

CHATTANOOGA PUBLIC LIBRARY
1001 BROAD STREET
CHATTANOOGA, TENNESSEE

MINUTES
BOARD MEETING-MARCH 22, 2022
12:00 p.m.

The Board of Directors of the Chattanooga Public Library met on March 22, 2022 at 12:00 p.m. with Board Chair, William Sundquist, presiding.

Mr. William Sundquist, Board Chair, called the meeting to order.

Ms. Sara McManus called the roll. The following members were present:

Eric Broeren
Jess Friedowitz
Kim Gavin
Tom Griscom
Jocelyn Loza
Sara McManus
William Sundquist

Also present: Corinne Hill, Executive Director; Richard Beeland, Deputy Executive Director; Jason Sullivan, Chief Administrative Officer; Sheldon Owens, Operations Manager; Richard Groves, Assistant Director of Technology; Natalie Phillips, Finance Manager; Christina Sacco, Public Relations Coordinator; Michael Watson, Development Director; Michelle Fisher, Library Human Resources Business Partner; Aamna Khan, Fiscal Technician; Valerie Malueg, City Attorney; Chattanooga City Police Officer; and Karen Brown, Executive Assistant.

APPROVAL OF THE MINUTES OF THE FEBRUARY 15, 2022 REGULAR BOARD OF DIRECTORS' MEETING

Ms. Kim Gavin made a motion that the minutes of the February 15, 2022 Regular Board of Directors' meeting be approved. Ms. Sara McManus seconded the motion. The motion was approved and carried.

TREASURER'S REPORT:

Ms. Natalie Phillips, Finance Manager, reported:

RECEIPTS: 37% remaining of the operating budget to be received for the fiscal year 2021-2022

EXPENDITURES: 37% remaining of the operating budget to be expended for the fiscal year

Received State Metro Grant Reimbursement of \$125,913.48

FOUNDATION REPORT:

Mr. Michael Watson, Development Director, gave the Foundation report. The report is attached and made a part of the minutes. Mr. Watson mentioned that on April 30th Sush Shantha is spearheading an event in conjunction with Desi Chattanooga, the Asian Student Association at UTC, the Library, and the Library Foundation to celebrate the Indian Holi Festival. This event will benefit the Library Foundation. The vendors will be selling Indian cuisine, in addition to having a fashion show, music, and dancing. The sponsors are still working with the city to determine which park will be used. It's a great fun day for the whole family.

DIRECTOR'S REPORT

Ms. Corinne Hill introduced Michelle Fisher, the Library Human Resources Business Partner. She is housed in the library and assists with hiring, discipline and terminations.

Ms. Corinne Hill requested a motion for the Board to authorize the Executive Director of the Chattanooga Public Library to enter into a lease agreement with OBC Properties, Delaware, LLC for the lease of approximately nine thousand eighty-four (9,084) square feet of space for the operation of the Eastgate Branch Library in the 5900 Building, Suite 1500, 5705 Marlin Road, for the term of five years, for the annual rent of ninety-four thousand nine hundred eighty dollars (\$94,980.)

Mr. Erik Broeren made a motion to authorize the Executive Director of the Chattanooga Public Library to enter into a lease agreement with OBC Properties, Delaware, LLC for the lease of approximately nine thousand eighty-four (9,084) square feet of space for the operation of the Eastgate Branch Library in the 5900 Building, Suite 1500, 5705 Marlin Road, for the term of five years, for the annual rent of ninety-four thousand nine hundred eighty dollars (\$94,980.) Ms. Sara McManus seconded the motion. The motion was approved and carried.

Mr. Erik Broeren asked if the new lease would include any updates to the Eastgate branch facility? Ms. Valerie Malueg, City Attorney, responded that she believed there were some improvements that were negotiated during the contract negotiations. Mr. Jason Sullivan, Chief Administrative Officer, responded that the carpet will be updated, flooring in the break room will be replaced, and a small hole in the wall of the bathroom will be repaired.

