

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

- I. Call TO ORDER
  - A. Roll call of Trustees
  - B. Welcome Visitors
- II. APPROVAL OF MINUTES FROM:
  - a. Library Board Minutes September 12, 2024
  - b. Policy Committee Minutes October 22, 2024
  - c. Executive Committee Minutes October 28, 2024
  - d. Marketing Committee Minutes October 29, 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
      - a. Updates
    - 2. Finance and Budget
    - 3. Marketing and Public Relations
      - a. Marketing Plan Update
    - 4. Policy Review
      - a. General Policies
      - b. Interlibrary Loan
      - c. Unattended Children Policy
- V. UNFINISHED BUSINESS
- VI. NEW BUSINESS
- VII. ADJOURN

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

- I. CALL TO ORDER at 7:00pm
  - a. Roll call of trustees
    - i. Present: Carter Beck, Doreen Brown, Julie Walling, Sam Matthews, Martha Montgomery.
    - ii. Welcome new board members: Emily McCormick and Desiree Goff.
  - b. Welcome Visitors
    - i. Cecile Maynor, Red River Regional Director, Caitlyn Hill, Asst. Director Red River Regional, Gery Herman, City Manager.
- II. APPROVAL OF MINUTES FROM
  - a. Library Board Minutes from July 11, 2024.
  - b. Marketing Committee Minutes August 13, 2024.
  - c. Policy Committee Minutes August 27, 2024.
    - i. Sam Matthew motions to approve, Doreen seconds, all agree.
- III. PUBLIC COMMENTS: None
- IV. REPORTS
  - a. Regional Director
    - i. Cecille welcomes the new board members and tells them about training and that she will contact them with more details.
    - ii. The standards review for the state (shows how libraries are doing across the state, and how they compare with each other) is ready, but the WPL one is not quite ready to view.
    - iii. The Tennessee Library Association list serves has a lot of information on it, including laws pertaining to libraries.
    - iv. The federal agency governing libraries has changed some stuff.
    - v. The Maintenance of Effort deadline is 10/1.
    - vi. The Summer Reading conference is on 10/8
    - vii. The Red River office has a new administrative assistant, Haila Hill.
    - viii. Cecille complimented the staff for completing 213 hours of training! The required training is 25 for admin and at least 5 for part timers. They covered a wide range of topics including strategic planning, ethics, and difficult patrons.
      - 1. One staff member also completed core competencies.
    - ix. Caitlyn reminds us that trustees are always welcome to trainings at RR.
    - x. Sam finished all his training and received his certificate.
  - b. Library Director
    - i. Monthly Reports
      - 1. Summer reading attendance and benchmarks are up. There was a large increase in adult participation.
      - 2. TWRA donated fishing poles and tackle for check out.
      - 3. The museum passes are doing good.

4. The security gates have been repaired.
  5. A passing lawnmower broke a window which has also been repaired.
  6. Data collection in August now reflects the state model, and we can now see the Overdrive report figures for just the WPL collection.
  7. Elizabeth met with the codes department regarding the renovations to the story time room.
    - a. Will be using Chapmans Flooring for the new laminate
  8. Elizabeth went to Allen County KY public library director to see a demonstration of the software that they are using for reserving study rooms.
  9. She also met with the library director in Stewart County to talk about their Friends group.
  10. Elizabeth attended a training at Stones River Regional Library on Leadership.
  11. Two patrons stole tech devices, which was reported. The police did locate the items in a pawn shop, but they can not be reclaimed until the court releases them.
  12. Desiree asked Elizabeth if the library accepts book donations from other agencies, and she replied yes.
- ii. Budget: 900 line has had a number of expenses as C.I.P items are purchased. Just replaced both the motor fan and compressor to roof top unit 1. Elizabeth mentioned that the HVAC system in the mechanical room needs replacing and will be a CIP next year.
  - iii. Went over Q1 OKR: The staff had a “role play” training over different scenarios.
- c. Committees
- i. Executive: Did not meet
  - ii. Finance and Budget: Did not meet
  - iii. Marketing and Public Relations, Carter gave the report:
    1. They discussed SWOT analysis,
    2. progress on the marketing plan particularly social media,
    3. analyzed costs of the library marketing expenses (2023- \$5,811.83 for test messages)
    4. They have two quotes for updating the library website.
    5. Planning to present updated marketing plan at the October meeting.
    6. Next marketing meeting is 10/29.
  - iv. Policy, Doreen gave the report:
    1. A new policy regulating staff use of AI (artificial Intelligence) was introduced and passed.
    2. General Policies General Policies
      - a. Section C, Adult Borrowers. Much discussion and some revisions to the existing policy.
        - i. Item C-1: changed the wording to list the types of proof of address accepted.

