change noted in C-3.
 - iv. Section G, Computer Circulation
 - 1. Item G-1c: Clarification of why the computers are shut down early
 - v. Section J, Use of the building
 - 1. Item 6b-5: The policy currently reads: “No food or drinks are allowed in the study/story time rooms.” We had a lengthy discussion based on the outcome of our recent patron survey, where this was one of the primary complaints. We agreed not to amend the policy at this time due to the abundance of concerns surrounding the use of food/drinks in the library. We thereby suggest that the Budget Committee request a CIP line for funds to replace the carpet in the study areas with vinyl in the upcoming budget.
 - c. Agenda items placed on hold
 - i. Unattended Children Policy: We agreed to place this item on hold to give Elizabeth time to speak with the city manager and the city attorney regarding

any potential liability surrounding this concern. We also wanted to know/review any existing city policies regarding unattended minors in city buildings/on city grounds.

- ii. City-School Interlibrary Loan Permission Slip: The current form is no longer compliant as the new Juvenile Patron library card form, which requires a parent to sign the card application in person, supersedes the form. However, there does seem to be a need for the service. Elizabeth is going to talk more with the library staff about how best to provide the service and how the circulation system application process might be utilized to cover both areas.

V. Adjourn at 7:20, Martha motioned and Doreen seconded.

White House Public Library July 2024 Performance Measures

Official Service Area Populations

2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
14,363	14,455	14,820	15,094	15,355

Membership

July 2024 Performance Measures	2020	2021	2022	2023	2024
New Members	48	91	171	122	168
Updated members	270	490	339	307	495
Yearly Totals	2020	2021	2022	2023	2024
Total Members	9,496	7,027	7,125	7,904	7602
% of population with membership	66	49	48	52	49

Every Year the library will purge the system of patrons that have not used their cards in the past 3 years.

Total Material Available: 40,032

Estimated Value of Total Materials: \$1,000,800

Last Month: \$994,175

Total Materials Available Per Capita: 2.61

Last Month: 2.63

State Minimum Standard: 2.00

Materials Added in July

2020	2021	2022	2023	2024
325	421	194	151	417

Yearly Material Added

2020	2021	2022	2023	2024
3,025	3,035	3,573	1,342	1,268

Physical Items Checked Out in July

2020	2021	2022	2023	2024
3,350	6,240	7,476	7,716	8,483

Cumulative Physical Items Checked Out

2020	2021	2022	2023	2024
50,042	59,515	80,653	81,667	49,049

Miscellaneous Items Checked Out

July	2020	2021	2022	2023	2024
Technology Devices	25	50	55	76	91
Study Rooms	0	18	62	62	74
Games and Puzzles	24	62	193	169	200
Seeds	22	23	85	0	55
STEAM Packs	0	25	27	17	52
Cake Pans	3	4	8	1	1
Outdoor Items	*	*	*	8	10
Honor Books	*	*	*	3	11
Adult Kits	*	*	*	*	5
Museum Passes	*	*	*	*	15

Miscellaneous Items Checked Out

Yearly Totals	2020	2021	2022	2023	2024
Technology Devices	381	725	743	446	520
Study Rooms	305	395	746	440	511
Games and Puzzles	955	1,263	2,060	1,022	1,219
Seeds	302	878	883	706	833
STEAM Packs	25	160	234	136	238
Cake Pans	28	21	69	15	42
Outdoor Items	*	*	17	38	50
Honor Books	*	*	19	104	43
Adult Kits	*	*	*	*	30
Museum Passes	*	*	*	*	50

Library Services Usage

July	2020	2021	2022	2023	2024
Test Proctoring	11	33	5	9	1
Charging Station	0	6	1	0	1
Notary Services	3	24	13	39	42
Library Visits	2,193	3,763	4,248	3,892	5975
Website Usage	1,156	2,629	3,413	4,103	1500
Reference Questions	17	8	3	6	9

Library Services Usage

Yearly Totals	2020	2021	2022	2023	2024
Test Proctoring	74	108	61	51	72
Charging Station	47	45	21	10	7
Notary Services	88	144	135	99	127
Library Visits	30,007	38,913	48,253	29,572	32,874
Website Usage	17,977	27,907	33,678	29,908	6,896
Reference Questions	60	73	31	26	41

Computer Users

July	2020	2021	2022	2023	2024
Wireless	154	256	361	367	195
Adult Users	221	227	207	222	252
Kids Users	5	177	286	172	70
Osmo Users (hours)	*	*	*	*	90

Computer Users

Yearly Totals	2020	2021	2022	2023	2024
Wireless	3,829	3,878	4,544	2,700	2,347
Adult Users	2,138	2,235	2,608	1,413	1,470
Kids Users	427	957	2,987	1,263	939
Osmo Users (hours)	*	*	*	*	90

