



## MINUTES

### WATAUGA LIBRARY BOARD REGULAR MEETING WATAUGA CITY HALL COUNCIL CHAMBERS TUESDAY, JANUARY 14, 2025 6:00 PM

#### CALL TO ORDER

Chairperson Woodruff called the meeting to order at 6:00 pm.

#### ROLL CALL

The meeting convened with the following members present:

Kip Woodruff  
Lindsey Neal  
Kristen Chapman  
Vacant  
Sian Brannon  
Henrietta Egenti  
Whitney Isbell

Chairperson/Place 7  
Vice-Chairperson/Place 1 (Absent with notice)  
Secretary/Place 6  
Place 2  
Place 3  
Place 4 (Absent without notice)  
Place 5

and

Arthur Miner  
Andrew Neal  
Lisa Benavidez  
Lana Ewell  
Trina Nosenzo

Mayor  
City Council Liaison  
Assistant to the City Secretary  
Director of Library Services  
Tech Services Supervisor

#### ANNOUNCEMENTS

There were no announcements.

#### PUBLIC COMMENT

No requests for public comment were received.

#### PUBLIC TESTIMONY FOR ACTION ITEMS

No requests for public testimony were received.

#### REPORTS

## **1. Library Director's Report**

Director Ewell reported on the past four months. August, the library hosted an art show opening, a Bigfoot presentation, a Family Place Series for the youth, and a well-attended Homeschool Swap. September featured a plant and seed exchange, Mr. Novy's art class, a youth magic show, and a Family Fiesta, which drew 680 attendees. In October, the Friends of Watauga Library sponsored a Moroccan culture event and tea ceremony. Additionally, there was a Halloween Bash at the rec center, which welcomed 496 visitors, a photography class, and a youth candy parade with 156 attendees. In November, ESL classes resumed with five classes and 42 participants. Dana held a pretzel tasting class with 48 attendees. Indy Author Day was a success, as were the Community Helper Storytimes.

Statistically, circulation totals are up 10%, programs have increased by 17%, and the number of library cards issued has risen by 20%. Library visits have grown by 22%, and volunteer hours have surged by 237%. Adult book circulation has increased by 17%, while youth book circulation is up 19%. Digital circulation has risen by 19%, holds have increased by 28%, and interlibrary loans are up. Chairman Woodruff asked about staffing levels, and Director Ewell responded that all positions are currently filled.

## **2. Report from Trina Nosenzo Regarding Library Central Services Desk**

Ms. Nosenzo reported on the upcoming remodeling of the circulation area and the transition to a Central Service Desk. In an effort to consolidate staffing areas and reduce confusion for patrons, the current desk stations will be removed, and staff will be relocated to a Central Service Desk at the front of the library, while self-checkouts will remain in the current circulation area.

The current reference desk will be converted into a café area, with vending machines provided by the Friends of the Watauga Library. While IT and Public Works handle the behind-the-scenes work for this project, they will also be adding power and data to various locations around the library to support future projects with minimal disruption.

Additional requests have been made to improve comfort and accessibility for all patrons, including the installation of ADA door openers in the public restrooms, improved floor transitions, and two-family workstations. Some budgetary adjustments will be necessary due to a misquote from an EnvisionWare representative, and certain desired items may need to be deferred to next year's budget. A short disruption of services is expected.

Secretary Chapman complimented the family workstations, and Chairperson Woodruff asked about their operation, with Ms. Nosenzo explaining their function and location.

## **3. Report from Trina Nosenzo On 2024 Final Survey Results Of Summary Data**

Ms. Nosenzo reported on the survey results. The Customer Input Opportunity survey ran for five months and received 163 responses. The results showed that most respondents were residents with a library card who frequently visited the library. When asked why they did not use the library, many provided responses that instead described how they do use it. The survey indicated that patrons primarily visit the library to check out materials, browse, and attend youth events.

Member Brannon suggested that for question 5, excluding "N/A" from the data results could provide a clearer view of how youth events are rated by those who actually attend them.

Continuing with the survey findings, respondents valued materials, youth classes, online access, and the library's social media presence the most. While 47% of respondents used online materials, 27% were unaware of them. Library staff aimed to assess the demand for digital materials to determine what to expand or remove from the collection. Print materials, including signs and flyers, were still considered highly useful. Member Brannon also noted that one respondent mentioned learning about library events from their spouse.

Survey results showed that 41% of respondents often shop, dine, or visit Watauga businesses when coming to the library, while 48% do so occasionally. Ms. Nosenzo pointed out that, while they had plenty of anecdotal evidence supporting this trend, they sought more concrete data. The survey also revealed that many respondents work from home. Additionally, patrons often requested services that the library already offers or had previously provided but discontinued due to low attendance. A total of 72% of respondents live in Watauga, with North Richland Hills and Fort Worth being the next most common locations.

Secretary Chapman noted that many responses requested extended or different operating hours. She inquired whether the current hours were due to staffing, budget constraints, or preference. Director Ewell explained that extending hours would require additional staff, and the current staff was already stretched thin.

Member Isbell mentioned that at a previous library where she worked, Sundays had significantly low circulation, and the return on investment was not usually worthwhile.

## **CONSENT AGENDA**

### **1. Discuss and consider action on the September 10, 2024, Library Board Meeting Minutes**

Member Sian Brannon made a motion to approve the minutes as presented. Member Isbell seconded the motion.

Motion passed 4-0-0-2.

Ayes, Woodruff, Chapman, Rivera, Bannon,

Nays: None

Abstain: None

Absent: Neal, Egenti

## **ITEMS FOR FUTURE AGENDAS**

There were no items for future agendas

**ADJOURNMENT**

Vice Chairperson Neal adjourned the meeting at 6:46 pm.

Approved: this 11<sup>th</sup> day of March, 2024<sup>5</sup>

Signed: this 11<sup>th</sup> day of March, 2024<sup>5</sup>

APPROVED:

/s/ Kip Woodruff

Kip Woodruff, Chairperson

ATTEST:

/s/ Kristen Chapman

Kristen Chapman, Secretary