- ii. Item C-2: added the phrase “Robertson, Sumner and adjacent counties” and removed the juvenile fee as not applicable to the adult borrower policy.
  - iii. C-3: deleted this entire line as it is no longer applicable since the library is now fine free.
  - iv. C-5: added the phrase “Robertson, Sumner and adjacent counties”
- b. Section E, Acquisitions
  - i. 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.
- c. Section F, Circulation
  - i. 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.
  - ii. Item F-9: amended to reflect the change noted in C-3.
- d. Section G, Computer Circulation
  - i. Item G-1c: Clarification of why the computers are shut down early
- e. Section J, Use of the building
  - i. 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.
- f. 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.
- g. 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.

- i. The staff will be attending some of the Parent/Teacher nights to issue library cards at the schools.

V. UNFINISHED BUSINESS

VI. NEW BUSINESS:

- a. AI policy approved.

VII. ADJOURN: 7:58, motion by Emily, Martha seconds.

WHITE HOUSE PUBLIC LIBRARY  
Policy Committee Meeting Minutes  
October 22, 2024, 6:02 pm - 6:47 pm

Present: Elizabeth, Julie, Desiree

Policy review:

- General Library Policies:
- A. Add Juneteenth to list of holidays to be observed; committee agreed to deletions recommended by Director as item #s 3-6 are all included in the bylaws and the display policy
- B. Committee agreed to delete this section as all powers and duties of the library director are included in the job description prepared by the City. Elizabeth to bring a copy of the job description to the next meeting to verify that no powers or duties are being omitted
- C. Committee agrees to add vehicle registration and voter registration to proof of address to obtain an adult library card; committee also agreed to allow a temporary library card to be issued to adult applicants without proper proof of address. This temporary card will have same rules and restrictions as temporary cards issued for other reasons.
- Inter library Loan Policy: the committee agreed to the changes recommended by the Director and would add 'at the librarian's discretion' after the phrase 'in high demand'.
- Unattended Children Policy:
  - 2. Committee agreed to change the age range to 9-12 to match the policies of the Parks Dept.
  - 3. Committee agreed to change the age range to 13-17 to match the policies of the Parks Dept.
  - 5. The committee asked for further recommendations and clarifications on this statement.
  - 6. The committee asked for the Board's input on this statement, out of a concern for liability of the library staff.

No new business. Next meeting will be scheduled after the Library Board meets on November 14, 2024.

WHITE HOUSE PUBLIC LIBRARY  
White House Library Executive Committee Meeting  
Minutes  
October 28, 2024

- I. Call to Order
  - A. 6:00 PM
- II. Welcome Visitors
  - A. None
- III. Public Comments
  - A. None
- IV. Director Reports
  - A. Goals
    - 1. Discussed the director's OKR report for Q3-Q4 2024
    - 2. Discussed the progress on each of the director's goals and what obstacles may be present in achieving some
    - 3. Committee discussed changing some of the goals to focus more on the quality of goals rather than the quantity
      - a) Less but more meaningful networking challenges
      - b) Increasing the study of professional development books and decreasing the desired quantity
    - 4. Committee will use the December meeting to look at a position assessment for the library director utilizing data from other city-only funded libraries
      - a) By-laws
      - b) Job descriptions
      - c) City Representatives
      - d) Roles and Responsibilities
  - B. Professional Development
    - 1. Committee discussed the library director's professional development report for the months of July-September
    - 2. Discussed the book: "Red Zone Blue Zone"
      - a) Turning conflict into opportunity
      - b) Uses in a professional setting
      - c) Looking at examples in workplace integration of some of the book ideas
      - d) Tactical, Strategic, and Transformational challenges
    - 3. Director Leadership Course
      - a) Coaching sessions with Brianna Campbell
      - b) Four Pillars of Leadership

- (1) Trust
- (2) Compassion
- (3) Stability
- (4) Hope
- 4. Stones River Leadership Training
  - a) Five Pillars of Communication
  - b) "The Big Leap" book
    - (1) Zones
      - (a) Incompetence
      - (b) Competence
      - (c) Excellence
      - (d) Genius
    - c) Translated teachings of the course to staff implementation
- 5. Team Building Exercise
  - a) "Telephone" game
    - (1) Focus on team building
    - (2) Identifying how communication can be affected
    - (3) Discussed future team-building exercises with the potential to go off-site
- 6. Kentucky Director Conference
  - a) The director was able to meet with library directors from several different states and discuss operations and leadership strategies