Ms. Corinne Hill asked the Board for a motion to approve revisions to the Circulation Policy.

Ms. Kim Gavin made a motion to approve revisions to the Circulation Policy. Ms. Sara Mcmanus seconded the motion. The motion was approved and carried.

The revisions are attached and made a part of the minutes.

Ms. Corinne Hill asked the Board for approval to close the Library for Staff Development Day on Friday, June 10, 2022.

Ms. Sara McManus made a motion to approve closing the Library on Friday, June 10, 2022 for Staff Development Day. Mr. Erik Broeren seconded the motion. The motion was approved and carried.

Ms. Corinne Hill, Library Director informed the Board of the contract renewals and purchases listed below.

Contract Renewals

Culligan

Year 2 of 5

Boiler and chiller water treatment. Estimated spending \$800/quarter

Patron Point Verify

Year 2 of 5

Automated Library card renewal service. Estimated spending \$19,279

Infogroup

Year 3 of 5

Reference USA database access for patrons. Estimated spending \$8,643

New Purchase Under \$25,000

Zoobean

Year 1 of 4

Summer reading tracking service. Estimated spending \$4,605

Total licensing \$16,935

Ms. Corinne Hill informed the Board that the powerwashing of the library has been completed.

Ms. Corinne Hill informed the Board that the Library will be closed on Friday April 15, 2022 for the Spring Holiday.

Ms. Corinne Hill reported to the Board regarding the library budget. Ms. Hill and Mr. Richard Beeland, will be attending a budget meeting with the City's Chief Financial Officer, Brent Goldberg, this afternoon at 2:00 p.m. Ms. Hill reported that there is a gap of somewhere between \$26,000,000 and \$28,000,000 million dollars in what city departments have requested and what is actually available. The Library is asking for a lot in our capital and operating budget.

Ms. Hill discussed the Library Strategic Planning draft with the Board. She reported that the library staff spent 2 days at the Bridge Innovate offices working on the strategic plan draft. Ms. Hill wanted to give the Board a sneak peek of the strategic planning draft that will still need to be run by the library's strategic planning sponsor team. The five key areas for the next 3- 5 years will be, Customer Experience Amplification, Welcome to Your Library, Life Journey Navigators, Literacy Beyond, and Spark Curiosity. Another important component is that our strategic plan aligns with the Mayor's One Chattanooga Strategic Plan, especially for funding. Ms. Hill sent the entire draft document to the Board prior to this meeting. However she felt that reviewing this pathway document for the strategic plan would be helpful.

Mr. Tom Griscom asked if there were any success measures that go with the plan? Ms. Hill responded, yes, that it is located in the strategic planning initiative road map. There will be key performance indicators and metrics for each initiative. Mr. Griscom inquired if Ms. Hill intended to bring the final plan back to the Board for approval before sharing it with the city council? Ms. Hill responded that she would be bringing the final plan back to the Board for approval.

Mr. Richard Beeland commented that the strategic road map is a working document from the two day strategic planning meeting. The final document will be a lot clearer, this draft is a work in progress.

Ms. Jess Friedowitz commented on how to determine the best outcome measures of success for each category in the strategic plan. Ms. Hill responded that we encourage feedback on our website, in person comment cards, and a survey sent out to the public during the strategic plan. Ms. Jess Friedowitz felt that social media could play a large part in measuring outcomes of programs. She suggested posting questions on Facebook and Twitter such as what did you learn at your library today?

Mr. Tom Griscom told Ms. Hill that he is interested in seeing how the library's strategic planning goals integrate together with the One Chattanooga goals for measurement of success. He asked Ms. Hill if we are measuring to report back to the city on how our goals tie into the Mayor's One Chattanooga plan? Mr. Griscom felt that was unclear in the current draft of the

plan. Ms. Hill agreed that this is a working draft of the strategic plan and moving forward we would certainly be working to integrate the goals.

