

**MEETING MINUTES
TRAPHENE HICKMAN LIBRARY BOARD
THURSDAY, MARCH 6TH, 2025
6:30 P.M.**

Traphene Hickman Library Board Members Present:

Christine Benson, Lee Ruth Bryant, Dr. Deborah Cawthon, Elaine Cook, Cheryl Gee, Nedin Glover, Rebeca Guevara, Joyce Kinney, Alzena McGrew, Jacquelyn Moore, Mary Sadousky, Darien Shelton, and Edgar Williams.

Traphene Hickman Library Board Members Absent:

George Bellomusto, Jenny Martinez, Edith Gracia.

City Staff Present:

Aranda Bell, Traphene Hickman Library Director; Correne Constantino, Assistant Library Director; Diane Philip, Adult Services and Outreach Librarian; Emily Villafranco, Librarian; Chelsey Randal, Teen Librarian; and Anna Lee, Library Admin Secretary.

Others present:

Friends President, Beverly Powell.

I. Call the Meeting to Order:

Library President, Mary Sadousky, called the meeting to order at 6:35 p.m.

II. Citizen Forum:

No Citizen Forum.

III. Approval of Minutes for January Meeting:

Rebeca Guevara made the motion to approve minutes from the January meeting. Elaine Cook seconded the motion, and the motion was carried unanimously.

IV. Operations Update:

-Library Director, Aranda Bell, shared library operation statistics for the month of January 2025 highlighting continued increases in all areas.



-Ms. Bell announced three Youth Storytellers from the Library will be showcased at the Tejas State Story Festival on March 8th.

-Ms. Bell noted Cedar Hill has been selected to host the State Youth Advisory Leadership Council in 2026.

-Ms. Bell announced Sam Chavez, Event Attendant, will be leaving and noted how instrumental he has been in developing how the Event Space is utilized. In addition, she noted Ryan Lastufka, Tech Assistant, has also left. Both positions have been posted, and interviews are underway.

-Correne Constantino, Assistant Library Director, presented a summary of her journey from a part-time LSR to her new position as Assistant Director. She emphasized how she capitalized on her core strengths to spearhead the transition to the new library building, create written Library Operating Procedures, and develop a premier Customer Service Culture for our patrons.

-Anna Lee passed out Care Bags to the Board members and explained they were assembled by the Rotary Club and Library Staff. These bags contain a few essential items and are available for anyone we come across in the community that may be experiencing homelessness.

V. Collection Development Policy Readoption:

Diane Philip, Adult Services and Outreach Librarian; Emily Villafranco, Librarian; and Chelsey Randal, Teen Librarian presented information on the selection and management of the Traphene Hickman Library (THL) Collection.

The following points were covered in the Freedom to Read presentation:

-The THL Collection includes displays and programs as well as physical and electronic reading material. Collection selection criteria is based on community interests, current trends, and professional reviews.

-The THL Staff utilizes the American Library Association (ALA) guidelines to ensure the collection meets the needs of our diverse community by providing access to historical, current, and high interest items in various formats.

-A Reconsideration of Library Materials Process has been developed to equitably review public challenges to items in the collection. To submit a concern, the patron fills out an official form to start the review process. They must have read the entire material, be a resident of Cedar Hill, and have a valid THL Card.



-There is also a Suggested Purchase Form available on the THL Website for patrons to submit their ideas for future purchases to the collection.

-The Board's role as a community advocate for the Library was highlighted.

Appreciation was expressed for the Board's participation and support.

-Dr. Deborah Cawthon expressed her complete confidence in the choices our Library Staff have made and praised the thoughtfulness and dedication involved in creating the Reconsideration Policy to meet the needs of all parties.

Jacquelyn Moore made the motion to re-adopt the Collection Development Policy. Elaine Cook seconded the motion, and the motion was carried unanimously.

VI. Advisory Board Topics:

Mary Sadousky and other Board members noted issues with receiving final approval when registering as a volunteer through the library website. Aranda Bell will investigate the matter and follow up with the Board.

VII. Friends Report:

-Friends President, Beverly Powell, presented the finalized Monetary Support Goals for 2025. She highlighted The Friends are the exclusive sponsor of the Summer Reading Program.

-Ms. Powell stated the group attended the Neighborhood Block Party event where they passed out flyers that will hopefully generate increased interest in all they do for the library. They will also have an information table at the Cedar Hill Arbor Day Celebration on Saturday, April 12th.

VII. Adjourn:

Mary Sadousky adjourned the meeting at 8:04 pm.

