



JOHNSON CITY PUBLIC LIBRARY

Mission Statement:

Through both traditional materials and emerging technologies, Johnson City Public Library offers a multitude of learning opportunities and entertainment choices in a dynamic center for the community.

Organizational Values:

- Customer Focus
- Freedom of Information
- Learning
- Helping
- Community

2024/2025 Board of Directors:

Jennifer Dixon, President
Daryl Carter, Vice-President
Scott Jeffress, Treasurer
Georgita Washington, Secretary
Rob Davis
John Hunter
Jodi Jones
Thomas Kendall
Ashley Newton

Johnson City Public Library Board of Directors December 17, 2024 4:30 PM Regular Meeting Agenda

1. Call to order
2. Approval of October minutes –
Action
3. Treasurer’s Report
 - a. October JCPL report - **Action**
 - b. October WCIL report - **Action**
 - c. November JCPL report- **Action**
 - d. November WCIL report- **Action**
4. Director’s Report
5. President’s Report
6. Holston River Regional Library Report
7. Old Business
8. New Business
 - a. Amendment to the 2024/2025 JCPL operating budget – **Action**
 - b. PTO Policy- **Action**
 - c. Personal Business Leave Policy- **Action**
 - d. Vacation Leave Policy- **Action**
 - e. Long Range Plan- **Action**
Optional
9. Adjournment

JOHNSON CITY PUBLIC LIBRARY
MINUTES OF THE BOARD OF DIRECTORS MEETING
October 15, 2024

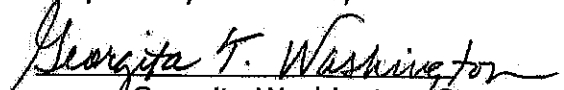
The Board of Directors of the Johnson City Public Library met October 15, 2024, at 4:30 p.m. at the Johnson City Public Library. Members present were President Jennifer Dixon, Secretary Georgita Washington, Treasurer Scott Jeffress, Rob Davis, and Ashley Newton. Vice President Daryl Carter, John Hunter, and Thomas Kendall were absent from the meeting. Also present were Holston River Regional (HRRL) Administrative Services Assistant Sarah Egan, Director Julia Turpin, Assistant Director of User Services Wendy Day, Business Manager Celeste Smedley, and Administrative Assistant Kate O'Guynn.

- I. Call of meeting to order. President Dixon called the meeting to order at 4:33 p.m.
- II. Approval of September minutes. Upon the motion of Ms. Newton, seconded by Mr. Jeffress, the minutes of the September 17, 2024 meeting were approved as submitted.
- III. Treasurer's Report.
 - a. September JCPL report. Mr. Jeffress reported that, a quarter through the fiscal year, total revenue was at 25.8%, just ahead of projections. Expenses are at 25.2%. Mr. Jeffress noted that the library has already surpassed the annual budget amount for interest income, which is positive. The library is at or above 50% of the annual budget for income from fines, 55% of the budgeted amount and donations, about 49%, which is good. Mr. Jeffress also noted that in 5106 Staff Development shows a negative expense for September which is for Suzy Bomgardner's and Wendy Day's Chamber Leadership tuition, which will be generously sponsored by the Friends of the Library. Mr. Jeffress stated line item 53053 Grounds Maintenance of almost 15% of the year function of payment for the owl sculpture; and 5307 Building Improvements at 122% due to the parking lot repaving work. Upon the motion of Ms. Washington, seconded by Ms. Newton, it was unanimously resolved to approve the September JCPL report as submitted.
 - b. September WCIL report. Mr. Jeffress stated that there was nothing of note on the balance sheet. At the end of September, total revenue was at 14.43% and expenditures were at 25.04%. Mr. Jeffress reported that funding from Washington County was received on October 1. WCIL gained 43 additional children. Upon the motion of Ms. Davis, seconded by Ms. Washington, it was unanimously resolved to approve the September WCIL report as submitted.
- IV. Director's Report. Ms. Turpin reported that September was interesting due to the library closing from Hurricane Helene. There was no major damage to the library, but it did close on Friday, September 27 due to water coming into the server room. The library reopened the following day Saturday. Though some staff lost power and water, overall everyone was okay. Ms. Turpin reported that the library will participate in Food for Fines for Second Harvest again this year. Circulations in

September were really good and the door count is now accurate. Ms. Turpin stated that post-storm and as we move further into October, we anticipate an increase in temporary card holders. The library's Employee of the Month is Hillary Schmid, Librarian in the Children's Library, who is a ray of joy and sunshine; a delightful part of the Children's Library. Ms. Turpin reported that members of the leadership team and some board members are attending sessions at HRRL to create a draft strategic plan and to possibly update the library's mission statement. Ms. Turpin asked the board to mark their calendars for Trick-Tour-Treat on October 31, 3-5 p.m. Each department will decorate and board members can vote in this healthy competition. Ms. Dixon inquired if staff have adjusted to Tyler Wilmoth's absence. Ms. Day stated the leadership team shows great support during this transition and Ms. Turpin noted that Ms. Bomgardner and Ms. Day led the all staff training that day. Ms. Turpin reported that three job positions are posted on the library's website with the hope they are all filled by January. Ms. Dixon inquired whether storytimes will be inside or outside. Ms. Turpin said they plan to go by the 35 degree rule similar to what schools do for recess, but if it's wet, storytime will be canceled.

- V. President's Report. Ms. Dixon did not have a report.
- VI. Holston River Regional Library Report. Ms. Egan stated that Ms. Turpin is working on the library's MOE. HRRL Director Jennifer Breuer and HRRL Assistant Director Selena Harmon are working on PLS. A Bookmending session is scheduled for November 7 and Talk Amongst Your Shelves is scheduled for December 6.
- VII. Old Business. There was no old business.
- VIII. New Business.
 - a. Presentation of the 2023/2024 Audit. Kevin Peters of Blackburn, Childers & Steagall, PLC presented the audit report. Mr. Peters reported that the audit concluded with an unmodified opinion, indicating a clean audit. The report included the Management's Discussion and Analysis on pages five through 10, which Mr. Peters said gives a good overview. The library's net position for the fiscal year ended at \$2,351,792, with a strong cash position of over \$840,000. Mr. Peters reported, just as last fiscal year, there were no current year findings. There were no audit findings. Ms. Turpin and Ms. Smedley said the transition of completing the audit went well and they feel good going into FY24/25. Mr. Peters noted Ms. Turpin and Ms. Smedley both sought to understand the audit and process, which was refreshing. If required, the auditors would seek the board Treasurer Mr. Jeffress and if an issue arose, they would seek the board President.
- IX. Adjournment. The meeting was adjourned at 5:18 by group consent.

Respectfully submitted,


Georgita Washington, Secretary

Johnson City Public Library
100 West Millard Street, Johnson City, TN 37604
Balance Sheet
October 31, 2024

ASSETS

Current Assets

Petty Cash	\$	350.00	
Truist Money Mkt. Acct.		1,159,367.38	
Payroll Account		361.66	
Checking Account		43,749.20	
Cash on Hand		300.00	
Accounts Rec'ble Module		165.00	
		<hr/>	
Total Assets	\$		<u><u>1,204,293.24</u></u>

LIABILITIES AND CAPITAL

Current Liabilities

Accounts Payable Module	\$	25,812.17	
Accrued Wages		0.00	
Federal Income Tax		0.00	
OASDI-M/Care W/H Employee		0.00	
OASDI-M/Care W/H Employer		0.00	
FUTA		0.00	
SUTA		0.00	
Sales Tax Payable		0.00	
TIAA/CREF		0.00	
NW Retirement Solutions		0.00	
Credit Union		0.00	
Staff Orders Account		0.00	
Court Ordered Deductions		0.00	
Dependent Coverage		0.00	
Other P/R Deductions		0.00	
Medical Ins. Deduction		0.00	
Aflac		0.00	
		<hr/>	
Total Liabilities			25,812.17

Capital

Unassigned Fund Balance	755,406.48	
Clark Funds Assigned/FutureUse	0.00	
Current Earnings	0.00	
Net Income	413,174.59	
	<hr/>	
Total Capital		<u>1,168,581.07</u>
Total Liabilities & Capital	\$	<u><u>1,194,393.24</u></u>