Library Volunteers

July	2020	2021	2022	2023	2024
Library Volunteers	2	10	11	10	11
Volunteer Hours	81.5	133.5	132	67	84

Library Volunteers

Yearly Totals	20-21	21-22	22-23	23-24	24-25
Library Volunteers	20	48	54	50	11
Volunteer Hours	1,204	1,492.50	1,227	533.5	84

Databases

Universal Class	July
Sign-ups	0
Courses Started	0
Lessons Viewed	0
Submissions	0

Yearly Totals	2020	2021	2022	2023	2024
Sign-ups	10	13	18	17	5
Courses Started	53	39	2	12	17
Lessons Viewed	1,771	1,008	876	238	341
Submissions	800	515	465	335	417

Universal class was purchased by a new vendor. They are having a hard time getting our monthly numbers. This will be updated later once it is resolved.

Fiero Code	July
Logins	5
Hours	3.1
Tasks	12

Yearly Totals	2020	2021	2022	2023	2024
Logins	*	*	*	31	55
Hours	*	*	*	19.6	42.6
Tasks	*	*	*	29	157

Comics Plus	July
Users	0
Check Outs	18

Yearly Totals	2020	2021	2022	2023	2024
Users	*	*	*	*	25
Check Outs	*	*	*	*	70

Kanopy	July
Visits	489
Plays	60
Accounts	12

Yearly Totals	2020	2021	2022	2023	2024
Visits	*	*	*	2,350	3,379
Plays	*	*	*	608	665
Accounts	*	*	*	89	49

Programs

1,000 Books	2020	2021	2022	2023	2024
Monthly Sign-ups	11	2	2	4	1
Total Program Sign-ups	83	84	113	149	61

Cummulative Achievements	
500 Mark	25
Total Completion	22

Face-to-Face Kids Programs

July	2020	2021	2022	2023	2024
Programs	2	15	13	11	14
Attendees	188	567	430	528	261

Face-to-Face Kids Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	43	91	136	88	88
Attendees	1,185	2,167	3,646	2,755	1,895

Face-to-Face Teen / Tween Programs

July	2020	2021	2022	2023	2024
Programs	0	53	8	10	10
Attendees	0	17	37	27	19

Face-to-Face Teen / Tween Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	11	43	98	71	71
Attendees	77	370	437	218	180

Teen Programs

July	2020	2021	2022	2023	2024
Programs	*	*	*	*	1
Attendees	*	*	*	*	0

Teen Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	*	*	*	*	12
Attendees	*	*	*	*	15

Face-to-Face Adult Programs

July	2020	2021	2022	2023	2024
Programs	0	4	6	9	11
Attendees	0	21	22	39	76

Face-to-Face Adult Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	42	63	75	54	84
Attendees	214	351	377	254	615

Device Advice

July	2020	2021	2022	2023	2024
Sessions	0	8	20	19	27

Passive

July	2020	2021	2022	2023	2024
Adult	*	0	0	0	13
Teen / Tween	0	25	0	4	14
Kids	0	147	0	0	0

Interlibrary Loan Services

July	2020	2021	2022	2023	2024
Borrowed	0	4	65	36	62
Loaned	0	21	20	12	21

Device Advice

Yearly Totals	2020	2021	2022	2023	2024
Sessions	51	81	131	81	93

Passive

Yearly Totals	2020	2021	2022	2023	2024
Adult	*	0	20	0	13
Teen / Tween	152	409	151	19	14
Kids	1,094	1,699	334	0	0

Interlibrary Loan Services

Yearly Totals	2020	2021	2022	2023	2024
Borrowed	534	673	872	372	373
Loaned	151	226	317	115	240

July	R.E.A.D.S
Adults	3127
Juvenile	153

Yearly Totals	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
Adults	19,466	21,110	25,066	29,637	3127
Juvenile	1,032	2,013	1,788	2,301	153

The R.E.A.D.S statistics come from the state

Summer Reading Participants	Listeners	Readers	Tweens	Teens	Adults
2017	35	62	*	7	12
2018	32	83	*	13	18
2019	47	96	*	16	21
2020	11	14	*	3	13
2021	19	24	*	4	13
2022	33	33	20	7	20
2023	22	30	26	4	12
2024	28	34	24	18	66

2021 Benchmarks	1	2	3	4	5	6	7	8	9	Grand Prizes
Tots	19	13	13	12	10	9	9	9	8	4
Kids	24	19	17	17		17	15	13	13	6
Teens	4	4	3	2	2	2	2	2	2	1
Adults										13