Mary Sadousky, Traphene Hickman Library President:

Signature: Mary Sadousky Date: 5-1 2025

Anna Lee, Traphene Hickman Library Board Liaison

Signature: Anna Lee Date: 5-1 2025



Board Member	Term Expiry	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Bellomusto, George	2025	P	A	-	-	A	-	P	-	A			
Benson, Christine	2026	A	P	-	-	P	-	P	-	P			
Bryant, Lee Ruth	2025	P	P	-	-	P	-	P	-	P			
Cawthon, Dr. Deborah	2026	P	P	-	-	P	-	P	-	P			
Cook, Elaine	2025	P	P	-	-	P	-	P	-	P			
Gee, Cheryl (EO)	2025	P	P	-	-	P	-	P	-	P			
Glover, Nedin (EO)	2025	P	P	-	-	P	-	P	-	P			
Gracia, Edith (EO)	2025	P	P	-	-	P	-	P	-	A			
Guevara, Rebeca	2026	P	P	-	-	P	-	P	-	P			
Kinney, Joyce	2026	A	A	-	-	P	-	A	-	P			
Martinez, Jenny	2025	A	P	-	-	P	-	A	-	A			
Alzena McGrew (EO)	2025	P	P	-	-	P	-	P	-	P			
Moore, Jacquelyn	2026	P	P	-	-	P	-	P	-	P			
Sadousky, Mary	2025	P	P	-	-	P	-	P	-	P			
Shelton, Darien (EO)	2025	P	A	-	-	P	-	A	-	P			
Williams, Edgar (EO)	2026	P	A	-	-	P	-	P	-	P			

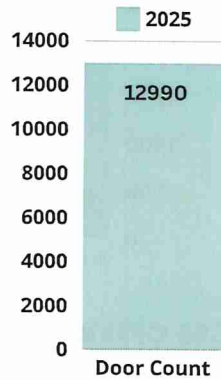
TRAPHENE HICKMAN LIBRARY

JANUARY '25 BY THE NUMBERS

Ten Library statistics for a snapshot of January '25.

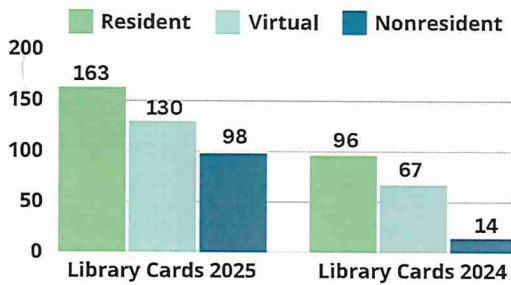
LIBRARY VISITS

The number of people who visited the Library in January '25. We were closed Jan. 1st and the 20th. The door counter at ZBWL in January '24 was out of order during this time.



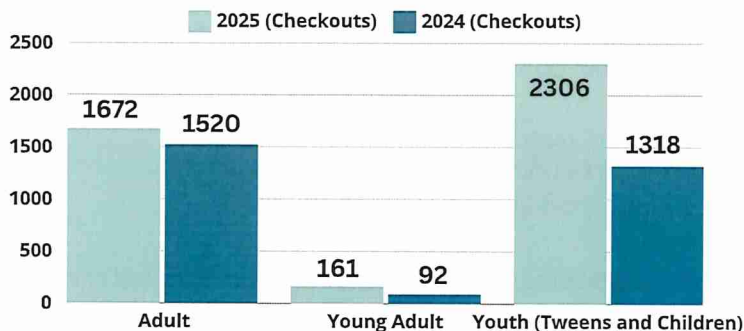
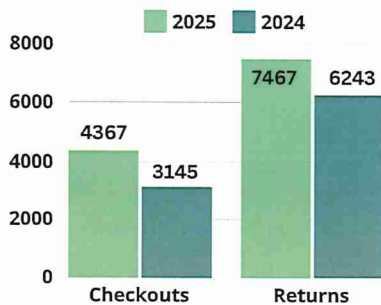
LIBRARY CARDS ISSUED

Resident, virtual, and nonresident library cards issued during Jan. '25 and Jan. '24.