Johnson City Public Library
100 West Millard Street, Johnson City, TN 37604
FY 2024/2025 Operating Account
Financial Report

		October 2024	Year to Date	Budget	Percent
Revenues					
4101	City of Johnson City	\$ 572,637.75	1,145,275.50	2,290,551.00	50.00
4102	Washington County	0.00	25,500.00	102,000.00	25.00
4103	Interest Income	3,503.14	13,604.07	10,000.00	136.04
4104	Printing & Copying	1,367.47	5,542.21	12,000.00	46.19
4105	Lost & Damaged Charges	643.60	2,081.13	5,000.00	41.62
4106	Meeting Room Rental	25.00	1,715.00	5,000.00	34.30
4107	Fines	2,259.09	8,887.63	12,000.00	74.06
41081	Miscellaneous	166.97	401.78	0.00	0.00
41082	Patron Supply Purchase	19.00	111.53	300.00	37.18
41083	JCPL Promotional Items	1.00	1.00	100.00	1.00
41084	Ongoing Book Sale	768.00	3,126.00	8,000.00	39.08
41085	Cashier Reconciliation	1.36	8.58	0.00	0.00
41091	Donations	1,474.79	7,341.92	12,000.00	61.18
41092	Memorials	0.00	0.00	2,250.00	0.00
41093	Friends of the Library	0.00	5,494.86	0.00	0.00
41095	LSTA Grant	0.00	0.00	0.00	0.00
41096	Other Grant Revenue	0.00	0.00	0.00	0.00
4110	E-rate Reimbursement	0.00	1,542.50	9,496.00	16.24
4111	Sale of Obsolete Equip.& Furn.	0.00	0.00	0.00	0.00
4112	Events and Promotions	0.00	0.00	0.00	0.00
4113	Hotspot Rental	112.00	856.00	4,000.00	21.40
	Total Revenues	<u>582,979.17</u>	<u>1,221,489.71</u>	<u>2,472,697.00</u>	<u>49.40</u>
Expenses					
Personnel					
51011	Salaried	46,233.18	208,702.59	670,000.00	31.15
51012	Hourly	63,837.42	245,706.26	838,500.00	29.30
5102	Social Security	8,420.36	34,762.09	115,400.25	30.12
5103	Medical Insurance	12,780.48	53,548.94	172,000.00	31.13
5104	Worker's Compensation	0.00	483.00	2,000.00	24.15
5105	State Unemployment	0.00	0.00	1,000.00	0.00
5106	Staff Development	136.08	2,384.28	5,000.00	47.69
5107	Staff Memberships	25.00	205.00	1,000.00	20.50
5108	Travel Expense	0.00	0.00	1,000.00	0.00
5110	TIAA Retirement	4,153.52	17,468.75	62,383.00	28.00
	Total Personnel Expenses	<u>135,586.04</u>	<u>563,260.91</u>	<u>1,868,283.25</u>	<u>30.15</u>
Support Services					
52011	General Supplies	126.66	1,177.77	2,800.00	42.06
52012	Circ. Supplies	0.00	38.97	2,000.00	1.95
52013	Public Service Dept(s)Supplies	182.74	182.74	3,000.00	6.09
52014	Printing/Copying Supplies	1,112.60	1,418.94	2,500.00	56.76
5202	Postage	725.93	1,631.20	3,000.00	54.37
5204	Telephone	115.28	463.76	1,400.00	33.13
5205	Miscellaneous Admin.	256.28	1,681.76	7,000.00	24.03
5206	Bank & CC Acceptance Fees	556.51	2,328.58	6,700.00	34.75
5207	Volunteer Services	34.80	190.75	1,000.00	19.08
52081	Audit	15,050.00	15,050.00	14,700.00	102.38

Johnson City Public Library
100 West Millard Street, Johnson City, TN 37604
FY 2024/2025 Operating Account
Financial Report

		October 2024	Year to Date	Budget	Percent
52083	Gen. Liab.& Contents Ins.	0.00	10,567.00	6,800.00	155.40
52084	Directors & Officers Ins.	0.00	2,008.00	2,165.00	92.75
5209	Library Memberships	0.00	1,321.50	1,500.00	88.10
5210	Public Relations	70.61	4,061.61	13,000.00	31.24
5211	Vehicle Expense	39.53	310.32	5,000.00	6.21
	Total Support Services	18,270.94	42,432.90	72,565.00	58.48
Building Operations					
5301	Gas	1,089.36	1,487.19	12,500.00	11.90
5302	Electricity	5,618.16	17,503.69	57,000.00	30.71
5303	Water	862.07	1,187.91	6,500.00	18.28
5304	Janitorial Supplies	811.71	6,118.89	16,300.00	37.54
53051	Routine Maint. & Repair	724.27	1,651.10	14,300.00	11.55
53052	Lighting	0.00	0.00	4,000.00	0.00
53053	Grounds Maintenance	38.27	8,631.43	4,000.00	215.79
53061	Equip. Maint./Contracts	1,814.75	4,694.55	8,500.00	55.23
53062	Contracted Building Services	268.08	831.90	11,300.00	7.36
5307	Building Improvements	0.00	12,200.00	10,000.00	122.00
5308	Clothing and PPE	0.00	919.58	1,500.00	61.31
	Total Building Operations	11,226.67	55,226.24	145,900.00	37.85
Technical Services					
5401	Processing Supplies	2,765.56	7,932.54	8,000.00	99.16
5402	Acquisitions	0.00	374.92	750.00	49.99
5403	Binding and preservation	0.00	0.00	500.00	0.00
	Total Technical Services	2,765.56	8,307.46	9,250.00	89.81
Materials and Services					
55011	Adult Books	4,461.86	11,641.59	31,000.00	37.55
55012	Children's Books	5,772.54	10,765.38	35,300.00	30.50
55013	Teen Books	2,375.00	4,073.36	13,950.00	29.20
5502	Serials	274.00	632.00	4,678.00	13.51
55031	Adult Non-Print	1,523.59	3,698.73	7,000.00	52.84
55032	Children's Non-Print	43.96	219.80	3,200.00	6.87
55033	Teen Non-Print	0.00	0.00	200.00	0.00
5504	Databases, Electronic	0.00	4,529.58	5,000.00	90.59
55051	Programs for Adults	202.32	1,981.88	5,500.00	36.03
55052	Programs for Children	974.86	2,050.96	5,500.00	37.29
55053	Programs for Teens	502.18	1,817.85	4,900.00	37.10
5506	Summer Reading Program (All)	0.00	1,878.65	13,500.00	13.92
55071	Adult Electronic Materials	4,346.52	16,748.18	54,000.00	31.02
55072	Children's Electronic Material	498.89	2,356.69	6,975.00	33.79
55073	Teen Electronic Materials	0.00	1,058.95	3,500.00	30.26
5508	FOL Materials	0.00	0.00	0.00	0.00
5509	FOL Programs	0.00	1,000.00	0.00	0.00
	Total Materials and Services	20,975.72	64,453.60	194,203.00	33.19

Johnson City Public Library
 100 West Millard Street, Johnson City, TN 37604
 FY 2024/2025 Operating Account
 Financial Report

		October 2024	Year to Date	Budget	Percent
Information Technology					
5601	Equipment	0.00	103.47	7,700.00	1.34
5602	Software	3,845.25	12,721.13	29,996.00	42.41
5603	Copier Maintenance	918.35	4,107.04	12,000.00	34.23
5604	ILS Maintenance	0.00	0.00	18,000.00	0.00
5605	Equipment Maintenance	124.77	27,402.45	30,000.00	91.34
5606	Internet Access	724.68	2,898.72	10,000.00	28.99
5608	LSTA Grant	0.00	0.00	14,000.00	0.00
	Total Information Technology	<u>5,613.05</u>	<u>47,232.81</u>	<u>121,696.00</u>	38.81
Miscellaneous Expense					
5701	Miscellaneous	469.70	1,508.94	4,000.00	37.72
5702	Security	2,800.00	13,422.50	55,300.00	24.27
5703	Furniture	0.00	0.00	1,500.00	0.00
5704	Children's STEM Program	0.00	0.00	0.00	0.00
5705	Capital Projects-Building	0.00	0.00	0.00	0.00
5706	Capital Projects-Other	0.00	0.00	0.00	0.00
5707	TOP Grant	0.00	8,572.81	0.00	0.00
5708	Misc. Friends of the Library	0.00	3,896.95	0.00	0.00
	Total Miscellaneous Expense	<u>3,269.70</u>	<u>27,401.20</u>	<u>60,800.00</u>	45.07
	Total Expenses	<u>197,707.68</u>	<u>808,315.12</u>	<u>2,472,697.25</u>	32.69
	Net Income	<u>\$ 385,271.49</u>	<u>413,174.59</u>	<u>(0.25)</u>	(165,269.83)