2022 Benchmarks	1	2	3	4	5	6	7	8	9	Grand Prizes
Tots	33	23	20	20	18	16	15	14	13	5
Kids	33	25	22	20	18	13	13	13	11	5
Tweens	20	18	15	15	11	8	7	6	6	3
Teens	7	4	2	2	2	1	0	0	0	1
Adults										20

2023 Benchmarks	1	2	3	4	5	6	7	8	9	10
Tots	22	20	20	20	19	19	16	15	14	12
Kids	30	24	22	21	17	16	16	13	13	
Tweens	26	22	20	19	14	12	10	9	9	
Teens	4	3	3	3	1	1	1	1	1	
Adults										12

2024 Benchmarks	1	2	3	4	5	6	7	8	9	10
Tots	28	26	26	25	23	16	14	13	12	11
Kids	34	31	23	16	15	13	12	11	11	11
Tweens	24	18	15	13	13	12	10	10	10	9
Teens	18	15	15	13	13	7	7	6	6	5
Adults	66	52	42	35	30	24	20	18	18	14

2024 Benchmarks	11	12	13	14	15	16	17	18	19	20
Tots										
Kids										
Tweens	7	7	7	6	6	6	6	5	5	5
Teens	4	4	3	3	3	3	3	3	3	3
Adults	12	10	10	8	7	6	5	5	5	5

White House Public Library August 2024 Performance Measures

Official Service Area Populations

2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
14,363	14,455	14,820	15,094	15,355

Membership

August 2024 Performance Measures	2020	2021	2022	2023	2024
New Members	106	100	134	141	119
Updated members	390	403	327	324	397
Yearly Totals	2020	2021	2022	2023	2024
Total Members	9,496	7,027	7,125	8,102	7,722
% of population with membership	66	49	48	53	50

Every Year the library will purge the system of patrons that have not used their cards in the past 3 years.

Total Material Available: 40,193

Estimated Value of Total Materials: \$1,004,825

Total Materials Available Per Capita: 2.62

Last Month: \$1,000,800

Last Month: 2.61

State Minimum Standard: 2.00

Materials Added in August

2020	2021	2022	2023	2024
395	228	443	376	189

Yearly Material Added

2020	2021	2022	2023	2024
3,025	3,035	3,573	1,718	1,457

Physical Items Checked Out in August

2020	2021	2022	2023	2024
4,287	5,845	8,496	7,716	7,981

Cumulative Physical Items Checked Out

2020	2021	2022	2023	2024
50,042	59,515	80,653	56,869	57,030

Miscellaneous Items Checked Out

August	2020	2021	2022	2023	2024
Technology Devices	35	60	63	77	96
Study Rooms	55	38	78	79	103
Games and Puzzles	77	124	211	166	165
Seeds	17	12	71	33	43
STEAM Packs	0	14	26	43	41
Cake Pans	3	3	5	8	0
Outdoor Items	*	*	*	5	8
Honor Books	*	*	*	5	10
Adult Kits	*	*	*	*	7
Museum Passes	*	*	*	*	13

Miscellaneous Items Checked Out

Yearly Totals	2020	2021	2022	2023	2024
Technology Devices	381	725	743	523	616
Study Rooms	305	395	746	519	614
Games and Puzzles	955	1,263	2,060	1,188	1,384
Seeds	302	878	883	739	876
STEAM Packs	25	160	234	179	279
Cake Pans	28	21	69	23	42
Outdoor Items	*	*	17	43	58
Honor Books	*	*	19	96	53
Adult Kits	*	*	*	*	37
Museum Passes	*	*	*	*	63

Library Services Usage

August	2020	2021	2022	2023	2024
Test Proctoring	8	9	4	0	1
Charging Station	3	2	1	1	1
Notary Services	8	13	21	20	30
Library Visits	3,004	3,589	4,898	3,849	5465
Website Usage	1,156	2,629	3,413	4,103	1565
Reference Questions	7	2	1	1	5

Library Services Usage

Yearly Totals	2020	2021	2022	2023	2024
Test Proctoring	74	108	61	51	73
Charging Station	47	45	21	11	8
Notary Services	88	144	135	119	157
Library Visits	30,007	38,913	48,253	33,421	38,339
Website Usage	17,977	27,907	33,678	29,908	8,461
Reference Questions	60	73	31	27	46

Computer Users

August	2020	2021	2022	2023	2024
Wireless Users	315	328	512	410	224
Adult Users	238	230	254	210	201
Kids Users	1	121	210	246	194
Osmo Users (hours)	*	*	*	*	80

Computer Users

Yearly Totals	2020	2021	2022	2023	2024
Wireless	3,829	3,878	4,544	3,110	2,571
Adult Users	2,138	2,235	2,608	1,623	1,671
Kids Users	427	957	2,987	1,509	1,133
Osmo Users (hours)	*	*	*	*	170