Ms. Corinne Hill requested the Board give any feedback on the strategic plan by end of the week or early the next week.

Ms. Corinne Hill reported that the Library applied for an IFLA (International Federation of Libraries Association) marketing campaign award for the Here We Grow Campaign. We came in third place and won €3,000 for our technology fund and €1500 for travel to Dublin to give a presentation about the campaign.

There is no travel report this month.

Ms. Christina Sacco gave the monthly public relations report. The report is attached and made a part of the minutes.

Mr. William Sundquist, Board Chair, mentioned his recent Titanic lego post on his Facebook page promoting our Library Curiosity Club Titanic event. He has received a lot of comments and likes. Ms. Christina Sacco explained the library is working with the Foundation to fund a night of drinks, trivia, music, and food while building the Titanic lego. This event will be Sunday, April 10, 2022.

Mr. William Sundquist, Board Chair, commented that we shifted the board meeting this month by a week and that the April board meeting will be April 19, 2022. He encouraged all board members to make it a priority to attend.

Mr. William Sundquist asked for a motion to adjourn the meeting.

Mr. Erik Broeren made a motion to adjourn the meeting. Ms. Sara McManus seconded the motion. The motion was approved and carried.

Mr. William Sundquist, Board Chair, adjourned the meeting at 12:59 p.m.

A handwritten signature in cursive script that reads "Sara McManus". The signature is written in dark ink and is positioned above a horizontal line.

Ms. Sara McManus, Board Secretary



Foundation Board Report- March 10, 2022

Finance Committee- Mr. Dunham

- We are currently in the middle of the process of switching from Smart Bank to Pinnacle Bank, which is causing some delays with update of Chart of Accounts. Checks and Cards are being ordered. We hope to be operating with Pinnacle in March and have Smart Bank closed by end of April.
- Cleared for Community Foundation Grant and should receive \$5300 soon
- Holiday Giving Campaign wrapping up with incoming sponsorship donations
- Amazon had negative impact again in January

Governance Committee- Ms. Watson

- Board Renewal time is upon us for some of our members.
- Annual Conflict of Interest forms being mailed and emailed for completion
- Ashley's Job Title/Description is up for review to expand to current duties

Marketing Committee- Ms. Cooke

- Committee name change occurred from PR to Marketing as we will be focusing more on Community Outreach

Friends of the Library Committee- Ms. Sanders

- This Committee will be focusing on "get the books out of the basement" approach and center on fundraising/revenue discussion
- Amazon issue will be worked on by Executive Committee and Governance

Office Manager Report- Ms. Paul

- Book sales continued strong on both ABE and Alibris. We have had a lot of books to process lately due to the gracious book donations by the community and the Library Discards.
- New volunteers have joined our family and are currently training in all aspects of the downstairs operations. Michael's blurb in the Library Newsletter really sparked an interest.
- Purchasing occurred for the TOP Grant Items in support of the Content Creator Camp as well as the Instrument Lending Library, Summer Learning and STEM Programs

Library Director's Report- Ms. Paul (on Mr. Watson's behalf)

- The Strategic Plan Process is being worked through and groups are efficient! In March, they will start the Ideation phase after the completion of the Research Phase
- Staff Day was postponed with guidance from Dr. Mary Lambert in the Mayor's Office. Will be rescheduled for later.

Circulation Policy Changes:

Page 2: Updated for our move from paper to digital format

Page 3:

- (i) New card option (digital)
- (ii) Increased to three (3) books
- (iii) Edited for clarity
- (iv) Increased access to services and edited for clarity
- (v) Edited for clarity

Page 4:

- (i) Updated to reflect increase to \$10.00 approved during COVID
- (ii) Edited for clarity
- (iii) Edited for clarity

Page 5:

- (i) Updated to reflect increase to \$10.00 approved during COVID
- (ii) Added to guide customers (Non-traditional Collections)
- (iii) Updated (Non-traditional Collections)