V. Director Evaluation

A. The committee would like to perform a 360 Culture Evaluation for the Library Director

- 1. Discussed differences between hiring an outside service and utilizing existing software options
  - a) Survey Monkey Subscription would be an option because the library already pays for it for existing use cases
- 2. The 360 evaluation would like to survey Peers, Subordinates, and Supervisors for their input to the Director
- 3. The committee looked at examples of templates on Survey Monkey and how they can be customized to ask the questions the committee would like for the director

VI. New Business

A. None

VII. Adjourn

A. 7:50 PM



WHITE HOUSE PUBLIC LIBRARY  
White House Library Marketing Committee Meeting  
Minutes  
October 29, 2024  
6:00pm

- I. Call to order
  - a. 6:07PM
- II. Welcome Visitors
  - a. None
- III. Public Comments
  - a. None
- IV. Marketing Plan
  - a. Committee discussed importance of establishing criteria for the plan
    - i. "Vision for who we are"
    - ii. Specific items and aspects to be promoted
    - iii. "Who are we and what do we want to do"
  - b. What do people think of when they hear WHPL?
    - i. Importance of branding and identity
  - c. Discussed feedback from patrons
    - i. Positive comments on library layout and unique items
  - d. What patrons are we wanting to attract?
    - i. Who makes up the largest demographic?
    - ii. Looked at WH service area population data
  - e. Importance for branding to different demographic groups
    - i. Children
    - ii. Teens
    - iii. Millennials
    - iv. Gen Z
    - v. Senior Citizens
  - f. Discussed chances in branding strategy for target audiences
    - i. Font Styles
    - ii. Color Schemes
    - iii. Instagram vs. Facebook vs. YouTube
  - g. Discussed image quality strategy
    - i. Instagram will benefit from high quality images and video
  - h. Set a goal to incorporate YouTube shorts into marketing strategy
    - i. Specific number of Shorts/Year?
  - i. Established that the Marketing Plan will be a brand guideline but can also be flexible in implementation as style and marketing trends adapt
  - j. Discussed timeline in how soon the plan should be implemented
    - i. No set date was determined
  - k. Committee spoke on the possibility of bringing in a social media/marketing expert to train staff on professional marketing strategy and implementation
    - i. May look at local professionals to ask if they would be willing to come in for a training session

- I. The committee also discussed the different approaches to marketing comparing having all staff members be involved or set responsibilities on specific staff member who we have the responsibility of the library marketing
        - m. Who will be responsible for proof-reading?
          - i. No determination was set
        - n. Who will be responsible for ensuring the Marketing Plan is adhered to?
          - i. Discussion is ongoing
- V. New Business
  - a. Committee set next meeting date
    - i. December 9, 2024 at 6:00PM
- VI. Adjourn 7:38PM

# Director Report

Prepared by: Elizabeth Kozlowski

Date Range: September and October



## Director Activities

- Lions club meeting on September 11 & October 12.
- Friends Meeting: working on by-laws, butterfly garden certification.
- Deescalation and homelessness training.
- Director's Check-in.
- Trustee workshop on September 19.
- Discussion with Kroger nutritionist.
- Kentucky Library Director Panel Presentation.
- Regional training on working with Friends Group.
- Met with Cheatham County Public Library Directors.
- Policy, Marketing, and Executive committee meetings.



## Library Happenings

- Musical Instruments are not out for circulation.
- CPR training for all full time staff.
- Going to use city website for our website.
- Now have Sanitary Pad dispenser in stalls in women restrooms.



## Building Updates

- Two outside lights are being fixed.
- Entrance doors repaired.
- Roof top unit 1 still having issues, believe it is a sensor.
- HVAC in server room keeps going down. Will trade out CIP project to fix this.
- Flooring for story time room should arrive in November.



White House Public Library  
September 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**

September 2024 Performance Measures	2020	2021	2022	2023	2024
New Members	108	100	125	128	113
Updated members	481	343	238	294	613
Yearly Totals	2020	2021	2022	2023	2024
Total Members	9,496	7,027	7,125	7,442	7,794
% of population with membership	66	49	48	49	51