Library Volunteers

August	2020	2021	2022	2023	2024
Library Volunteers	6	5	8	9	4

Library Volunteers

Yearly Totals	20-21	21-22	22-23	23-24	24-25
Library Volunteers	36	20	48	56	11

Volunteer Hours	93.00	133.50	138.00	62.00	40.00
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Volunteer Hours	1,204.00	1,492.50	1,289.00	533.50	124.00
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Databases

Universal Class	August
Sign-ups	3
Courses Started	5
Lessons Viewed	66
Submissions	86

Yearly Totals	2020	2021	2022	2023	2024
Sign-ups	10	13	18	17	8
Courses Started	53	39	2	12	22
Lessons Viewed	1,771	1,008	876	348	407
Submissions	800	515	465	537	503

Fiero Code	August
Logins	19
Hours	10.1
Tasks	65

Yearly Totals	2020	2021	2022	2023	2024
Logins	*	*	*	31	74
Hours	*	*	*	19.6	52.7
Tasks	*	*	*	29	222

Comics Plus	August
Sign ups	0
Check Outs	8

Yearly Totals	2020	2021	2022	2023	2024
Users	*	*	*	*	25
Check Outs	*	*	*	*	78

Kanopy	August
Visits	516
Plays	69
Accounts	15

Yearly Totals	2020	2021	2022	2023	2024
Visits	*	*	*	2,350	3,895
Plays	*	*	*	608	734
Accounts	*	*	*	89	146

Programs

1,000 Books	2020	2021	2022	2023	2024
Monthly Sign-ups	11	2	2	1	0
Total Program Sign-ups	83	84	113	150	69

Achievements	
500 Mark	25
Total Completion	23

Face-to-Face Kids Programs

August	2020	2021	2022	2023	2024
Programs	3	11	12	9	12
Attendees	67	174	267	255	249

Face-to-Face Kids Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	43	91	136	97	100
Attendees	1,185	2,167	3,646	3,010	2,144

Face-to-Face Teen / Tween Programs

August	2020	2021	2022	2023	2024
Programs	3	4	9	11	10
Attendees	14	23	55	53	38

Face-to-Face Teen / Tween Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	11	43	98	82	81
Attendees	77	370	437	271	218

Teen Programs

August	2020	2021	2022	2023	2024
Programs	*	*	*	*	1
Attendees	*	*	*	*	2

Teen Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	*	*	*	*	13
Attendees	*	*	*	*	17

Face-to-Face Adult Programs

August	2020	2021	2022	2023	2024
Programs	4	7	6	13	13
Attendees	16	29	31	92	98

Face-to-Face Adult Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	42	63	75	67	97
Attendees	214	351	377	346	713

Device Advice

August	2020	2021	2022	2023	2024
Sessions	0	81	21	19	15

Device Advice

Yearly Totals	2020	2021	2022	2023	2024
Sessions	51	81	131	100	108

Passive

August	2020	2021	2022	2023	2024
Adult	*	0	0	0	23
Teen / Tween	0	0	0	4	0

Passive

Yearly Totals	2020	2021	2022	2023	2024
Adult	*	0	20	0	36
Teen / Tween	152	409	151	19	20

Kids	0	0	0	0	0
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Kids	1,094	1,699	334	0	0
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Interlibrary Loan Services

August	2020	2021	2022	2023	2024
Borrowed	71	71	101	58	50
Loaned	34	18	28	25	20

Interlibrary Loan Services

Yearly Totals	2020	2021	2022	2023	2024
Borrowed	534	673	872	430	423
Loaned	151	226	317	140	260

August	R.E.A.D.S
E-books	1,107
Audiobooks	1,882
E-videos	0
E-series	205
Adults	3002
Juvenile	192

Yearly Totals	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
E-books	*	*	*	*	1,107
Audiobooks	*	*	*	*	1,882
E-videos	*	*	*	*	0
E-series	*	*	*	*	205
Adults	19,466	21,110	25,066	5,136	6,129
Juvenile	1,032	2,013	1,788	379	345