Page 6: Updated and edited for clarity

Page 8: Updated to reflect increase to \$10.00 and \$50.00 approved during COVID (Overdue Materials and Outstanding Fees)

Page 9: Updated to reflect increase to \$50.00 approved during COVID and for clarity

CHATTANOOGA PUBLIC LIBRARY

CIRCULATION SERVICES POLICY

Mission and Purpose

The Chattanooga Public Library provides free and equal access to library materials and services and is guided by its Mission *to be the community's catalyst for lifelong learning.*

The library supports the individual's right to have access to ideas and information representing all points of view. The library board has adopted the American Library Association's statements regarding the following: Library Bill of Rights, Freedom to Read, Freedom to View, and Access to Electronic Information, Services and Networks.

It is the policy of the Chattanooga Public Library not to forbid or impede the circulation of items from the library collection to any of its cardholders in good standing, whether resident or non-resident, based upon that cardholder's race, creed, national origin, age, place of residence, or other personal criteria. While the Library supports these principles, in the case of minors (17 and under), we are also obligated to comply with Tennessee Code 39-17-911; Sale, loan or exhibition of material to minors.

Access to Library Materials by Minors

It is the policy of the Chattanooga Public Library that parents or guardians, **not** the library staff, are responsible for monitoring and approving the selection of materials made by their children. It is the parents or guardians—and **only these**—who may restrict their children—and only **their** children—from access to library materials and services. Parents or guardians who wish to block their children from borrowing items from the young adult or adult collections should request that library staff issue a card limited to taking out materials with a juvenile designation. The library staff cannot and do not act *in loco parentis*.

Registration and Issuance of Library Cards

Resident Full Access Library Card

An adult applicant (over the age of 17) is eligible for a library card free of charge for one year upon making proper application if they meet one (1) of the following qualifications:

- (1) they reside within the city limits of the City of Chattanooga;
- (2) are a City employee;
- (3) non-residents who own real property within the city limits;
- (4) non-residents who operate a business within the city limits and who render business personal property for ad valorem taxes and who pay those taxes (current tax receipt must be presented at time of library card sign-up);
- (5) college students who reside within the city limits of Chattanooga;
- (6) volunteer twenty (20) documented hours of service to the library. Volunteer opportunities are limited to library needs. customers may be placed on a waiting list or assigned to a different library location; and
- (7) Are currently enrolled in a Hamilton County public school. Cards to students will be issued and renewed through the child's school.

A non-expired government issued photo ID with the applicant's current address must be presented at the time of application. If the photo ID lacks a current address, a current official document reflecting the applicant's name and address or a typewritten or computer generated document postmarked within the last 30 days that reflects their name and address is required.

A P.O. Box address may be used as a secondary mailing address, but is *not* accepted as address verification.

City employees who reside outside the city limits must provide a current City of Chattanooga Employee ID or paystub at the time of application.

Non-residents who own property or a business within the city limits must present proof of property ownership in the form of a city tax bill together with a photo ID showing the applicant's current address as described above. The non-resident applicant shall have the burden of proving real property ownership and payment of personal property taxes for taxation purposes.

College students who reside on campus within the city limits of Chattanooga must provide a government-issued photo ID and proof of current residence.

At the age of 18, an applicant is considered an adult and can apply for a library card without need of parental permission. A parent or legal guardian must be present to accept responsibility for materials checked out on a minor's account when an applicant aged 17 or under first picks up their card. A non-expired government issued photo ID with the parent or legal guardian's current address must be presented at the time of application. If the photo ID lacks a current address, a current official document reflecting the applicant's name and address or a recently postmarked document that reflects their

name and address is required. The child must be in attendance with the parent or guardian in order to receive the card.

Non-resident Full Access and Digital Cards

A full access card is available to non-residents of the City of Chattanooga for a nonrefundable annual fee of \$50.00.

A digital card with access to the library's digital downloadable content is available by remote application with no proof of residency required. The digital card is available for a nonrefundable annual fee of \$50.00.