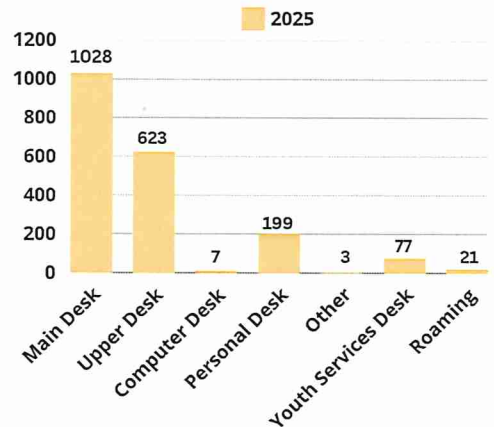
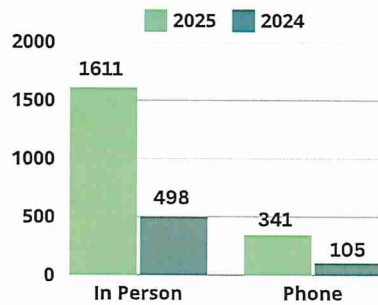
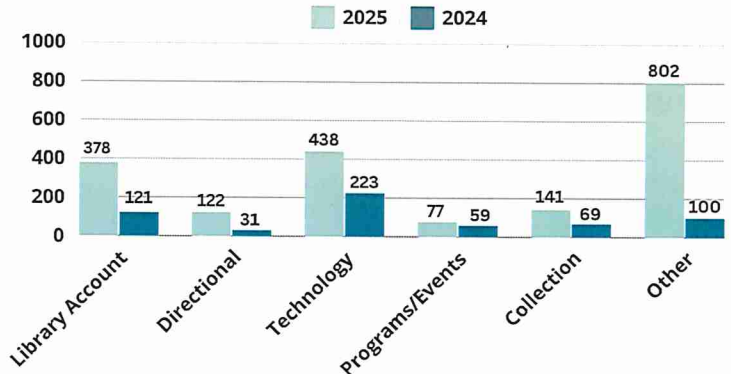
ITEMS CIRCULATED

The number of items checked out during the month of January.



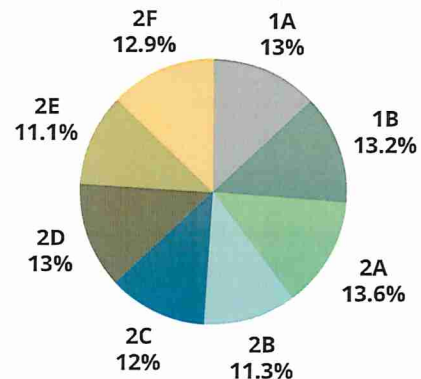
REFERENCE HELP

Gimlet statistics recorded during the month of January. The total number of recorded questions for Jan. '25 is 1,958 and the total for Jan. '24 is 603.



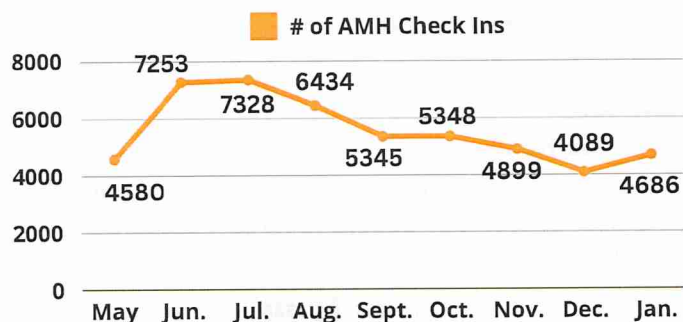
STUDY ROOM RESERVATIONS

Reservations made for all 8 study rooms for the month of January. On average, each room had 109 reservations for the month and about 4 reservations a day. We were closed Jan. 1st and the 20th.



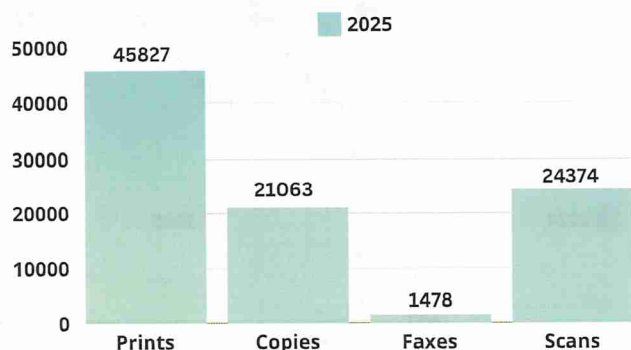
AMH CHECK INS

AMH check ins for the month of Jan. '25 is 4686. This does not include check ins at the service desks.