The R.E.A.D.S statistics come from the state

Director Report

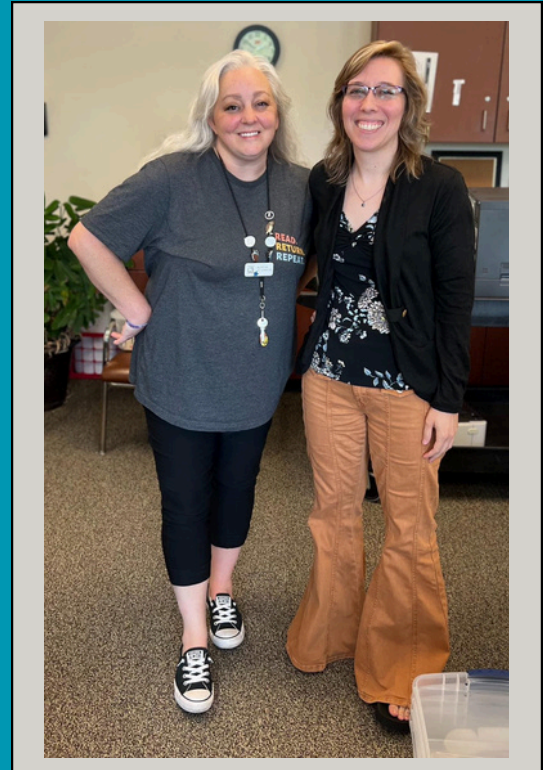
Prepared by: Elizabeth Kozlowski

Date Range: July and August



Director Activities

- Lions club meeting on July 12.
- Director's Check-in.
- Met with Fire Chief and planning and codes department.
- Met with Hendersonville Public Library Director.
- Strengths coach meeting on August 6.
- New trustee orientation.
- Marketing committee meeting.
- Staff role play training.
- Met with Stewart County Public Library Director.
- Training at Stones River Regional Library on what is leadership.
- Website company research.
- Mentorship lunch meeting.
- Policy Committee meeting.
- Met with Allen County Library Director.

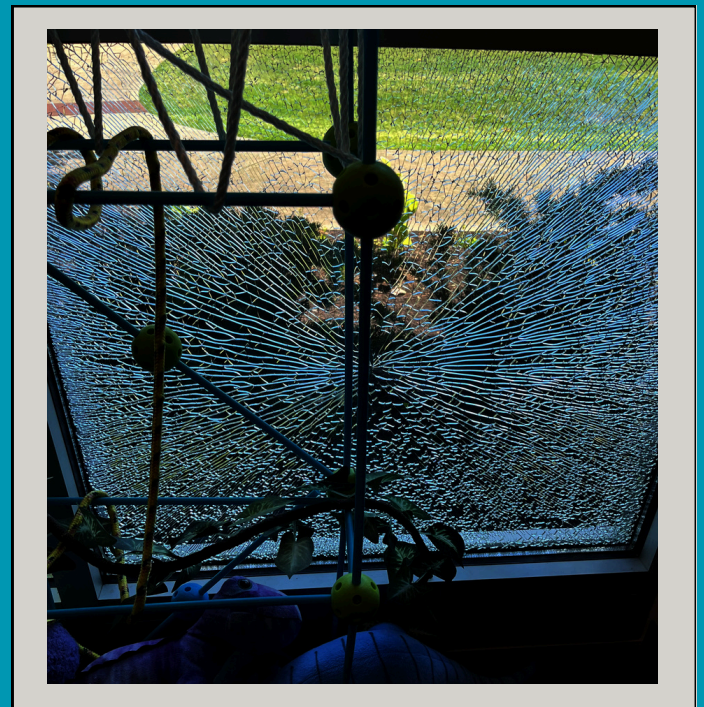


Library Happenings

- Summer Reading wrapped up.
- TWRA donated fishing poles and tackle boxes for checkout.
- Permanent ban of 2 patrons who stole our tech devices.

Building Updates

- Gate Panel Repaired.
- Comcast cancelled now on Cumberland Connect.
- Story time room walk through and quote.
- Broken window repair.
- Compressor replaced in Roof Top Unit 1.
- Motor fan replaced in Roof Top Unit 1.
- HVAC in mechanical room.