Washington County Imagination Library
 100 West Millard Street, Johnson City, TN 37604
 FY 2023/2024
Balance Sheet
 October 31, 2024

ASSETS

Current Assets		
Petty Cash	\$	0.00
Checking Account		59,834.96
Accounts Receivable		0.00
		59,834.96
Total Current Assets		59,834.96

LIABILITIES AND CAPITAL

Current Liabilities		
Accounts Payable	\$	0.00
		0.00
Total Liabilities		0.00
Capital		
Reserved Balance		51,544.09
Journal Difference		0.00
Net Income		8,290.87
		59,834.96
Total Capital		59,834.96
Total Liabilities & Capital	\$	59,834.96

Washington County Imagination Library
 100 West Millard Street, Johnson City, TN 37604
 FY 2024/2025
 Financial Report

		October 2024	Balance YTD	Budget	Percent
Revenues					
4101	City of Johnson City	\$ 9,925.00	\$ 19,850.00	39,700.00	50.00
4102	Washington County	12,500.00	12,500.00	25,000.00	50.00
4103	Donations	0.00	192.00	100.00	192.00
4104	Miscellaneous Revenue	0.00	0.00	0.00	0.00
4105	DPIL License Plate Revenue	0.00	0.00	5,300.00	0.00
	Total Revenues	<u>22,425.00</u>	<u>32,542.00</u>	<u>70,100.00</u>	46.42
Expenses					
5101	Monthly Book Purchase	6,055.45	23,610.72	68,355.00	34.54
5102	Registration Materials	0.00	0.00	300.00	0.00
5103	Postage	0.00	0.00	420.00	0.00
5104	Bank Fees	0.00	0.00	25.00	0.00
5105	Travel Expense	640.41	640.41	950.00	67.41
5106	Miscellaneous Expense	0.00	0.00	50.00	0.00
	Total Expenses	<u>6,695.86</u>	<u>24,251.13</u>	<u>70,100.00</u>	34.60
	Net Income	<u>\$ 15,729.14</u>	<u>\$ 8,290.87</u>	<u>0.00</u>	0.00

Johnson City Public Library
100 West Millard Street, Johnson City, TN 37604
Balance Sheet
November 30, 2024

ASSETS

Current Assets

Petty Cash	\$	350.00	
Truist Money Mkt. Acct.		1,014,044.12	
Payroll Account		293.97	
Checking Account		39,087.63	
Cash on Hand		300.00	
Accounts Rec'ble Module		265.00	
Total Assets			\$ <u>1,054,340.72</u>

LIABILITIES AND CAPITAL

Current Liabilities

Accounts Payable Module	\$	7,191.81	
Accrued Wages		0.00	
Federal Income Tax		0.00	
OASDI-M/Care W/H Employee		0.00	
OASDI-M/Care W/H Employer		0.00	
FUTA		0.00	
SUTA		0.00	
Sales Tax Payable		0.00	
TIAA/CREF		(9,492.24)	
NW Retirement Solutions		0.00	
Credit Union		0.00	
Staff Orders Account		0.00	
Court Ordered Deductions		0.00	
Dependent Coverage		0.00	
Other P/R Deductions		0.00	
Medical Ins. Deduction		0.00	
Aflac		0.02	
Total Liabilities			(2,300.41)

Capital

Unassigned Fund Balance	755,406.48	
Clark Funds Assigned/FutureUse	0.00	
Current Earnings	0.00	
Net Income	291,334.65	
Total Capital		<u>1,046,741.13</u>
Total Liabilities & Capital		\$ <u>1,044,440.72</u>

Johnson City Public Library
100 West Millard Street, Johnson City, TN 37604
FY 2024/2025 Operating Account
Financial Report

		November 2024	Year to Date	Budget	Percent
Revenues					
4101	City of Johnson City	\$ 0.00	1,145,275.50	2,290,551.00	50.00
4102	Washington County	25,500.00	51,000.00	102,000.00	50.00
4103	Interest Income	3,168.10	16,772.17	10,000.00	167.72
4104	Printing & Copying	800.45	6,342.66	12,000.00	52.86
4105	Lost & Damaged Charges	121.03	2,202.16	5,000.00	44.04
4106	Meeting Room Rental	585.00	2,300.00	5,000.00	46.00
4107	Fines	1,972.50	10,860.13	12,000.00	90.50
41081	Miscellaneous	58.30	460.08	0.00	0.00
41082	Patron Supply Purchase	14.73	126.26	300.00	42.09
41083	JCPL Promotional Items	4.00	5.00	100.00	5.00
41084	Ongoing Book Sale	477.00	3,603.00	8,000.00	45.04
41085	Cashier Reconciliation	(0.03)	8.55	0.00	0.00
41091	Donations	6,194.41	13,536.33	12,000.00	112.80
41092	Memorials	0.00	0.00	2,250.00	0.00
41093	Friends of the Library	8,775.20	14,270.06	0.00	0.00
41095	LSTA Grant	0.00	0.00	0.00	0.00
41096	Other Grant Revenue	0.00	0.00	0.00	0.00
4110	E-rate Reimbursement	0.00	1,542.50	9,496.00	16.24
4111	Sale of Obsolete Equip. & Furn.	0.00	0.00	0.00	0.00
4112	Events and Promotions	0.00	0.00	0.00	0.00
4113	Hotspot Rental	270.00	1,126.00	4,000.00	28.15
	Total Revenues	47,940.69	1,269,430.40	2,472,697.00	51.34
Expenses					
Personnel					
51011	Salaried	46,233.18	254,935.77	670,000.00	38.05
51012	Hourly	60,442.97	306,149.23	838,500.00	36.51
5102	Social Security	8,160.70	42,922.79	115,400.25	37.19
5103	Medical Insurance	12,849.83	66,398.77	172,000.00	38.60
5104	Worker's Compensation	0.00	483.00	2,000.00	24.15
5105	State Unemployment	0.00	0.00	1,000.00	0.00
5106	Staff Development	275.04	2,659.32	5,000.00	53.19
5107	Staff Memberships	0.00	205.00	1,000.00	20.50
5108	Travel Expense	341.29	341.29	1,000.00	34.13
5110	TIAA Retirement	3,969.92	21,438.67	62,383.00	34.37
	Total Personnel Expenses	132,272.93	695,533.84	1,868,283.25	37.23
Support Services					
52011	General Supplies	336.21	1,513.98	2,800.00	54.07
52012	Circ. Supplies	0.00	38.97	2,000.00	1.95
52013	Public Service Dept(s)Supplies	32.84	215.58	3,000.00	7.19
52014	Printing/Copying Supplies	(556.30)	862.64	2,500.00	34.51
5202	Postage	0.00	1,631.20	3,000.00	54.37
5204	Telephone	115.28	579.04	1,400.00	41.36
5205	Miscellaneous Admin.	1,882.90	3,564.66	7,000.00	50.92
5206	Bank & CC Acceptance Fees	515.47	2,844.05	6,700.00	42.45
5207	Volunteer Services	170.14	360.89	1,000.00	36.09
52081	Audit	0.00	15,050.00	14,700.00	102.38

Johnson City Public Library
100 West Millard Street, Johnson City, TN 37604
FY 2024/2025 Operating Account
Financial Report