Youth Courtesy Cards

Youth Courtesy Cards may be issued to a person 17 years of age or younger. This card allows the applicant to check out three (3) books (print version) at a time and access our downloadable content. DVDs may not be checked out on Youth Courtesy cards. The card expires six (6) months from the date issued and is non-renewable. A parent or guardian does not need to be present for youth to sign up for a Youth Courtesy Card, and photo ID is not required.

Youth Courtesy Cards are issued to youth who live inside the City limits, as well as those who live outside the City limits and those who are only visiting during the summer.

Temporary Resident Cards

Individuals without a permanent residence in the City of Chattanooga may acquire a Temporary Resident Card, upon showing a photo ID. In cases where a photo ID is not available, two pieces of official identification with the applicant's name will be used as a substitute. Please check with a staff member for a list of acceptable identification. The applicant may have up to three (3) books (print version) checked out at a time and access our downloadable content. Non-traditional library materials may not be checked out on the Temporary Resident Cards. The card expires in three (3) months and may be renewed for an additional three (3) months, with accounts in good standing.

Business and Nonprofit Cards

Library cards will be issued in the name of an organization or business located in the City of Chattanooga upon request by the entity's executive director or owner. The request must be made in person, and the executive director or owner must provide proof of their position in the company or organization. Responsibility for this account rests with the applicant. A photo ID with proof of the current business and mailing address must be provided. An out-of-city business may acquire a business card and is subject to the same requirements as stated above and will be required to pay the \$50.00 annual non-resident fee.

Expiration Dates and Renewal of Library Cards

Cardholders will be requested to provide identification at the time of card renewals.

- Resident and Non-resident Library Cards expire one (1) year from date issued and are renewable as long as the account is in good standing (outstanding fines or fees total less than \$10.00), and if applicable, upon payment of the \$50.00 non-resident fee.
- Cards issued through the Hamilton County public schools will be renewed automatically each year the child re-enrolls.
- Temporary Resident Cards expire after three (3) months and may be renewed for an additional three (3) months, as long as the account is in good standing (no fees or overdue materials).
- Youth Courtesy Cards Expire after six (6) months and are not renewable.

Lost & Replacement Cards

Customers are eligible for a one-time free replacement card. For security purposes, staff will not be able to give out library card numbers. A customer who loses their card may replace it. Replacement plastic library cards are available for a fee of \$1.00, payable at the time of the request. Customers will need to verify their identity to receive a replacement card. Cardholders may use a photo ID to check out materials, and may obtain a guest pass to use the computer if they do not have their library card. Cardholders are responsible for notifying the library of a lost or stolen card so that a block may be put on the account to prevent the unauthorized checkout of any additional items on that card. Cardholders are responsible for materials checked out on lost or stolen cards that have not been reported.

Checking Out Materials

A library customer should present their library card in order to check out materials. If a customer's library card is not in their possession at the time of checkout, they can use a photo ID to check out materials.

Customers with outstanding fees over \$10.00 will not be allowed to check out additional materials.

All circulating materials may be borrowed by cardholders for three (3) weeks (21 days), except for DVDs and magazines which check out for seven (7) days. In some instances, a limit has been placed on the number of non-traditional items that may be checked out by customers. Customers may not exceed these limitations:

Video items	10 per card
Audio items	10 per card
Digital downloads	Varies by platform
Total items checked out may not exceed	100 per card

The receipt issued at checkout serves as the official notice of the due date for an item or items, and the customer is responsible for knowing the actual return date.

Non-traditional Collections

Non-traditional collections have unique circulation procedures that apply. Visit the library website or ask staff for more detailed information.

Check In Policy

Items may be returned to any Chattanooga library location. All items are checked for damage and for missing pieces before they are checked in and removed from a customer's account. A customer whose items are checked in after the due date will be assessed late fees by the library's automation system.

Non-traditional collection items cannot be returned via book drops, and must be returned to the location that they were checked out.