White House Public Library		Timeframe	Progress
		Q1 & Q2 OKRs	
Mission Statement	<i>To be an essential community hub that provides tools, resources, and assistance</i>		
Goal 1	Offer Library programs, resources, and services that meet community needs		
Objective 1.1	Improve and expand upon existing library programs and services		
1.1a Task	Improve 1000 book participation		
1.1 Key Result	Send out quarterly newsletter to participants		0%
1.1b Task	Continue to offer and expand the Summer Internship Program		
1.1b Key Result	Research the possibility of providing scholarships to Summer Interns who are graduating high school		0%
1.1b Key Result	Research the possibility of providing academic credit to high schoolers who do summer internship		0%
1.1c Task	Improve adult programs		
1.1c Key Result	Hold 3 adult educational programs by December 2024		75%
1.1c Key Result	Analyze the program attendance at these programs to gage future classes		0%
1.1d Task	Improve Teen programs		
1.1 Key Result	Increase coding participation by 5%		0%
1.1d Key Result	Increase tween/teen program participation by 10 individuals		0%
Objective 1.2	Add new programs and services		
1.2a Task	Add items to enhance patron services while in the building		
1.2a Key Result	Purchase 15 baskets for patrons to use while browsing		100%
1.2a Key Result	Have second staff member become a certified notary		0%
1.2a Task	Add to unquie item collection		
1.2a Key Result	Add 10 musical instruments for checkout		20%
1.2a Key Result	Research additional museums to purchase passes to add to the museum collection		0%
Objective 1.3	Update and increase the amount of technology items and resources being offered		
1.3a Task	Purcahse more digital content material for patron use		
1.3a Key Result	Research Freegal music software and pricing to present at budget committee meeting		0%
1.3a Key Result	Request separate funding for digital content purchasing at budget committee		0%
1.3b Task	Add reservation software for online reservation		
1.3c Key Result	Use bookings on outlook for patrons to make online study room reservations		0%
1.3c Key Result	Use bookings on outlook for patrons to make online boating exam reservations		0%
1.3c Key Result	Use bookings on outlook for patrons to make online device advice reserations		0%
Goal 2	Enhance library space and marketing of resources for better utilization by the public.		
Objective 2.1	Identify dead zones and modify into better utilized space		
2.1a Task	Replace existing furniture with furnishings that better utilize the space		
2.1a Key Result	Remove stage in story time room		50%
2.1a Key Result	Purchase furniture for children's area		0%
2.1a Key Result	Purchase new furniture for teen space		0%
Objective 2.2	Better advertise library resources, programs and services		
2.2a Task	Improve upon existing marketing practices		
2.2a Key Result	Use the marketing committee's plan and have 2 staff trainings on guidelines for creating fliers, posts, etc.		0%
2.2a Key Result	Research companies to host and possibly build a new website		50%
2.2a Key Result	Submit website budget research to budget committee		0%
2.2a Key Result	Create policy on how the website content will maintan ADA requirements		0%
2.2a Key Result	Increase the number of individuals on the text message service by 25 people		0%
2.2b Task	Task Marketing Committee to create a marketing plan		
2.2b Key Result	Marketing Committee will submit a plan to the library board by April of 2024		50%
Goal 3	Create a culture of library/community interaction through mutually beneficial projects and partnerships		
Objective 3.1	Creative Community partnerships and be active in community projects/activities		
3.1a Task	Create garden to grow food for the general public with the help of the FFA, master gardeners, etc.		
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%
3.1b Task	Expand reading garden to be a certified butterfly garden		
3.1b Key Result	Purchase plants necessary to attract butterflies		100%
3.1b Key Result	Work with Master Gardeners complete paperwork to be a certified butterfly garden		0%
3.1c Task	Add a free little library to the reading garden		
3.1c Key Result	Work with the friends of the library to purchase and install a free little library		50%
Goal 4	Make the library 3rd place in the community		
Objective 4.1	Provide an excellent level of customer service		
4.1a Task	Develop a plan to objectively measure patron satisfaction and experiences		
4.1a Key Result	Create a customer service manual and motto for staff to follow when working with patrons		20%
4.1a Key Result	Have 3 specific staff trainings on customer service		0%
4.1a Key Result	Measure customer service in next patron survey		0%
Objective 4.2	Make the library have something for everyone		

4.2a Task	Use evaluations to measure patron satisfaction	
4.2a Key Result	Work with the policy committee to review patron requests on survey	100%
4.2a Key Result	Work with the budget committee to address patron requests on survey	0%
4.2a Key Result	Work with the executive committee to review patron requests on survey	0%
4.2b Task	Collect data on patron requests	
4.2b Key Result	Collect 20 patron items requests a month and purchase those items for the collection	0%

State Standards

2024-2025

1. Tennessee Trustee Certification
2. Attend Trustee Workshop
3. 10% budgeted for materials
4. Collection weeded according to Crew
5. Turnover rate calculated annually
6. Hosts at least 1 TEL session annually
7. Meet MOE (**September**)
8. TAB provides quarterly report to director
9. Staff complete number of training based on their position

2023-2024

1. Tennessee Trustee Certification
2. 10% budgeted for materials
3. Collection weeded according to Crew
4. Hosts at least 1 TEL session annually
5. Teen Advisory Board provides quarterly report to director (has provided one report as we are just starting to build the group)
6. Meet MOE (**September**)

2022-2023

1. Tennessee Trustee Certification
2. Determine if the plan meets community needs
3. Board presents the budget
4. 10% budgeted for materials
5. Staff complete core competencies within 1 year of employment
6. TAB provides quarterly report to director

2021-2022

1. Tennessee Trustee Certification
2. Determine if the plan meets community needs
3. Board presents the budget
4. 10% budgeted for materials
5. Staff complete core competencies within 1 year of employment
6. Hosts at least 1 TEL session annually
7. TAB provides quarterly report to director