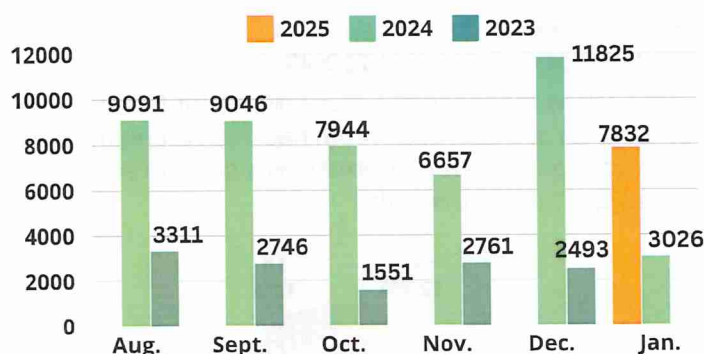
COMPUTER JOBS

Computer prints, copies, and faxes from both upper and main level printers used by patrons.



WEBSITE VISITS

The total number of visits to the Library's main webpage in Jan. '25 is 7832. The statistics portal is unable to differentiate between staff and patrons visits.



Youth

1. Toddler Storytime - 60 attendees
 2. Toddler Storytime - 55 attendees
- These are 2 different storytime dates

Tweens

1. Paws & Reading Tutors - 18 attendees
2. Free Build Lego Hour - 12 attendees

Teens

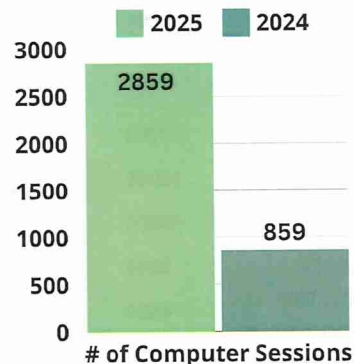
1. Mayor's Teen Council Meeting - 25 attendees
 2. Mayor's Teen Council Meeting - 23 attendees
- These are 2 different meeting dates

Adults

1. Night at the Opera: A Celebration of "The Unexpected Diva"
2. Mastering the 30-Second Elevator Pitch: SCORE Business Workshop

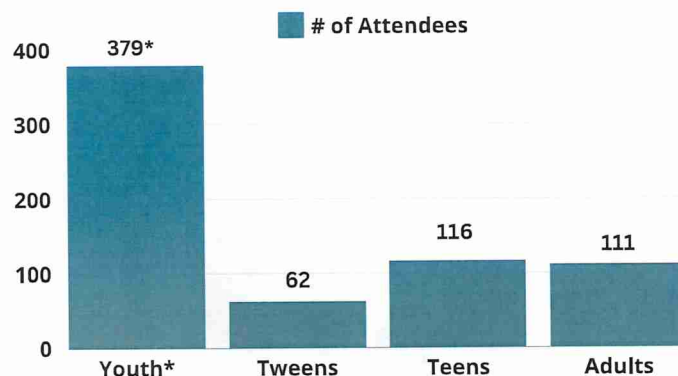
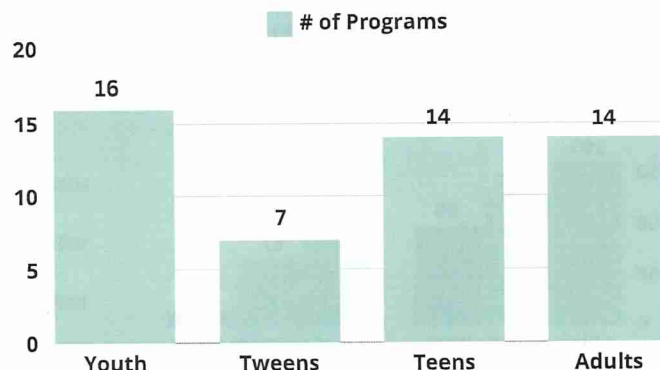
COMPUTER SESSIONS

Computer log ins for Jan. '25 and Jan. '24. This is an 233% increase compared to last year.



CLASSES OFFERED & ATTENDANCE

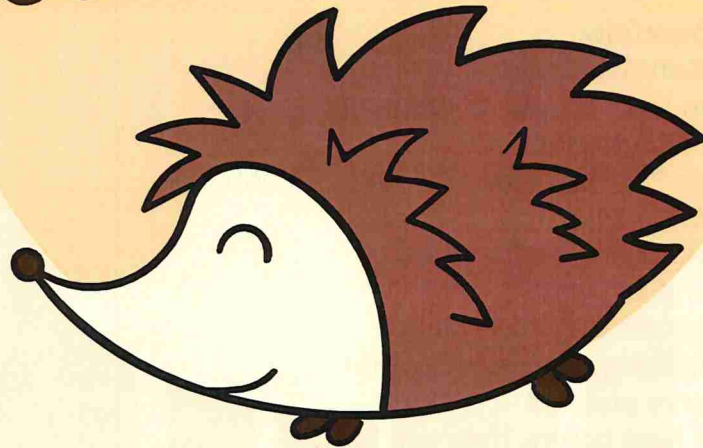
The number of classes offered per age group and the number of attendees.