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

**Total Material Available:** 39,770

**Estimated Value of Total Materials:** \$994,250

**Total Materials Available Per Capita:** 2.60

**Last Month:** \$1,004,825

**Last Month:** 2.62

**State Minimum Standard:** 2.00

**Materials Added in September**

2020	2021	2022	2023	2024
348	175	78	111	184

**Yearly Material Added**

2020	2021	2022	2023	2024
3,025	3,035	3,573	2,641	1,641

**Physical Items Checked Out in September**

2020	2021	2022	2023	2024
5,147	6,049	7,531	6,835	7,362

**Cumulative Physical Items Checked Out**

2020	2021	2022	2023	2024
50,042	59,515	80,653	81,667	64,392

**Miscellaneous Items Checked Out**

September	2020	2021	2022	2023	2024
Technology Devices	31	61	62	67	101
Study Rooms	25	52	85	115	75
Games and Puzzles	96	116	191	154	176
Seeds	13	10	60	10	21
STEAM Packs	0	27	24	51	35
Cake Pans	3	0	7	0	5
Outdoor Items	*	*	*	7	9
Honor Books	*	*	*	5	20
Adult Kits	*	*	*	*	2
Museum Passes	*	*	*	*	12

**Miscellaneous Items Checked Out**

Yearly Totals	2020	2021	2022	2023	2024
Technology Devices	381	725	743	794	717
Study Rooms	305	395	746	888	689
Games and Puzzles	955	1,263	2,060	1,855	1,560
Seeds	302	878	883	767	897
STEAM Packs	25	160	234	351	314
Cake Pans	28	21	69	45	47
Outdoor Items	*	*	17	59	67
Honor Books	*	*	19	104	73
Adult Kits	*	*	*	*	39
Museum Passes	*	*	*	*	75

**Library Services Usage**

September	2020	2021	2022	2023	2024
Test Proctoring	9	5	1	2	0
Charging Station	8	1	1	2	2
Notary Services	19	17	11	7	9

**Library Services Usage**

Yearly Totals	2020	2021	2022	2023	2024
Test Proctoring	74	108	61	54	73
Charging Station	47	45	21	16	10
Notary Services	88	144	135	167	166

Library Visits	3,106	3,288	4,340	3,596	5083
Website Usage	1,353	2,086	2,086	784	1300
Reference Questions	8	10	1	5	9

Library Visits	30,007	38,913	48,253	48,053	43,422
Website Usage	17,977	27,907	33,678	36,648	9,761
Reference Questions	60	73	31	37	55

### Computer Users

September	2020	2021	2022	2023	2024
Wireless Users	352	333	417	351	210
Adult Users	274	189	227	178	156
Kids Users	7	150	165	178	120
Osmo Users (hours)	*	*	*	*	94

### Computer Users

Yearly Totals	2020	2021	2022	2023	2024
Wireless	3,829	3,878	4,544	4,338	2,781
Adult Users	2,138	2,235	2,608	2,255	1,827
Kids Users	427	957	2,987	2,030	1,253
Osmo Users (hours)	*	*	*	*	264

### Library Volunteers

September	2020	2021	2022	2023	2024
Library Volunteers	4	8	7	7	3.00
Volunteer Hours	74.00	138.00	121.00	49.00	34.00

### Library Volunteers

Yearly Totals	20-21	21-22	22-23	23-24	24-25
Library Volunteers	20	48	54	50	14
Volunteer Hours	1,204.00	1,492.50	1,227.00	533.50	158.00

### Databases

Universal Class	September
Sign-ups	0
Courses Started	2
Lessons Viewed	62
Submissions	70

Yearly Totals	2020	2021	2022	2023	2024
Sign-ups	10	13	18	22	8
Courses Started	53	39	2	24	24
Lessons Viewed	1,771	1,008	876	419	469
Submissions	800	515	465	559	573

Fiero Code	September
Logins	8
Hours	5.8
Tasks Completed	33

Yearly Totals	2020	2021	2022	2023	2024
Logins	*	*	*	31	82
Hours	*	*	*	19.6	58.5
Tasks Completed	*	*	*	29	255

Comics Plus	September
New Users	3
Check Outs	10

Yearly Totals	2020	2021	2022	2023	2024
Total Users	*	*	*	*	28
Check Outs	*	*	*	*	88

Kanopy	September
Visits	743
Plays	152
New Accounts	14

Yearly Totals	2020	2021	2022	2023	2024
Visits	*	*	*	2,350	4,638
Plays	*	*	*	608	886
Total Accounts	*	*	*	89	160

### Programs

1,000 Books	2020	2021	2022	2023	2024
Monthly Sign-ups	5	3	4	1	0
Total Program Sign-ups	83	84	113	151	69

Achievements	
500 Mark	25
Total Completion	23

### Face-to-Face Kids Programs

September	2020	2021	2022	2023	2024
Programs	4	12	11	10	16

### Face-to-Face Kids Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	43	91	136	129	116

Attendees	109	171	294	268	301
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Attendees	1,185	2,167	3,646	3,805	2,445
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### Face-to-Face Tween Programs