2020-2021

1. Determine if long range plan meets community needs
2. Board presents budget
3. 10% budget for materials
4. Tennessee Trustee Certification
5. Hosts at least 1 TEL session annually
6. Staff complete competencies within 1 year of employment**
7. TAB provides quarterly report to director

2019-2020

1. Determine if long range plan meets community needs**
2. Board presents budget
3. 10% budgeted for materials
4. Staff complete competencies within 1 year of employment**

5. Staff trained to use and promote TEL (**new hires still have to be trained**)
6. Staff complete number of training based on their position
7. Hosts at least 1 TEL session annually
8. TAB provides quarterly report to director

White House Library Artificial Intelligence Policy

Purpose: The purpose of the White House Library Artificial Intelligence (AI) Policy is to provide rules and guidelines for staff members in the use of AI software, outline restrictions in using AI, and to follow copyright and privacy laws.

AI Uses: Staff at the White House Public Library may use AI software to assist them in completing certain tasks. The areas of assistance include: brainstorming, planning for programs, creating marketing material in print, digital, and video formats, how-to guides, reading recommendations, pamphlets and other general item creation. The above list is not all inclusive but provides a general overview of the ways staff may utilize AI.

The staff should submit a request via email to the director for any AI software they would like to use. If the request is approved, the library director or the staff member she assigns will create one general AI account for the library that staff may use if an account is necessary. If staff would like to use subscription based AI software, the request must be made to the director and approved by the city before the subscription is purchased. The library director has the right to deny approval of any AI software.

AI Restrictions:

- Staff may under no circumstances put personal information of any individual into an AI software.
- Staff may not use AI to write emails for them, papers, reports, presentations. Staff may use AI to help brainstorm ways to present information in any of the above list, but staff should avoid copying and pasting direct AI text.
- Staff must cite any AI related source they do use to create pamphlets, brochures, presentations, etc.
- Staff must fact check all AI generated information for accuracy and bias due to hallucinations and other AI pitfalls.
- Staff will not use AI to answer reference questions without fact checking all the information.
- Staff may not use an AI generated photo in marketing material or displays.
- Staff will not purchase books or other pieces of literature written by AI.
- Staff may not use their personal AI software accounts for library related work.
- Staff may not create a White House Library account for any AI software. Staff should submit a request to the director for any new library AI software accounts.

AI Training: Once an AI software has been approved for use and an account created, staff will need to train themselves on how the software works through trial and error, how to videos, and training resources provided by the software. Formalized training will only be done in a group setting for software that the entire team can utilize.

Reporting Violations: Due to possibly privacy, AI software errors, and misuse, all staff are required to follow this policy. Staff are to report any violations of this policy to the director who will investigate the matter further and determine recommended correction.

DRAFT

Revised by library board on September 14, 2023

C. ADULT BORROWERS

1. Patrons 18 years of age and older must submit a library card application and provide the following to receive a library card
 - A valid legal ID (Driver's License, State ID, Military, Passport) with current address, OR
 - A valid legal ID and proof of address to include current utility bill, pay stub, or tax return
 - And a secondary contact of phone number or email address.

Patrons are responsible for returning items on time and in the condition it was checked out. Patrons will agree to pay any fee for damaged, missing or late items. Patrons should alert staff immediately if after checkout they find an item damaged or missing a piece. Failure to do so may result in the patron being charged for the item. The WHL does not endorse the items in its collection. It is the patrons' responsibility to review the content of the material they checkout. By clicking submit and accepting the library card, patrons agree to accept all the library rules and policies.

2. Library cards are issued free of charge to Tennessee residents residing in Robertson, Sumner, and adjacent counties. Individuals residing outside the state are eligible for an out of state card, which has a 1-year validation and an annual fee of \$10 for adults ~~and \$5 for juveniles~~.
3. ~~Patrons who pay for an annual friends of the library membership will be given special check out privileges. These privileges include 3 weeks checkout and 3 weeks renewal on all items excluding hot spots. These privileges must be renewed every year.~~
4. Local teachers may apply for a special teacher's card. In addition to meeting the general library card application requirements, individuals must show their most recent pay stub. All teacher cards will automatically expire on September 1. Individuals will have to show their most recent pay stub to renew their teacher status. A teacher's card will be eligible to check out up to 40 items, but the limits on specific item type will be the same as regular cardholders. Teacher items will checkout for 3 weeks (excluding technology devices) and will be eligible for 2 two week renewals if the items are not on hold.
5. Adult patron residing in Robertson, Sumner, and adjacent counties may apply for an electronic library card. This type of card will allow patrons to checkout eBooks, downloadable audiobooks, or use ~~the Universal Class~~ library database. Patrons will not be allowed to check out any physical items with this type of card. Patrons do not have to come into the library to obtain an e-library card, but must fill out our application online. If a patron wants full checkout privileges, they must come into the library and show proof of address. Juveniles cannot apply for e-library cards.
6. Library cards shall be issued with an expiration date of 2 years to be updated bi-annually in the computer.
7. Patrons may update their library privileges by phone or in person.
8. Borrower identification may be requested at the discretion of the library staff.