Items Returned Incomplete

If a customer returns an item that is lacking one or more of its components, the customer is responsible for returning the missing component(s). The library will contact the customer. The item will not be removed from the customer's account (i.e. will not be checked-in) until the missing component(s) is/are returned. In the event the customer

does not return the missing component(s), the item will be considered “lost” and the customer will be assessed the appropriate replacement and processing fees.

Overdue Fees

Overdue Fees are assessed if an item is not returned by the close of business on the due date. The fee is \$0.10 per item, per day.

Different late fees may apply to non-traditional circulating collections.

Renewal Policy

Library materials may be renewed through the Online Public Access Catalog or by staff at the customer's request. Items may be renewed up to 99 times, but items with holds will not be renewed.

Lost Materials

If a customer loses an item, the customer is responsible for the replacement cost and processing fee for that item (i.e., the list price of the item at the time it was added to the collection according to the item record. In the event that no amount is indicated in the item record, then the replacement cost will be the amount the item is listed for sale as a new item). The customer cannot replace or substitute the lost item with another item. In the event a lost item that has been paid for is found and is returned to the library, the customer will receive a refund according to the City of Chattanooga procedures. The refund amount is the amount paid for the item less the overdue charges (due date to paid date).

At three hundred sixty-five (365) days overdue, the customer will no longer be eligible to receive a refund for the return of lost materials, nor will the customer be eligible for any waiver of any account fees or fines attached to the overdue item(s). The customer will be responsible for the replacement and processing fees associated with the lost item(s).

Overdue Materials

Materials checked out and not returned forty-five (45) days after the due date are considered “lost.” The customer is billed for the replacement costs of the materials.

Items returned within 365 days from their original due date will not incur the replacement cost. Overdue fines for these items will be capped at \$10.00 per item.

Damaged Materials

Items damaged beyond normal wear and tear, including purposefully defacing or destroying library material, are the responsibility of the customer. Fees for damaged materials will be the replacement cost plus processing fees for the material.

If the customer has lost or permanently damaged a DVD or Music CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.

Miscellaneous Charges for Damages

Damaged Audiovisual Case	\$2.00
Lost or damaged CD/DVD/Audiobook cover/insert	\$2.00

Claims Returned or Claims Never Had

When a library customer claims that an item (owned by The Chattanooga Public Library) still charged out to them has been returned to the library, or that they never borrowed that item in the first place, the customer may request that the library mark the item as "Claim Returned" or "Claim Never Had" (both hereinafter referred to as "Claimed"). The library will then search and bill according to its Claimed Returned Procedures.

Holds

Customers may place up to 30 hold requests on circulating items. 10 of these holds may be DVDs and 10 may be CDs. Items are held for seven (7) days. If the item is not picked up within the time allotted, the hold is canceled and the item is returned to circulation or fills the next hold in the queue.

In order to check out the hold item, the customer must present the library card on which the hold request was made or be a designated cardholder associated with the customer who originally placed the hold. No pickups will be allowed without the originating card or a designated customer association. If a customer presents the card that originated the hold or the customer has an associated library account, check-out will be allowed even if the cardholder is not present at the time of pick-up. No other account information will be shared without proper identification or presenting the library card.

Interlibrary Loan Titles

The Chattanooga Public Library participates in the ALA-sponsored Interlibrary Loan program. The Chattanooga Public Library will request from another library materials that

are not available to its customers locally. This includes print as well as non-print materials, such as DVDs, audiobooks, and microfilm. Only print items will be loaned to participating libraries. In order to request a title through this service, the customer's full-access account must be active and in good standing. Customers may have no more than five (5) Interlibrary Loan titles on their account at the same time.

The library honors any restrictions and/or check out periods the lending library may place on the material. The library customer is responsible for all materials borrowed from another library at the customer's request. The library customer will pay any charges assessed by the lending library. Interlibrary Loan items checked out by a customer are subject to the same late fees as a Chattanooga-owned title. In order to check out the item, the customer must present the library card on which the interlibrary loan request was placed. Items are held for seven (7) days. If the item is not picked up within the time allotted, the loan request is canceled and returned to the lending library. If a customer presents the card that originated the request, check-out will be allowed even if the cardholder is not present at the time of pickup. No pickups will be allowed without the originating card.