September	2020	2021	2022	2023	2024
Programs	4	4	9	9	10
Attendees	34	25	55	34	38

### Face-to-Face Tween Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	11	43	98	112	91
Attendees	77	370	437	361	256

### Teen Programs

September	2020	2021	2022	2023	2024
Programs	*	*	*	*	2
Attendees	*	*	*	*	3

### Teen Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	*	*	*	*	15
Attendees	*	*	*	*	20

### Face-to-Face Adult Programs

September	2020	2021	2022	2023	2024
Programs	3	8	7	14	15
Attendees	15	41	39	61	92

### Face-to-Face Adult Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	42	63	75	107	112
Attendees	214	351	377	589	805

### Device Advice

September	2020	2021	2022	2023	2024
Sessions	0	0	9	7	5

### Device Advice

Yearly Totals	2020	2021	2022	2023	2024
Sessions	51	81	131	144	113

### Passive (Number of Participants)

September	2020	2021	2022	2023	2024
Adult	*	0	0	0	28
Teen / Tween	0	0	0	0	13
Kids	0	0	0	0	0

### Passive (Number of Participants)

Yearly Totals	2020	2021	2022	2023	2024
Adult	*	0	20	0	64
Teen / Tween	152	409	151	100	33
Kids	1,094	1,699	334	184	0

### Interlibrary Loan Services

September	2020	2021	2022	2023	2024
Borrowed	58	57	72	56	50
Loaned	7	20	25	11	22

### Interlibrary Loan Services

Yearly Totals	2020	2021	2022	2023	2024
Borrowed	534	673	872	597	473
Loaned	151	226	317	184	282

September	R.E.A.D.S
E-books	1,099
Audiobooks	1,822
E-videos	0
E-series	184
Adults	
Juvenile	

Yearly Totals	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
E-books	*	*	*	*	2,206
Audiobooks	*	*	*	*	3,704
E-videos	*	*	*	*	0
E-series	*	*	*	*	389
Adults	19,466	21,110	25,066	7,704	6,129
Juvenile	1,032	2,013	1,788	663	345

White House Public Library  
October 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**

October 2024 Performance Measures	2020	2021	2022	2023	2024
New Members	81	64	94	72	82
Updated members	295	298	186	596	314
Yearly Totals	2020	2021	2022	2023	2024
Total Members	9,496	7,027	7,125	7,442	7,926
% of population with membership	66	49	48	49	52

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

**Total Material Available:** 39,678

**Estimated Value of Total Materials:** \$991,950

**Total Materials Available Per Capita:** 2.58

**Last Month:** \$994,250

**Last Month:** 2.60

**State Minimum Standard:** 2.00

**Materials Added in October**

2020	2021	2022	2023	2024
233	126	329	410	144

**Yearly Material Added**

2020	2021	2022	2023	2024
3,025	3,035	3,573	2,641	1,785

**Physical Items Checked Out in October**

2020	2021	2022	2023	2024
5,001	5,618	7,189	6,512	7,815

**Cumulative Physical Items Checked Out**

2020	2021	2022	2023	2024
50,042	59,515	80,653	81,667	72,207

**Miscellaneous Items Checked Out**

September	2020	2021	2022	2023	2024
Technology Devices	35	82	58	63	102
Study Rooms	17	51	74	96	71
Games and Puzzles	110	97	179	164	176
Seeds	10	16	31	13	15
STEAM Packs	0	23	19	49	36
Cake Pans	17	1	12	8	5
Outdoor Items	*	*	*	7	12
Honor Books	*	*	*	0	24
Adult Kits	*	*	*	*	2
Museum Passes	*	*	*	*	18

**Miscellaneous Items Checked Out**

Yearly Totals	2020	2021	2022	2023	2024
Technology Devices	381	725	743	794	819
Study Rooms	305	395	746	888	760
Games and Puzzles	955	1,263	2,060	1,855	1,736
Seeds	302	878	883	767	912
STEAM Packs	25	160	234	351	350
Cake Pans	28	21	69	45	52
Outdoor Items	*	*	17	59	79
Honor Books	*	*	19	104	97
Adult Kits	*	*	*	*	41
Museum Passes	*	*	*	*	93

**Library Services Usage**

October	2020	2021	2022	2023	2024
Test Proctoring	1	2	4	1	0
Charging Station	7	6	2	0	4
Notary Services	8	12	9	17	32

**Library Services Usage**

Yearly Totals	2020	2021	2022	2023	2024
Test Proctoring	74	108	61	54	73
Charging Station	47	45	21	16	14
Notary Services	88	144	135	167	198