9. All cards unused for 3 years will be discarded.

Revised by library board on March 10, 2022

E. ACQUISITIONS

1. All gifts and memorials shall be approved by the librarian and/or board before being added to the library.
2. A volume shall be placed in the library in memory of any deceased board member who has served since 1987.
3. All gifts to the library become the sole property of the library and their placement and/or disposal shall be at the sole discretion of the library director or board. All fines, donations, or memorial gifts to the library go to the White House Public Library.
4. The library will not accept donations if the items are stained, have water damage, mold, bugs, offensive odors, are dirty, dusty or yellowing. The library will not accept VHS tapes, books that are more than 10 years old that are not of historical value or needed in the collection, encyclopedias, reader digest, or textbooks. The library may also refuse to accept donations that fall within the guidelines if there is limited space available. The library will only accept 2 boxes or 4 bags of items from a patron at a time. It is requested that patrons call the library in advance before bringing in their donations.
5. The library will accept an exact duplicate item in exchange for lost or damage fines. ~~only on a need-based system. If the library director believes the library needs or can utilize an item(s) that a patron is willing to donate, then the director may decide to waive that individual's fines in exchange for the item(s). The director will decide the amount of fines to be waived. Patrons are not allowed to set the value of an item. If the director believes that the item(s) will not be an asset to the library, then all donated items will be considered a regular donation. Once the regular donation is given to the library, it then becomes the sole property of the library and the library will decide on its use as the organization sees fit.~~

Revised by library board on March 14, 2024

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 There is a limit of 5 DVDs, 5 audio books, 5 magazines, 5 puzzles, 5 board games, 5 video games, 5 cake pan, 5 plush sets, 1 museum pass, 1 steam pack, 1 hotspot, 1 tech device, 1 Launchpad, 1 musical instrument, 3 outdoor items, 1 adult educational kit. 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 \$0.
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 \$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 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

G. COMPUTER CIRCULATION

1. The library provides public access computers, laptops, tablets and WIFI for checkout.
 - a. Children under 12 years of age must have adult supervision to use a computer. The adult must remain with their child while the computer is in use. Children under the age of 12 may use an Internet access computer without an adult only during library specific classes e.g. coding club, genealogy club, etc. Children ages 13 to 17 years of age must have a library card to check out an Internet computer. Those ages 13 to 17 may use a computer unattended. An ID will not be used to check out a computer to a teen. Children under the age of 8 must be supervised while parent or guardian is using the computer. Parents/legal guardians assume responsibility for anything their children may access on the Internet regardless if the parent/legal guardian is present or not. The Library is not responsible if children violate Library or parental rules. The Library's computers are not under constant employee supervision.
 - b. Computers check out for a 60 minutes session but will automatically go into extra time if not all of the computers are occupied.
 - c. All computers shut down 15 minutes prior to closing to allow for shut down times.
 - c. Filtering software is on all public computers. The purpose of this software is to block material that may be considered obscene, pornographic in nature, and/or harmful to minors. Users, 18 years of age and older, are by law considered adults and have the right to request that the filtering software be disabled while they are on the Internet. Though emancipated minors may obtain adult card privileges, the filtering software will not be disabled for those under the age of 18 in compliance with CIPA regulations.
 - d. Library staff is here to aide in understanding and using the computers. Staff members are not able to type in personal/private information while assisting patrons as this is a breach of privacy and put staff at risk of liability. If patrons are unable to use a computer on their own, it is

recommended that they bring someone to assist them or they may set a one-on-one help session/attend library computer classes during their schedule times.

e. Adults without a library card may checkout the computers as a guest. Patrons do not have to have a library card to access the library's WIFI. Library users must follow the WIFI guideline to before logging on to the WHL public WIFI. Failure to follow those guidelines will result in the patron having privileges withdrawn.

2. To checkout a laptop, the patron must have a driver license, which will be given to the staff upon checkout. Laptops are only for in-house use and may not leave the building. Once the patron has returned the laptop, the staff member will return the patron's ID. The patron is guaranteed a 60 minute session with the laptop unless no one is waiting at which time the patron may keep the device longer.

a. In accordance with the Tennessee Code Title 39, Chapter 17, Part 9, sending, receiving, or displaying text or graphics that may be reasonably construed as obscene by community standards are prohibited, regardless of age. Patron may not view such material while on the library premises regardless of if the patron is using their personal device or a library device.