Courtesy Notices

The Chattanooga Public Library sends Courtesy Notices to customers who choose email as their primary notification option. For all checked-out items, a courtesy notice is sent three (3) days in advance of the due date. Failure to receive a courtesy notice does not exempt the customer from any overdue charges.

Overdue Materials and Outstanding Fines and Fees

As a courtesy, the Chattanooga Public Library notifies customers whenever they have overdue materials or owe fines or fees of \$50.00 or more. Library customers who have unpaid fees over \$10.00 will not be able to check out materials.

At one (1) day overdue, or when the customer reaches the \$50.00 fine threshold, a notice is sent via email and/or text-messaging.

At five (5) days overdue, or when the customer reaches the \$50.00 fine threshold, a second notice is sent via email, text-messaging.

At twenty-eight (28) days overdue, or when the customer reaches the \$50.00 fine threshold, a third notice is sent via email, text-messaging.

At forty-five (45) days overdue, or when the customer reaches the \$50.00 fine threshold, the customer will receive a final courtesy notice that reflects the replacement and processing cost for each item, or the fines and fees owed.

At sixty (60) days from the due date of the materials, or when the customer reaches the \$50.00 fine threshold, if a customer does not resolve their outstanding account, and they are in excess of \$50.00, the account is referred to a collection agency. A collection fee of \$15.00 is charged to the customer's account at this time.

At three hundred sixty-five days (365) overdue, the customer will no longer be able to receive a refund for the return of lost materials. The customer will be responsible for the replacement and processing fees associated with the lost item(s).

Not receiving an overdue notification does not exempt the customer from paying outstanding fees.

Approved by Chattanooga Public Library Board of Directors on January 15, 2013
Revised and approved by Chattanooga Public Library Board of Directors on July 15, 2014
Revised and approved by Chattanooga Public Library Board of Directors on January 20, 2015
Revised and approved by Chattanooga Public Library Board of Directors on January 12, 2016
Revised and approved by Chattanooga Public Library Board of Directors on November 15, 2017
Revised and approved by Chattanooga Public Library Board of Directors on February 20, 2019
Revised and approved by Chattanooga Public Library Board of Directors on March 22, 2022

February 2022 Public Relations Report for Board of Directors

Press Releases:

- Sent 1 release about Linda Moss Mine's lecture on Russian and Ukrainian history.

Media mentions:

- 14 from the following outlets: WTVN Channel 9 News, WUTC, *Chattanooga Pulse*, *The Chattanooga*, *Times Free Press*, Patch.com and NOOGAToday.

Interviews:

- 1 interview with This n That

Social Media Metrics:

- 22,409 Followers - increased by 216 from January.
- 13,268 Engagements (likes, comments and shares) - increased by 2,755 from January.
- 202,230 People Reached - increased by 7,660 from January.

Notable News

- Patron Point email read rates continue to increase month-over-month. January was 23% and February was 28.6%.
- [Chatt Library TV](#): Subscriber count is now over 900!
- Downtown Library hosted a special history lecture with Linda Moss Mines to provide a context to Russia's war on Ukraine. We had about 40 people attend in person and 58 attend virtually!
- The Library is hosting six events in Cooper's Alley through a partnership with River City Company. March 26 will feature Greg Funderburg presenting his new children's book, *Jeremiah's New Beginning*.
- The Library is also hosting local news personality David Carroll on March 19, and he'll be presenting from his new book *Hello, Chattanooga*.
- We have also started promoting two April events - a Creator's Camp funded by a TOP grant and a special Curiosity Club featuring the LEGO Titanic.
- The PR team is coordinating with the 4th Floor team to capture in-person programming footage this month to update our awareness video.