Library Visits	3,283	3,522	3,976	4,031	5774
Website Usage	1,452	2,996	2,940	749	1300
Reference Questions	8	7	2	1	5

Library Visits	30,007	38,913	48,253	48,053	49,196
Website Usage	17,977	27,907	33,678	36,648	11,061
Reference Questions	60	73	31	37	60

### Computer Users

October	2020	2021	2022	2023	2024
Wireless Users	416	512	404	327	232
Adult Users	256	237	245	169	194
Kids Users	11	97	217	111	178
Osmo Users (hours)	*	*	*	*	84

### Computer Users

Yearly Totals	2020	2021	2022	2023	2024
Wireless	3,829	3,878	4,544	4,338	3,013
Adult Users	2,138	2,235	2,608	2,255	2,021
Kids Users	427	957	2,987	2,030	1,431
Osmo Users (hours)	*	*	*	*	348

### Library Volunteers

October	2020	2021	2022	2023	2024
Library Volunteers	6	11	8	6	6
Volunteer Hours	91.50	145.00	112.00	52.00	41.75

### Library Volunteers

Yearly Totals	20-21	21-22	22-23	23-24	24-25
Library Volunteers	20	48	48	50	16
Volunteer Hours	1,204.00	1,492.50	1,289.00	533.50	199.75

### Databases

Universal Class	October
Sign-ups	2
Courses Started	1
Lessons Viewed	73
Submissions	68

Yearly Totals	2020	2021	2022	2023	2024
Sign-ups	10	13	18	22	10
Courses Started	53	39	2	24	25
Lessons Viewed	1,771	1,008	876	419	542
Submissions	800	515	465	559	641

Fiero Code	October
Logins	11
Hours	6.2
Tasks	29

Yearly Totals	2020	2021	2022	2023	2024
Logins	*	*	*	31	93
Hours	*	*	*	19.6	64.7
Tasks	*	*	*	29	284

Comics Plus	October
Users	32
Check Outs	15

Yearly Totals	2020	2021	2022	2023	2024
Users	*	*	*	*	60
Check Outs	*	*	*	*	103

Kanopy	October
Visits	631
Plays	109
Accounts	8

Yearly Totals	2020	2021	2022	2023	2024
Visits	*	*	*	2,350	5,269
Plays	*	*	*	608	995
Accounts	*	*	*	89	168

### Programs

1,000 Books	2020	2021	2022	2023	2024
Monthly Sign-ups	3	1	0	3	2
Total Program Sign-ups	67	174	132	153	71

Achievements	
500 Mark	25
Total Completion	23

### Face-to-Face Kids Programs

October	2020	2021	2022	2023	2024
Programs	3	11	13	10	16

### Face-to-Face Kids Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	43	91	136	129	132



Attendees	127	244	315	256	376
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Attendees	1,185	2,167	3,646	3,805	2,821
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### Face-to-Face Tween Programs

October	2020	2021	2022	2023	2024
Programs	4	8	11	8	13
Attendees	29	44	58	28	42

### Face-to-Face Tween Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	11	43	98	112	104
Attendees	77	370	437	361	298

### Teen Programs

October	2020	2021	2022	2023	2024
Programs	*	*	*	*	2
Attendees	*	*	*	*	2

### Teen Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	*	*	*	*	17
Attendees	*	*	*	*	22

### Face-to-Face Adult Programs

October	2020	2021	2022	2023	2024
Programs	2	9	8	13	13
Attendees	17	23	39	77	103

### Face-to-Face Adult Programs

Yearly Totals	2020	2021	2022	2023	2024
Programs	42	63	75	107	125
Attendees	214	351	377	589	911

### Device Advice

October	2020	2021	2022	2023	2024
Sessions	0	5	17	10	25

### Device Advice

Yearly Totals	2020	2021	2022	2023	2024
Sessions	51	81	131	144	138

### Passive (Number of Participants)

October	2020	2021	2022	2023	2024
Adult	*	0	0	0	9
Teen / Tween	0	0	0	0	0
Kids	0	0	0	0	0

### Passive (Number of Participants)

Yearly Totals	2020	2021	2022	2023	2024
Adult	*	0	20	0	73
Teen / Tween	152	409	151	100	33
Kids	1,094	1,699	334	184	0

### Interlibrary Loan Services

October	2020	2021	2022	2023	2024
Borrowed	65	55	59	23	51
Loaned	23	20	10	11	24

### Interlibrary Loan Services

Yearly Totals	2020	2021	2022	2023	2024
Borrowed	534	673	872	597	524
Loaned	151	226	317	184	306

October	R.E.A.D.S
E-books	1,122
Audiobooks	1,857
E-videos	0
E-series	160

Yearly Totals	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
E-books	*	*	*	*	3,328
Audiobooks	*	*	*	*	5,561
E-videos	*	*	*	*	0
E-series	*	*	*	*	549

Removed Adult and Juvenile Rows due to the state no longer providing those statistics.