		November 2024	Year to Date	Budget	Percent
52083	Gen. Liab.& Contents Ins.	0.00	10,567.00	6,800.00	155.40
52084	Directors & Officers Ins.	0.00	2,008.00	2,165.00	92.75
5209	Library Memberships	129.00	1,450.50	1,500.00	96.70
5210	Public Relations	2,675.52	6,737.13	13,000.00	51.82
5211	Vehicle Expense	40.46	350.78	5,000.00	7.02
	Total Support Services	5,341.52	47,774.42	72,565.00	65.84
Building Operations					
5301	Gas	0.00	1,487.19	12,500.00	11.90
5302	Electricity	4,784.63	22,288.32	57,000.00	39.10
5303	Water	632.75	1,820.66	6,500.00	28.01
5304	Janitorial Supplies	1,889.09	8,007.98	16,300.00	49.13
53051	Routine Maint. & Repair	546.11	2,197.21	14,300.00	15.37
53052	Lighting	860.92	860.92	4,000.00	21.52
53053	Grounds Maintenance	300.00	8,931.43	4,000.00	223.29
53061	Equip. Maint./Contracts	148.00	4,842.55	8,500.00	56.97
53062	Contracted Building Services	102.21	934.11	11,300.00	8.27
5307	Building Improvements	0.00	12,200.00	10,000.00	122.00
5308	Clothing and PPE	0.00	919.58	1,500.00	61.31
	Total Building Operations	9,263.71	64,489.95	145,900.00	44.20
Technical Services					
5401	Processing Supplies	1,068.40	9,000.94	8,000.00	112.51
5402	Acquisitions	0.00	374.92	750.00	49.99
5403	Binding and preservation	0.00	0.00	500.00	0.00
	Total Technical Services	1,068.40	9,375.86	9,250.00	101.36
Materials and Services					
55011	Adult Books	2,190.69	13,832.28	31,000.00	44.62
55012	Children's Books	2,427.71	13,193.09	35,300.00	37.37
55013	Teen Books	775.49	4,848.85	13,950.00	34.76
5502	Serials	4,390.17	5,022.17	4,678.00	107.36
55031	Adult Non-Print	(201.94)	3,496.79	7,000.00	49.95
55032	Children's Non-Print	0.00	219.80	3,200.00	6.87
55033	Teen Non-Print	0.00	0.00	200.00	0.00
5504	Databases, Electronic	372.00	4,901.58	5,000.00	98.03
55051	Programs for Adults	430.47	2,412.35	5,500.00	43.86
55052	Programs for Children	(18.99)	2,031.97	5,500.00	36.94
55053	Programs for Teens	617.68	2,435.53	4,900.00	49.70
5506	Summer Reading Program (All)	0.00	1,878.65	13,500.00	13.92
55071	Adult Electronic Materials	3,239.67	19,987.85	54,000.00	37.01
55072	Children's Electronic Material	0.00	2,356.69	6,975.00	33.79
55073	Teen Electronic Materials	0.00	1,058.95	3,500.00	30.26
5508	FOL Materials	0.00	0.00	0.00	0.00
5509	FOL Programs	0.00	1,000.00	0.00	0.00
	Total Materials and Services	14,222.95	78,676.55	194,203.00	40.51

Johnson City Public Library
 100 West Millard Street, Johnson City, TN 37604
 FY 2024/2025 Operating Account
 Financial Report

		November 2024	Year to Date	Budget	Percent
Information Technology					
5601	Equipment	0.00	103.47	7,700.00	1.34
5602	Software	105.83	12,826.96	29,996.00	42.76
5603	Copier Maintenance	1,039.00	5,146.04	12,000.00	42.88
5604	ILS Maintenance	0.00	0.00	18,000.00	0.00
5605	Equipment Maintenance	0.00	27,402.45	30,000.00	91.34
5606	Internet Access	724.68	3,623.40	10,000.00	36.23
5608	LSTA Grant	1,227.84	1,227.84	14,000.00	8.77
	Total Information Technology	<u>3,097.35</u>	<u>50,330.16</u>	<u>121,696.00</u>	41.36
Miscellaneous Expense					
5701	Miscellaneous	634.62	2,143.56	4,000.00	53.59
5702	Security	2,730.00	16,152.50	55,300.00	29.21
5703	Furniture	0.00	0.00	1,500.00	0.00
5704	Children's STEM Program	0.00	0.00	0.00	0.00
5705	Capital Projects-Building	0.00	0.00	0.00	0.00
5706	Capital Projects-Other	0.00	0.00	0.00	0.00
5707	TOP Grant	203.38	8,776.19	0.00	0.00
5708	Misc. Friends of the Library	945.77	4,842.72	0.00	0.00
	Total Miscellaneous Expense	<u>4,513.77</u>	<u>31,914.97</u>	<u>60,800.00</u>	52.49
	Total Expenses	<u>169,780.63</u>	<u>978,095.75</u>	<u>2,472,697.25</u>	39.56
	Net Income	\$ <u>(121,839.94)</u>	<u>291,334.65</u>	<u>(0.25)</u>	(116,533.86)

Washington County Imagination Library

100 West Millard Street, Johnson City, TN 37604

FY 2023/2024

Balance Sheet

November 30, 2024

ASSETS

Current Assets		
Petty Cash	\$	0.00
Checking Account		57,304.39
Accounts Receivable		0.00
		<u>0.00</u>
Total Current Assets		57,304.39

LIABILITIES AND CAPITAL

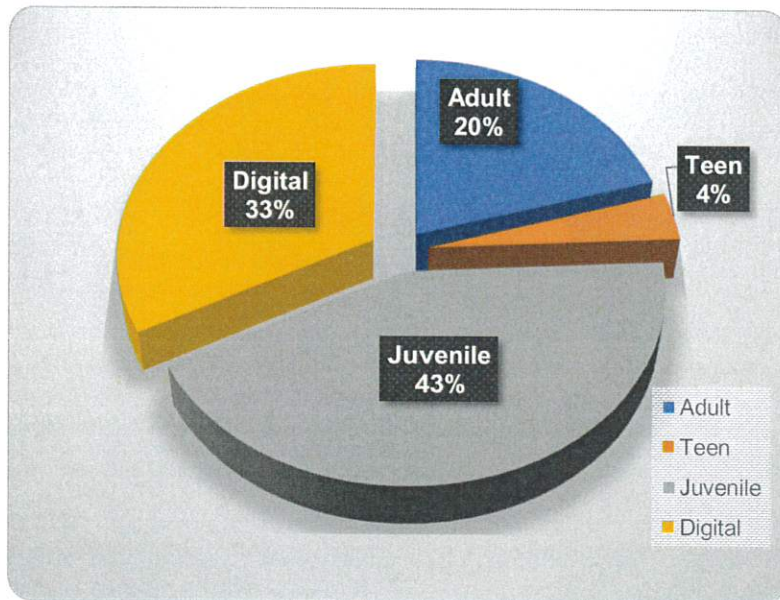
Current Liabilities		
Accounts Payable	\$	0.00
		<u>0.00</u>
Total Liabilities		0.00
Capital		
Reserved Balance		51,544.09
Journal Difference		0.00
Net Income		5,760.30
		<u>5,760.30</u>
Total Capital		57,304.39
		<u>57,304.39</u>
Total Liabilities & Capital	\$	<u><u>57,304.39</u></u>

Washington County Imagination Library
 100 West Millard Street, Johnson City, TN 37604
 FY 2024/2025
 Financial Report