*The youth attendees includes a virtual K-2 Read Along with 9 recorded views.

Top 2 attended in-person (at the Library) programs from each age group:

= 5 POINTS = OF CUSTOMER SERVICE



1

LISTEN PURPOSEFULLY

2

GO ABOVE & BEYOND

3

OFFER MORE

4

BODY LANGUAGE SPEAKS LOUDLY

5

SMILE & ACKNOWLEDGE

The Hedgehog's 5 Points of Customer Service

1. Listen Purposefully
2. Go above and beyond
3. Offer More
4. Body Language Speaks Loudly
5. Smile and Acknowledge

1. Listen Purposefully
 - a. Eye Contact
 - b. Listen to hear, not to respond
 - c. Give full attention
 - d. Notice People – body language, emotions
 - e. Ask Questions
 - f. Speak clearly and be kind
2. Go Above and Beyond
 - a. Show, not tell
 - b. No pointing, walk with patron
 - c. Observe and Act
 - d. Offer help before they ask for it
 - e. Follow Up
3. Offer More
 - a. Wow-Factor
 - b. Offer extra help or resources
 - c. Find solutions –give other options
 - d. Be available
 - e. Share more about programs, resources, and upcoming events/services
 - f. Stand-by to be sure the patron gets the outcome needed
4. Body Language Speaks Loudly
 - a. Eye contact, smile
 - b. Stand with open pose (no arms crossed)
 - c. Cell phones away – not in use
 - d. Communicate through your stance, facial expressions, etc.
 - e. Be observant of others' body language
 - f. "Read the room" when dealing with patrons and their needs.
5. Smile and Acknowledge
 - a. Eye contact and smile when they enter library
 - b. Welcome those coming into library
 - c. Thank patrons for coming, as they leave
 - d. Let people know they are being seen/heard with acknowledgement through facial features or words

Traphene Hickman Library

Mission

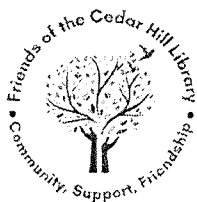
The mission of the Traphene Hickman Public Library is to be the community place that acts as the Door to Discovery connecting our culturally rich and diverse community to resources and services that promote lifelong learning, personal growth and development, and awareness of the arts.

Vision

Our vision is to be your third place in the community, after home or work, and a virtual resource anywhere you go. All are welcome and invited to read, learn, and engage with us here at the library!

Values

Service
Collaboration
Joy
Life-long Learning
Inclusivity



Friends of the Cedar Hill Library

2025 Goals

Traditional Literacy Programs:

Summer Reading Program: The goal of the Traphene Hickman Library's Summer Reading Challenge is to provide a diverse and inclusive summer experience that celebrates community connection and all that sparks our curiosity! We want to invite all ages to participate.

--Our goal for 2025: \$10,000

Youth Storytellers: The Youth Storytellers is for youth, grades 3rd through 8th, to learn the art of storytelling. They participate in national competitions, as well as perform at city-wide events, library events, and more. We provide scholarship funds to help cover travel expenses.

--Our goal for 2025: \$5,000

Backpack Kits: With help from the Friends, the Traphene Hickman Library offers backpack kits that support hands-on learning. Types of kits include reading/literacy, crafts, birdwatching and hiking, a variety of STEM and environmental projects, and more! Cost per kit ranges from \$25-\$70. Friends would like to double the number of kits.

--Our goal for 2025: \$3500

Karen Stanfill Scholarship: The Traphene Hickman Library offers tutoring for young children, tweens, teens, and adults in areas such as reading, language learning, math, coding, and more!

--Our goal for 2025: \$6,000

Digital/Technical Literacy Needs

--Our goal for 2025:

- i. \$5000 for Robotics Equipment as well as Coding Training Apps, etc
- ii. \$5000 for General Technology (laptops, software, apps, etc.)
- iii. \$40,000 Recording Studio

Cultural Literacy

Martin Luther King Day: This is a library sponsored event that includes a freedom march followed by a guest speaker.

--Our goal for 2025: \$2,500

Hispanic Heritage Month: This event celebrates Hispanic culture with live music, dance and cuisine.

--Our goal for 2025: \$2500

Veterans Day: This event includes the very popular event Reading with Our Veterans.

--Our goal for 2025: \$2500

Expansion of Library Arts Collection

The Friends of the Cedar Hill Library wants to assist the library in fostering an appreciation of local, regional, national and global art.

--Our goal for 2025: \$4000