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>		
<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 and services</b>		
<b>1.1a Task</b>	<b>Improve 1000 book participation</b>		
1.1 Key Result	Send out quarterly newsletter to participants		25%
<b>1.1b Task</b>	<b>Continue to offer and expand the Summer Internship Program</b>		
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%
<b>1.1c Task</b>	<b>Improve adult programs</b>		
1.1c Key Result	Hold 3 adult educational programs by December 2024		100%
1.1c Key Result	Analyze the program attendance at these programs to gage future classes		0%
<b>1.1d Task</b>	<b>Improve Teen programs</b>		
1.1 Key Result	Increase coding participation by 5%		0%
1.1d Key Result	Increase tween/teen program participation by 10 individuals		0%
<b>Objective 1.2</b>	<b>Add new programs and services</b>		
<b>1.2a Task</b>	<b>Add items to enhance patron services while in the building</b>		
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%
<b>1.2a Task</b>	<b>Add to unquie item collection</b>		
1.2a Key Result	Add 10 musical instruments for checkout		100%
1.2a Key Result	Research additional museums to purchase passes to add to the museum collection		0%
<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>Purcahse more digital content material for patron use</b>		
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%
<b>1.3b Task</b>	<b>Add reservation software for online reservation</b>		
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%
<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	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%
<b>Objective 2.2</b>	<b>Better advertise library resources, programs and services</b>		
<b>2.2a Task</b>	<b>Improve upon existing marketing practices</b>		
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		100%
2.2a Key Result	Submit website budget research to budget committee		100%
2.2a Key Result	Create policy on how the website content will maintain ADA requirements		0%
2.2a Key Result	Increase the number of individuals on the text message service by 25 people		100%
<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 2025		75%
<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	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		100%
3.1b Key Result	Work with Master Gardeners complete paperwork to be a certified butterfly garden		100%
<b>3.1c Task</b>	<b>Add a free little library to the reading garden</b>		
3.1c Key Result	Work with the friends of the library to purchase and install a free little library		100%
<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	Create a customer service manual and motto for staff to follow when working with patrons		75%
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%
<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	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%
<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	100%

## 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

*Revised by library board on March 10, 2022*

## **A. Hours and Holidays**

1. The library hours of operation are:

Monday, Tuesday, and Thursday	9:00-8:00
Wednesday	9:00-5:00
Friday	Closed
Saturday	9:00-4:00
Sunday	Closed

Hours of individual work by the staff will be set by the librarian

2. Holidays to be observed are:

New Year's Day	January 1 <sup>st</sup>
Martin Luther King, Jr. Day	3 <sup>rd</sup> Monday in January
President's Day	3 <sup>rd</sup> Monday in February
Memorial Day	Last Monday in May
<u>Juneteenth</u>	<u>June 19<sup>th</sup></u>
Independence Day	4 <sup>th</sup> of July
Labor Day	1 <sup>st</sup> Monday in September
Columbus Day	2 <sup>nd</sup> Monday in October
Veterans Day	November 11 <sup>th</sup>
Thanksgiving Day	4 <sup>th</sup> Thursday in November
Christmas Eve	December 24 <sup>th</sup>
Christmas Day	December 25 <sup>th</sup>

The library follows the city's policy for legal holidays.

~~3. The library shall not store material of any organization except the White House Public Library.~~

~~4. Any exhibits or displays sponsored by the library must be authorized by the board.~~

~~5. Standing committees shall be appointed annually by the chairman.~~

~~6. New members of the Library Board shall be appointed by the Board of Mayor and Aldermen. The Library Board shall consist of the mayor or his designee, and six citizens, four of which must be city residents (Ord. No. 2-201 of The White House Municipal Code.).~~

*Revised by library board on September 8, 2022*

## **~~B. POWERS AND DUTIES OF THE LIBRARY DIRECTOR~~**

~~1. The librarian shall keep accurate records of:~~

~~a. Circulation of all items by patrons.~~

- ~~b. Public computer usage by patrons and visitors.~~
- ~~c. Registration of borrowers.~~
- ~~d. Notification of borrowers regarding overdue books and materials.~~
- ~~e. Funds collected from overdue fines, donations, services fees, etc. as well as any waived fines for system errors, human errors, or other special reasons that are approved by the library director.~~
- ~~f. Record of memorial books and sending written acknowledgments.~~
- ~~g. All materials holdings, including acquisitions and withdrawals.~~