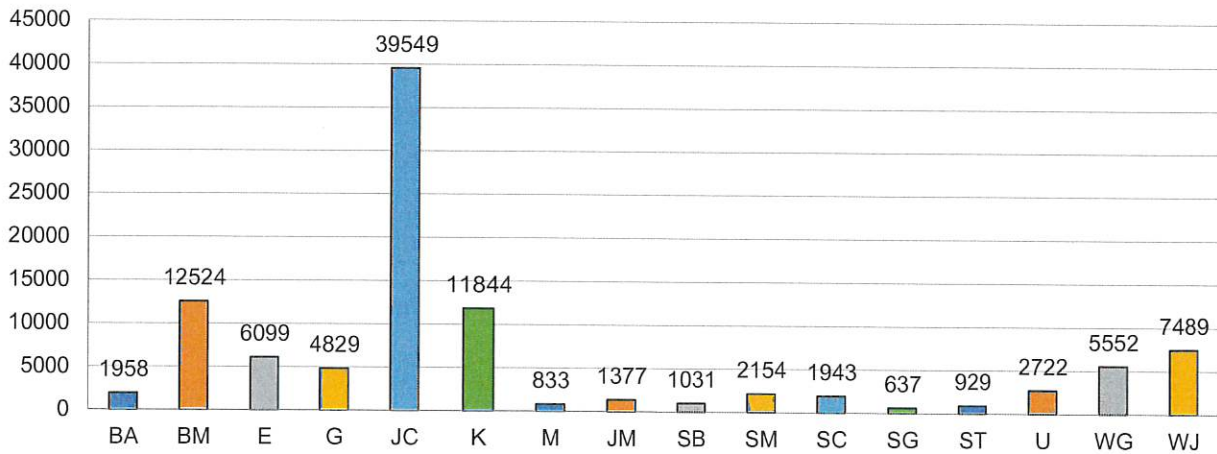
		November 2024	Balance YTD	Budget	Percent
Revenues					
4101	City of Johnson City	\$ 0.00	\$ 19,850.00	39,700.00	50.00
4102	Washington County	0.00	12,500.00	25,000.00	50.00
4103	Donations	0.00	192.00	100.00	192.00
4104	Miscellaneous Revenue	0.00	0.00	0.00	0.00
4105	DPIL License Plate Revenue	3,642.00	3,642.00	5,300.00	68.72
	Total Revenues	<u>3,642.00</u>	<u>36,184.00</u>	<u>70,100.00</u>	51.62
Expenses					
5101	Monthly Book Purchase	6,172.57	29,783.29	68,355.00	43.57
5102	Registration Materials	0.00	0.00	300.00	0.00
5103	Postage	0.00	0.00	420.00	0.00
5104	Bank Fees	0.00	0.00	25.00	0.00
5105	Travel Expense	0.00	640.41	950.00	67.41
5106	Miscellaneous Expense	0.00	0.00	50.00	0.00
	Total Expenses	<u>6,172.57</u>	<u>30,423.70</u>	<u>70,100.00</u>	43.40
	Net Income	<u>\$ (2,530.57)</u>	<u>\$ 5,760.30</u>	<u>0.00</u>	0.00

Circulation Report for November 2024

	Nov-24	Oct-24	% Change	Nov-23	% Change
Library					
Adult	12009	13290	-9.64%	11582	4%
Teen	2285	2479	-7.83%	1903	20.07%
Juvenile	25455	30293	-15.97%	24318	4.68%
Digital	19417	29256	-33.63%	18391	5.58%
Total	59166	75318	-21.45%	56194	5.29%
Courier Loans					
Borrowed	843	970	-13.09%	1151	-26.76%
Loaned	430	559	-23.08%	648	-33.64%
Other					
Self Checkouts	13096	15544	-15.75%	13095	0.01%
Borrowers added	239	322	-25.78%	275	-13.09%
Door Count	16958	20003	-15.22%	14115	20.14%



OWL CIRC, November 2024



Circulation Report for October 2024

Library

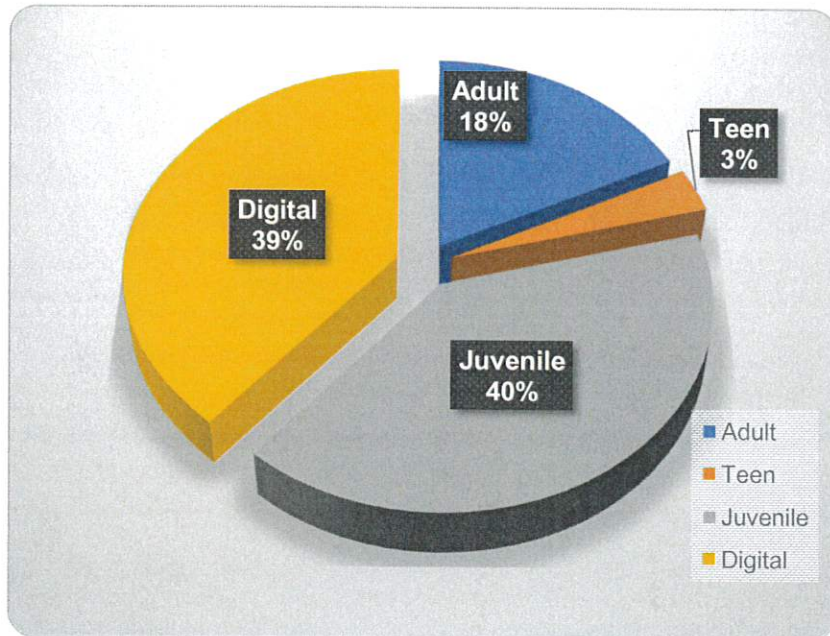
	Oct-24	Sep-24	% Change	Oct-23	% Change
Adult	13290	11656	14.02%	12715	5%
Teen	2479	2247	10.32%	2348	5.58%
Juvenile	30293	27929	8.46%	27257	11.14%
Digital	29256	19023	53.79%	19704	48.48%
Total	75318	60855	23.77%	62024	21.43%

Courier Loans

Borrowed	970	833	16.45%	1266	-23.38%
Loaned	559	512	9.18%	588	-4.93%

Other

Self Checkouts	15544	13946	11.46%	13499	15.15%
Borrowers added	322	309	4.21%	356	-9.55%
Door Count	20003	16765	19.31%	30428	-34.26%



Johnson City Public Library
 Fiscal Year 2024-2025
 Proposed Operating Budget

	Actual	Actual	Proposed	Change from prev. budget
	Year to Date	Budget	Budget	
	11/30/2024	2024 2025	2024 2025	
EQUITY				
3101 Fund Balance Transfer			8,100	8,100
TOTAL Equities				
			8,100	
REVENUES				
4101 City of Johnson City	1,145,276	2,290,551	2,290,551	0
4102 Washington County	51,000	102,000	102,000	0
4103 Interest income	16,772	10,000	10,000	0
Fees for Services				
4104 Printing and copying	6,343	12,000	12,000	0
4105 Lost & damaged item charges	2,202	5,000	5,000	0
4106 Meeting room fees	2,300	5,000	5,000	0
4107 Fines	10,860	12,000	12,000	0
Miscellaneous Revenue				
41081 Miscellaneous	460	0	0	0
41082 Patron supply purchase	126	300	300	0
41083 JCPL promotional items	5	100	100	0
41084 Ongoing Book Sale	3,603	8,000	8,000	0
41085 Cashier reconciliation	9	0	0	0
Contributions				
41091 Donations	13,536	12,000	12,000	0
41092 Memorials		2,250	2,250	0
41093 Friends of the Library	14,270	0	14,270	14,270
Grants				
41095 LSTA Grant		0	0	0
41096 Other Grant Revenue		0	0	0
Other Income				
4110 E-rate reimbursement	1,542	9,496	9,496	0
4111 Sale of Obsolete Equip./Furn.		0	0	0
4112 Events		0	0	0
4113 Hotspot rental	1,126	4,000	4,000	0
41 TOTAL REVENUES	1,269,430	2,472,697	2,486,967	14,270
EXPENDITURES				
Personnel				
51011 Salaried	254,936	670,000	670,000	0
51012 Hourly	306,149	838,500	838,500	0
5102 Social Security	42,923	115,400.25	115,400.25	0.00
5103 Medical insurance	66,399	172,000	172,000	0
5104 Worker's compensation	483	2,000	2,000	0
5105 State unemployment	0	1,000	1,000	0
5106 Staff development	2,659	5,000	5,000	0
5107 Staff memberships	205	1,000	1,000	0
5108 Travel expense	341	1,000	1,000	0
5110 TIAA/CREF retirement	21,439	62,383	62,383	0
51 Total Personnel expenses	695,534	1,868,282.75	1,868,282.75	0

		Proposed Budget 2024/2025	Proposed Budget 2024/2025	Change from prev. budget	
<u>Support Services</u>					
52011	General supplies	1,514	2,800	2,800	0
52012	Circ. supplies	39	2,000	2,000	0
52013	Public service dept.(s) supplies	216	3,000	3,000	0
52014	Printing & copying supplies	863	2,500	2,500	0
5202	Postage	1,631	3,000	3,000	0
5204	Telephone	579	1,400	1,400	0
5205	Miscellaneous - admin.	3,565	7,000	7,000	0
5206	Bank fees	2,844	6,700	6,700	0
5207	Volunteer Services	361	1,000	1,000	0
<u>Services & Insurance</u>					
52081	Audit	15,050	14,700	14,700	0
52083	Liability & contents insur.	10,567	6,800	6,800	0
52084	Directors & officers insur.	2,008	2,165	2,165	0
5209	Memberships	1,451	1,500	1,500	0
5210	Public relations	6,737	13,000	13,000	0
5211	Vehicle Expense	351	5,000	5,000	0
52	Total Support Services	47,774	72,565	72,565	0
<u>Building operations</u>					
5301	United Cities gas	1,487	12,500	12,500	0
5302	JC Power Bd. electricity	22,288	57,000	57,000	0
5303	JC Water & sewer	1,821	6,500	6,500	0
5304	Janitorial Supplies	8,008	16,300	16,300	0
53051	Routine maint./repair	2,197	14,300	12,100	-2,200
53052	Lighting	861	4,000	4,000	0
53053	Grounds maintenance	8,931	4,000	12,100	8,100
53061	Equipment service & inspections	4,843	8,500	8,500	0
53062	Contracted building services	934	11,300	11,300	0
5307	Building Improvements	12,200	10,000	12,200	2,200
5308	Clothing and PPE	920	1,500	1,500	0
53	Total Building Operations	64,490	145,900	154,000	8,100
<u>Technical Services</u>					
5401	Processing supplies	9,001	8,000	8,000	0
5402	Acquisitions service	375	750	750	0
5403	Binding and preservation		500	500	0
54	Total Technical Services	9,376	9,250	9,250	0
<u>Materials and Services</u>					
55011	Adult books	13,832	31,000	31,000	0
55012	Children's books	13,193	35,300	35,300	0
55013	Teen books	4,849	13,950	13,950	0
5502	Serials	5,022	4,678	4,678	0
55031	Adult non-print	3,497	7,000	7,000	0
55032	Children's non-print	220	3,200	3,200	0
55033	Teen non-print	0	200	200	0

		Proposed Budget 2024/2025	Proposed Budget 2024/2025	Change from prev. budget
5504 Databases, Electronic	4,902	5,000	5,000	0
55051 Programs for Adults	2,412	5,500	5,500	0
55052 Programs for Children	2,032	5,500	5,500	0
55053 Programs for Teens	2,436	4,900	4,900	0
5506 Summer Reading Program	1,879	13,500	13,500	0
55071 Adult Electronic Materials	19,988	54,000	54,000	0
55072 Children's Electronic Materials	2,357	6,975	6,975	0
55073 Teen Electronic Materials	1,059	3,500	3,500	0
5508 FOL Materials		0	0	0
5509 FOL Programs	1,000		1,000	1,000
55 Total Materials & services	78,677	194,203	195,203	1,000
<u>Information Technology</u>				
5601 Equipment	103	7,700	7,700	0
5602 Software	12,827	29,996	29,996	0
5603 Printer/Copier maint	5,146	12,000	12,000	0
5604 ILS maintenance	0	18,000	18,000	0
5605 Equipment maintenance	27,402	30,000	30,000	0
5606 Internet access	3,623	10,000	10,000	0
5607 LSTA Grant	1,228	14,000	14,000	0
56 Total Information technol.	50,330	121,696	121,696	0
<u>Miscellaneous</u>				
5701 Miscellaneous	2,144	4,000	4,000	0
5702 Security	16,153	55,300	55,300	0
5703 Furniture	0	1,500	1,500	0
5706 Capital Projects- Other	0	0	0	0
5707 TOP Grant	8,573	0	0	0
5708 Misc. Friends of the Library	4,843	0	13,270	13,270
57 Total Miscellaneous	31,712	60,800	74,070	13,270
5 TOTAL EXPENDITURES	977,892	2,472,697	2,495,067	22,370
Revenues less expenditures		0	0	

Section: Personnel	Subject: PTO Leave
Effective Date: 1/1/2025	Page: 1 of 1

Policy:

Part-time staff members who work more than 19 but fewer than 30 hours weekly will earn paid time off (PTO). PTO may be requested in advance or used to provide paid time for unexpected absences.

	Earned per Pay Period	Annual PTO
Part-Time Staff		
20-29 hours	3.08 Hours	10 Days

Guidelines:

Anticipated time off shall be scheduled as far in advance as possible, preferably at least two (2) weeks prior to the date requested.

PTO may be accumulated to a maximum of ten (10) days 80 hours.

Unused PTO leave is forfeited upon end of library employment.

Staff members may not borrow PTO leave from future pay periods.

PTO must be used in 30-minute increments.

Section: Attendance and Leave	Subject: Personal Business Leave
Effective Date: 1/1/2023	Page: 1 of 1
Revision Date: November 15, 2022	Approved: May 8, 2007

In addition to the regular holidays and vacation leave, Full-Time **and staff working 30 or more hours per week** will be allowed **paid** time for personal business. Staff members will be allowed two (2) days or sixteen (16) hours (part-time will be pro-rated) of personal business leave. Personal business leave ~~should be requested in advance when possible and~~ shall be used in at least one-half (1/2) hour increments.

Personal business leave is granted on a calendar year basis and pro-rated for staff members hired during the year. Personal business leave is not carried over to the next calendar year. Unused personal business leave is forfeited.

Section: Personnel	Subject: Vacation Leave
Effective Date: 7/1/2019	Page: 1 of 1
Revision Date: December 19, 2023	Approved: May 8, 2007

Policy:

Full-time librarians and department managers may earn vacation leave at the rate of twenty (20) working days annually. Other staff members may earn vacation in accordance with the following schedule:

Type/Length of Service	Earned per Pay Period	Annual Vacation Leave
Librarian/Manager	6.154 Hours	20 Days
Full-Time Staff		
1- 5 Years	4.615 Hours	15 Days
6- 10 Years	5.538 Hours	18 Days
11-15 Years	6.154 Hours	20 Days
Part-Time Staff		
20-29 hours	3.08 Hours	10 Days

Part-time library staff members working 30 hours or more weekly are granted vacation leave in proportion to the percentage of a full-time schedule they work. Leave may be accumulated to a maximum of twenty (20) days 160 hours.

Guidelines:

Vacation leave shall be scheduled as far in advance as possible, preferably at least two (2) weeks prior to the date requested.

Holidays falling during a vacation period will not be charged against vacation leave. Upon leaving library service, for whatever reason, staff members will be paid for unused accrued vacation leave.

Staff members may not borrow vacation leave from future pay periods.

Vacation Leave must be used in 30-minute increments.

**Johnson City Public Library
LONG-RANGE PLAN
2025-2029**

Date Updated/Approved by Board:

Vision Statement:

Board Suggested vision statement- Johnson City Public Library connects people, ideas and community.

Values:

- Learning
- Helping
- Freedom of Information
- Community
- Customer Focus

Cultural Values:

- We are dreamers
- We are attentive
- We are empowering
- We are hometown
- We are welcoming

Mission Statement:

Through both traditional materials and emerging technologies, Johnson City Public Library offers a multitude of learning opportunities and entertainment choices in a dynamic center for the community.

Board Suggested Revision-Johnson City Public Library offers free and safe access to a multitude of learning opportunities and entertainment choices, through both traditional materials and emerging technologies, in a dynamic center for the community.

Community Profile:

Johnson City Public Library serves a population of 73,337 (2023) with the largest ethnic groups being White (84.9%), Black or African American (6%), Hispanic (5.3%). The median age is _ with a median household income of \$53,173. The poverty rate is 21.7%, and the

number employed is 61.8%. Within ages of 25 and up, 91% are high school graduates. *Of the current population, approximately 35% of residents have library cards.

Library Profile:

Johnson City Public Library opened its doors on May 1, 1895 in an upstairs room of the Reeves Building in downtown Johnson City. The current Johnson City Public Library, located at 100 West Millard Street, opened to the public on August 10, 1999. The building was constructed for \$9 million and is 42,000 square feet. As of 2023, the Library's physical collection stands at over 136,000 books, audiobooks, magazines, and DVDs. It circulates over 455,000 items per year in the community. An average of 12,000 people visit the Library every month to check out items, attend events, use study spaces, and access vital services. Johnson City Public Library is a level V library under the authority of The Tennessee State Library and Archives and is a member of the Holston River Region.