~~2. The librarian:~~

- ~~a. Attends meetings of the Library Board and makes regular bi-monthly reports on circulation, finances, activities, etc. to the board~~
- ~~b. Makes recommendations to the board on ways to improve the Library's service to the community and implements decisions made by the board.~~
- ~~c. Attends in-service training programs and state professional meetings when possible.~~
- ~~d. Makes a monthly report on circulation to the Regional Director and city.~~
- ~~e. Sees that the disruptive behavior policy is enforced in the library.~~
- ~~f. Sees that materials on the shelves are in good order and shelves are periodically read and weeded.~~
- ~~g. Sees that all materials purchased for the White House Public Library are classified, catalogued and processed.~~

*Revised by library board on September 12, 2024*

### **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: lease agreement, mortgage payment, house deed, current utility bill, pay stub or tax return
  - ~~And~~ A secondary contact of phone number or email address

If a patron does not have the required documents to apply for a library card, the library will allow adults to have a temporary card. This card is only valid for 2 weeks and has a limit of 5 of

the following types of items: books, audio books, or DVDs. Once a patron has brought in proof of residency, they will have full checkout access and their account will be valid for 2 years.

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 or surrounding counties are eligible for an out of state card, which has a 1-year validation and an annual fee of \$10 for adults.
3. 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.
4. Adult patron residing in Robertson, Sumner or the adjacent counties may apply for an electronic library card. This type of card will allow patrons to checkout eBooks, downloadable audiobooks, or use library databases. 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.
5. Library cards shall be issued with an expiration date of 2 years to be updated bi-annually in the computer.
6. Patrons may update their library privileges by phone or in person.
7. Borrower identification may be requested at the discretion of the library staff.
8. All cards unused for 3 years will be discarded.



## INTERLIBRARY LOAN POLICY

The White House Library will request items to borrow from other libraries as well as send items to requesting public, school, academic and special libraries. Patrons may request, through interlibrary loan, material not found in the collection. The White House Library will not loan through ILL titles in high demand, less than one year in publication, or specialty items. ~~Materials not available for interlibrary loan include those titles in high demand and/or less than one year in publication.~~ There will be no charge for ILL service. ~~There is one exception, if~~ unless the lending library charges a fee, The applicable fee may be passed on to the borrowing patron. Borrowers must be patrons in good standing, having had their card for a minimum of 30 days. They must have no overdue materials, lost items, fines, or unpaid fees for replacement of damaged items against their account. ~~Patrons should have no more than four items checked out on ILL at one time. Patrons may order no more than four items at one time.~~ Patron may only request and checkout 4 items on ILL at one time. The library director will have discretion to limit patrons' access to ILL service if a patron is excessively late in returning materials or fails to pick up ordered materials when notified by staff.

Revised by the White House Library Board of Trustees, November 13, 2008.

## Unattended Children Policy

In an effort to maintain a pleasant and safe library environment for children, the following policy has been adopted by the White House Library Board of Trustees's.

1. All children age eight years of age or younger shall be under the direct supervision of a parent, legal guardian or responsible adult at all times.
2. Children 9 to ~~11~~ 12 may use the library unsupervised in the library as long as the parent remains on the library grounds. Children that are unsupervised are still subject to the library's rules and regulations concerning behavior, conduct, and demeanor.
3. Minors ages ~~12~~ 13 to ~~16~~ 17 may use the library unattended. These minors are subject to the library's rules and regulations concerning behavior, conduct and demeanor. These minors must be utilizing the facility, resources and services to be allowed to use the library unattended. The library is not a daycare facility for patrons to leave their children.
4. Parents are responsible for their children's behavior, safety and welfare while their children are in the library or on library grounds, which includes their children's access to library materials and electronic resources, regardless of whether they accompany their child or not.
5. The White House Library staff will assist parents, guardians and their children in the use of the library, but will not act in place of a parent for children in the library.
6. If the library is closing and a child is left at the library without transportation home, ~~library staff will ask the child to call home to remind their parents to pick them up. If the child and staff are unable to contact the parents, library staff will remain no longer than 15 minutes after closing. At that time, is unable to secure a ride home,~~ local law authorities will be contacted and the child will be placed in their care. Under no circumstances shall a staff member drive a child home. If a child verifies, they have made contact with their parent, staff will leave and document the incident during their next working shift.

The White House Library staff assumes no responsibility for children left unattended on library premises.