Service Responses:

1	Collection [Freedom of Information, Learning]
2	Organizational Readiness (Staff Training, Institutional Knowledge, Administration, self assessment) [Customer Focus]
3	Programs [Learning]
4	Community Impact (Marketing, Outreach, Partnerships, Services) [Community]
5	Facility (Accessibility) [Customer Focus]
6	Technology (Access, Freedom of Information) [Helping]
7	

Goal 1:

Collections [Freedom of Information, Learning] Johnson City Public Library will provide access to traditional materials and emerging technologies as determined by our community's needs and interests.		
Objective 1a: Annually explore new and current reports to continue and further develop our data-driven collection development.	Activities: 1. Identify reports currently being used to drive collection development 2. Research other libraries with high circs to see which reports inform their collection development	Resources: 1. List of reports. 2. A list of libraries we would like to research and a contact person for each who knows about reports
Objective 1b: Semi-annually assess and update a different collection's labeling and wayfinding. (decoding the collection)	Activities: 1. Identify the current collections needing decoding 2. Find suitable clearly-worded labels for the collections 3. Provide training or education on the Classification system we use for staff and patrons	Resources: 1. Make collection decoding list and schedule 2. Look at Demco, Brodart, other library vendors for possible labels 3. Custom made labels as last resort.
Objective 1c: Plan and circulate a collection of non-traditional items by the end of 2026.	Activities: 1. Research other libraries and how they structure their non-traditional items 2. Survey patrons to assess interests 3. Research technology integration 4. Evaluate the success of the STEM kits. 5. Decide on/create a space to store items. 6. Determine possible categories	Resources: 1. PLA and ALA webinars 2. Create a Google form for a patron survey for needs assessment 3. Staff time 4. Funding for items/ processing supplies/ storage supplies/ marketing

	7. Consider possible staff training to handle/process items.	
Objective 1d: Annually perform a market review for digital collections.	Activities: 1. Run a report to identify current Overdrive Advantage titles 2. Review usage numbers 3. Cross reference our physical collections with our digital collections 4. Utilize Overdrive reports 4. Optimize open source databases 5. Identify key performance indicators 6. Research additional digital content platforms	Resources: 1. Reports 2. Staff time 3. Custom reports

Goal 2:

Organizational Readiness (Staff Training, Institutional Knowledge, Administration, self assessment) [Customer Focus] Johnson City Public Library staff will be poised for service and success through training, mentoring, and coaching.		
Objective 2a: Establish a standard onboarding procedure for all staff by the end of next year.	Activities: 1.Short tutorial videos with links on staff page 2. Cohesive checklist built in SageHR 3. Annual all-staff cross training	Resources: 1. SageHR integration 2.Staff time
Objective 2b: Standardize and organize our workflow documentation by the end of year three.	Activities: 1. Search internal drives to identify documented procedures and processes 2. Determine which procedures and processes need to be updated or created 3. Assign documentation to specific staff members 4. Write procedures and processes; review every 3-5 years 6. Establish controlled vocabulary	Resources: 1. Google workplace 2. Staff time
Objective 2c: Incorporate evidence based individual staff coaching strategy across departments by year two.	Activities: 1. Identify training and strategy to be implemented for managers 2. Train management team on coaching strategy 3. Implement coaching strategy 4.Solicit staff feedback about new strategy	Resources: 1.Staff time 2.Training for leadership team 3. funding for training as needed
Objective 2d: Reevaluate the committees and their	Activities:	Resources: 1. Google Forms 2. Library staff intranet site

<p>operation by the end of 2025.</p>	<ol style="list-style-type: none"> 1. Conduct a library staff-wide survey about the committees 2. Develop a standardized self-assessment form for consistent evaluation. 3. Committee to conduct a self-assessment about operations, communication, and effectiveness 	<ol style="list-style-type: none"> 3. staff time
<p>Objective 2e: Establish a benchmark for service standards by the end of 2025.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Identify service priorities to identify JCPL's service standards 2. Research how other libraries or public institutions measure service standards 3. Identify what our service might currently excel at or be lacking according to our patron base. 4. Develop a shared online space where committees can store meeting notes, resources, and action items. 	<p>Resources:</p> <ol style="list-style-type: none"> 1. completed and maintained Image Evaluation 2. A list of comparable libraries and other organizations to research 3. Patron survey

Goal 3:

<p>Programs [Learning] Johnson City Public Library will have programs and services designed to develop community and foster a lifelong love of reading and learning.</p>		
<p>Objective 3a: Annually review Library program planning, execution, and assessment procedures for high quality programming by end of year one.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Identify indicators of success in programming 2. Review current offerings 3. Utilize feedback form, evaluation, or patron survey; post-program survey 4. Evaluate current program procedures 5. Network with community organizations to understand how they measure and what is successful to them 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Staff time 2. Service agency contacts 3. Network of other public libraries
<p>Objective 3b: Annually assess programming specific facility and technology needs.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Survey Programmers 2. Create one facility specific google survey for program attendees 3. Survey meeting room users 4. Ask outside vendor to assess current tech annually 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Google forms 2. Staff time/ ownership of assessment 3. Unbound Digital contact 4. Staff training
<p>Objective 3c: Create and consistently conduct surveys for post-program feedback by the end of year one.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Define survey goals (engagement level, ideas for improvement, learning outcome from program) and survey audience 2. Research best practices/ successful library survey 3. Design survey templates to customize for different programs 5. Choose survey distribution methods 6. Train Staff to Encourage Survey Participation 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Google Forms 2. Staff Time

	7. Plan regular review sessions for analyzing responses, spotting trends, discussing improvements.	
Objective 3d: Create a cohesive Summer Reading Program across age groups in 2025.	Activities: 1. Determine departmental goals and objectives and how they align 2. Create a collective timeline to have program deadlines match 3. Explore intergenerational programming options 4. Cohesive marketing 5. Make process as consistent between departments as possible. 6. Provide staff training on Beanstack and an overview of summer programming 7. Build a collective SRP patron survey for summer's end	Resources: 1. Staff time 2. Finance program/ tools/ etc. 3. Past summer reading reports

Goal 4:

Community Impact (Marketing, Outreach, Partnerships, Services) [Community] Community members and organizations will be engaged with Johnson City Public Library.		
Objective 4a: Host meaningful, mutually beneficial partnerships in our facility each month by the end of year one.	Activities: 1. Invite local agencies to set up an information table each month 2. Organize a social service summit/expo event	Resources: 1. Info table calendar 2. Program staff time 3. Outreach contact list
Objective 4b: Increase the number of in-house tours by the end of year three.	Activities: 1. Create library tour form and add to website 2. Create calendar for tours 3. Develop and assess tour guidelines and procedure	Resources: 1. Google form 2. Google calendar 3. Staff time

<p>Objective 4c: Increase our volunteer workforce by May 2025.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Reestablish and launch Friendly Visitor program 2. Review updated procedures 3. Identify areas of need 4. Onboard new volunteers 5. Offer more volunteer-led programs 6. Increase community awareness of volunteer opportunities 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Work van for Friendly Visitor 2. Social media and marketing 3. Staff time
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Goal 5:

<p>Facility (Accessibility) [Customer Focus] Johnson City Public Library will have a safe, accessible, and inviting facility for visitors.</p>		
<p>Objective 5a: Survey patrons on the ease of use of the facility by July 2025.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1.Re-work survey 2.Work with marketing to administer survey 3.Add to maintenance 5 year plan to rectify major problems/ common responses 	<p>Resources:</p> <ol style="list-style-type: none"> 1.Staff time 2.Survey tools
<p>Objective 5b: Explore charging options for personal devices by the end of 2026.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1.Identify charging options (perhaps asking other libraries) 2.Identify funding for chargers 3.Install chargers 	<p>Resources:</p> <ol style="list-style-type: none"> 1.Staff time 2.Charging pads 3.funding
<p>Objective 5c: Research new seating options for staff and public use by the end of year three.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1.Identify characteristics & functionality desired by staff and public 2. Identify source for seating 	<p>Resources:</p> <ol style="list-style-type: none"> 1.Map of staff and public areas where seating needs may differ. 2. funding

	3. Identify characteristics & functionality we want for the public.	
Objective 5d: Complete the Polly Peterson classroom project by year five.	<p>Activities:</p> <ol style="list-style-type: none"> 1. Find new construction group/ get quote and drawings 2. Layout clear expectations for room use 3. Apply for grants (state/federal) 	<p>Resources:</p> <ol style="list-style-type: none"> 1. State grant money 2. new technology 3. staff time 4. furnishings
Objective 5e: Create a strategy and vision for outdoor spaces by the end of 2025.	<p>Activities:</p> <ol style="list-style-type: none"> 1. Research Similar Library Outdoor Spaces 2. Engage Local Groups, Experts, and landscape designers 3. Explore Landscape Integration into Programming 4. Build Ongoing Engagement Programs 5. Installation of Landscape Features 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Staff time 2. Outreach support and networking to find potential partners 3. Funding 4. Volunteer support
Objective 5f: Renovate the public bathrooms by year five.	<p>Activities:</p> <ol style="list-style-type: none"> 1. Set parameters for renovation 2. Choose design 3. Find construction company to complete project/ quote and drawings 4. Set timeline 5. Market closure/construction disruption 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Funding 2. Staff time
Objective 5g: Assess security camera use and coverage by the end of 2025.	<p>Activities:</p> <ol style="list-style-type: none"> 1. Look at incident reports for patterns 2. Survey folks who access cameras to identify trends 3. Train staff in Security Camera Policy 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Survey tool 2. Incident forms 3. staff time

Goal 6:

<p>Technology (Access, Freedom of Information) [Helping] Johnson City Public Library will have a modern, secure technological infrastructure and provide access to technology for library users' needs and interests.</p>		
<p>Objective 6a: Conduct a Community Technology Needs Assessment for users by the end of 2025.</p>	<p>Activities: 1. Define the goal and scope 2. Determine how to assess 3. Distribute, evaluate assessment 4. Promote Suggestions</p>	<p>Resources: 1. Assessment 2. Inventory of current tech</p>
<p>Objective 6b: Train individual staff to provide technological assistance to patrons by the end of 2026.</p>	<p>Activities: 1. Identify training topics 2. Create training materials 3. Identify which staff to train</p>	<p>Resources: 1. Staff knowledge 2. Documentation 3. Staff time for training</p>
<p>Objective 6c: Annually Crosstrain all staff in the following IT areas: 1. Cybersecurity 2. Apps on Public Computers 3. Printing and copying 4. A/V systems 5. Internet Use</p>	<p>Activities: 1. Create instructional cards for basic procedures 2. Create battery of instructional videos 3. Conduct hands on training 4. Make part of onboarding</p>	<p>Resources: 1. Unbound Digital (A/V) 2. Staff time to create materials 3. Staff time to train</p>
<p>Objective 6d: Modernize staff payroll systems and digitize office records by 2027</p>	<p>Activities: 1. Migrate to SageHR 2. Train staff to schedule and track time on new platform 3. End LibraryTango platform 4. Implement indexed document management system and scan legacy records</p>	<p>Resources: 1. Sage HR 2. Administration staff time</p>
<p>Objective 6e: Inventory and catalog our institution's assets by December 2025</p>	<p>Activities: 1. Identify art, furniture, and other assets belonging to JCPL</p>	<p>Resources: 1. List of art in spreadsheet 2. Art and Architecture Thesaurus for identifying features of the art</p>

	<ul style="list-style-type: none"> 2. Decide on where best to catalog (TLC, document management system) 3. Determine logistics such as holdings codes for assets. 	<ul style="list-style-type: none"> 3. TLC, SageHR or other hosting platform 4. Staff photographers
Objective 6f: Complete printing and copying upgrade by September 2025.	<p>Activities:</p> <ul style="list-style-type: none"> 1. Replace Sharp MFCs with Canon MFPs 2. Assess community print and copy needs 3. Migrate to unified management and payment system such as Princh 	<p>Resources:</p> <ul style="list-style-type: none"> 1. Other library experiences with print and copy solutions 2. Vendor evaluation opportunities 3. Staff Time
Objective 6g: Plan for IT future infrastructure needs	<p>Activities:</p> <ul style="list-style-type: none"> 1. Review existing systems with an eye on cost containment, efficiency, and simplification 2. Update Tech Plan 	<p>Resources:</p> <ul style="list-style-type: none"> 1. Staff time 2. Survey and assessment tools
Objective 6h: Plan for Circulation automation replacement/renewal by 2028	<p>Activities:</p> <ul style="list-style-type: none"> 1. Determine End of Life on self-checks, gates, and AMH 2. Create City Capital Improvement project for automation replacement 	<p>Resources:</p> <ul style="list-style-type: none"> 1. Bibliotheca Inc. 2. Finance
Objective 6i: Plan for Network replacement/upgrade by 2028	<p>Activities:</p> <ul style="list-style-type: none"> 1. Determine needs and requirements for next generation network 2. Evaluate Cisco Meraki platform against alternatives 3. Evaluate grant opportunities to fund 	<p>Resources:</p> <ul style="list-style-type: none"> 1. Cisco Meraki 2. Other library and small business IT resources

Goal 7:

<p>Marketing [Customer Focus, Community] Johnson City Public Library will have a marketing strategy guided by the Library's mission, values, strategic plan, and community needs.</p>		
<p>Objective 7a: Create and implement targeted marketing plans to promote specific programs, collections, and community impact projects throughout the entirety of the long-range plan.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Work with staff to determine what needs promotion 2. Identify best methods and create individualized plans 3. Implement targeted plans 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Staff time 2. Media connections 3. Social media 4. Print materials 5. Google docs/sheets
<p>Objective 7b: Conduct qualitative and quantitative research to support facility, collections, programs, organizational readiness, and technology objectives throughout the entirety of the long-range plan.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Talk with other libraries about methods 2. Work with staff to create and conduct surveys, focus groups, or other research methods 3. Interpret results and incorporate into future planning 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Staff time 2. Research materials
<p>Objective 7c: Establish standard marketing procedures and processes by the end of 2025; to be reviewed annually.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Write marketing procedures and processes 2. Reevaluate and update every year using staff input and evolving marketing needs. 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Staff time 2. Inventory of existing unwritten processes / procedures
<p>Objective 7d: Crosstab geographic / demographic info and patron library usage stats to make data-driven marketing decisions by the end of 2025; to be reviewed annually.</p>	<p>Activities:</p> <ol style="list-style-type: none"> 1. Work with staff to share stats already being collected 2. Explore existing options in ILS/TLC for stats collection and retrieval 3. Use City's GIS maps to inform new marketing 	<p>Resources:</p> <ol style="list-style-type: none"> 1. Staff time 2. Surveys and forms 3. Reports 4. GIS maps 5. Library IQ

	4. Conduct micro-surveys with patrons	
Objective 7e: Implement email marketing by the end of 2027.	Activities: 1. Explore options within Library's existing systems (TLC, Wowbrary) 2. Research email companies/ contact other libraries 3. Collect email addresses 4. Identify segmented audiences and create user personas	Resources: 1. Staff time 2. Funding 3. Comprehensive email list 4. Email service
Objective 7f: Explore emerging marketing opportunities and platforms throughout the entirety of the long-range plan.	Activities: 1. Identify marketing needs 2. Research platforms: cost and potential effectiveness	Resources: 1. Staff time 2. Funding
Objective 7g: Conduct annual evaluation of the effectiveness of the Library's marketing platforms, in order to inform and improve their use.	Activities: 1. Identify each platform's goals 2. Learn each platform's data collection methods 3. Choose metrics 4. Gather and interpret data 5. Use to inform future decisions	Resources: 1. Staff time

Review Statement:

The Library's long range plan will be reviewed by the Long Range Plan committee at the end of the first year of implementation. The committee will make any changes to the plan and present it to the library board for review and approval. After the first year, the plan will be reviewed by the library director annually. At the end of the first five-year term, a new committee will be formed, a new community survey will be administered, and the process will begin again.