

Sep 2021

Library Director refusal to meet to answer questions on
Monthly Statistical Report

The librarian and staff produced statistical reports that were completely off. Here is one issue I caught five minutes after looking at the report:

...2. If 18,887 people came through the library in August, that is an average of over 626 people per day, every day. The library is only open 6 hours per day so that averages out to 100+ people per hour for every hour the library is open. Is this correct?"

3. ...If we rely on the machine at the front door to count the people entering and leaving....we need to find the 2,000 people who entered and didn't leave in August!...when was the last time it was calibrated?

The Librarian and staff had huge errors and never noticed them. They didn't allow discussions about how to fix this. Never found out about that machine at the front door. Still have questions.

From: Dee <nativetexandee@gmail.com>
Sent: Monday, September 27, 2021 12:19 PM
To: Ashley Taylor <ataylor@tylertexas.com>
Subject: Minutes

Hi Ashley,

I am going to be downtown tomorrow and would like to stop by and pick up the minutes from the last 12 months. Can you print them out and leave them at the front desk for me? I do not need the minutes from August 25th.

Also, is it possible for me to meet with the person who was putting together the spreadsheet from the last meeting? I would like to understand where those numbers come from and try to make sense of what I am looking at. What is the name of the person who was presenting that and do you think she would be available to speak with me? (sorry, I just don't know the staff's names.)

Finally, I would love to talk with the person who is running the computer labs - is she a full time employee and what is her name? She really has put together a great program that seems to be very popular. I have a couple of older students I may refer to her.

I will stop by tomorrow around 1:00 or 1:30 in case you are around then. Thanks very much! I am looking forward to working with you this year.

Dee Chambless
713-204-3478

*"Texas is a state of mind. Texas is an obsession. Above all, Texas is a nation in every sense of the word" —
Author John Steinbeck*

incredibly
scowed
#s of
visitors
to
library.

refusal to
meet to
answer
questions
on Monday
starts &
tracking traffic

Re: Minutes

Inbox

A

Ashley Taylor <ataylor@tylertexas.com>

Mon, Sep 27, 2021,
2:02 PM

to me, Ami

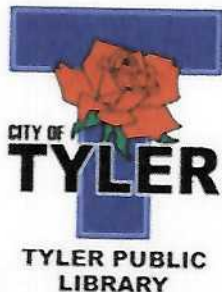
Hi Dee,

Absolutely! Ami is the young woman you would speak to regarding the stats. There is still quite a bit of cleanup to do, but she'd be more than happy to sit down with you. She will be available during the times you mentioned.

Brianna is the one who is currently running the Digital Literacy classes. Brenda Choy is her direct supervisor. bchoy@tylertexas.com

A packet of minutes will be made available for pickup. If you have any questions, please do not hesitate to reach out.

Thanks for reaching out.



Ashley Taylor

City Librarian, MLS

Tyler Public Library

201 S. College Ave

Tyler, TX 75702

Pronouns: she, her, hers, and they, them, theirs

ataylor@tylertexas.com | www.TylerLibrary.com

"The beautiful thing about learning is no one can take it away from you." – B.B. King



D <nativetexandee@gmail.com>

Spreadsheet

1 message

Dee <nativetexandee@gmail.com>
To: afortriede@tylertexas.com
Bcc: nativetexandee@protonmail.com

Thu, Sep 30, 2021 at 10:10 AM

Hi Ami,

Thank you for taking time out of your day yesterday to review the Monthly Statistical Report for Aug 2021. You made it easy to understand.

I have a few questions for you about the data on the August Monthly Statistical Report that was handed out in the last board meeting (attached for your convenience). I realize how busy you are and sure don't want to take up too much of your time - I just want to get up to speed quickly on the reporting aspect. So if you can respond in the next week or so it would be great. Here are my questions about this report:

1. Who does this Report go to? I assume they go to the city manager and city council, Is that correct and who else are these numbers sent to?
2. If 18,887 people came through the library in August, that is an average of over 626 people per day, every day. The library is only open 6 hours per day so that averages out to 100+ people per hour for every hour the library is open. Is this correct?
3. Based on our discussion, we are relying on the machine at the front door to count the number of people entering and leaving the library. If we rely on the numbers produced by the machine for reporting purposes, we need to find the 2,000 people who entered and didn't leave the library in August! Of course I am kidding, but the mismatched numbers make me believe that machine is broken. I would like to understand when we bought that machine, how much it cost, who maintains it and when was the last time it was calibrated (I am sure there are maintenance receipts somewhere).
4. I would like to better understand where the numbers come from for the Registration - Borrowers section.

If you are not the right person to answer these questions, please direct me to the person I should visit with. Again, thanks for your time yesterday - this report is a lot of work but it is really important information...I understand you sort of inherited it recently and are working diligently on it. Thanks for your good work.

I enjoyed meeting you.

Dee Chambless
713-204-3478

"Texas is a state of mind. Texas is an obsession. Above all, Texas is a nation in every sense of the word" — Author John Steinbeck

 MoStatRptAug21.pdf
603K

pg 1/2

attachment to
9/30 email to
overdrive
e library
Ami

Tyler Public Library					Monthly Statistical Report August 2021				
Monthly Indicators FY2020	Same Month Year Ago		Current Month		Last Year To Date		Current Year To Date		
Visits				% (- -)				% (- -)	
Library	454,363		18,887	-2306%	946,127	144,587		-554%	
Auditorium (Programs, Participants)	0	0	0	18,887	100%	404	6,399	144,587	0
Total	144,587		37,774	-283%	952,526	144,587		-559%	#DIV/0!
Program Attendance									
On-site (Participants)	0	0	25	409	100%	481	5,843	179	8,640
Off-site (Participants)	0	0	5	168	100%	116	4,085	34	1,276
Total	0	0	30	577	100%	597	9,928	213	9,916
Assistance									
Materials Avail:									
Information Desk	0		208	100%	1,658	2,418		31%	
Periodicals/AV	0		0		0	0			
Local/Family Hist.	0		37	100%	158	134		-18%	
Ref. Transactions:									
Information Desk	0		111	100%	1,754	1,170		-50%	
Local/Family Hist.	0		15	100%	461	79		-484%	
Total	0		371	100%	4,031	3,801		-6%	
Registration - Borrowers Added									
Resident/Taxpayer Adult	67		145	54%	972	940		-3%	
Children	29		35	17%	243	302		20%	
Salvation Army	11		4	-175%	95	43		-121%	
Organizational	13		7		76	43		-77%	
E-Card			16						
Paid: Adult	0		43	100%	58	59		2%	
Children	0		8	100%	2	110		98%	
Resident & Paid Registrations Added	120		258	53%	1,446	1,497		3%	
Internet Only	0		1		5	2			
Total Added	120		259	54%	1,451	1,499		3%	
Total Registration - End of Month	9,317		11,825	21%					
Circulation									
Adult	0		5,349	100%	235	59,165		100%	
Children	0		8,996	100%	0	92,578		100%	
Periodicals	22		39	44%	0	507		100%	
Audio-Visual	10		2,871	100%	436	29,225		99%	
Total	32		17,255	100%	671	181,475		100%	
E-book checkouts	2,426		0	#DIV/0!	2,862	19,346		85%	
E-audiobook checkouts	1,773		0	#DIV/0!	25,535	15,940		-60%	
E-videos	1,465		464		14,710	0			
Electronic Database Searches	252		13,403	98%	492	112,760		100%	
Internet Usage (Hours)	0		954		10,889	5,566		-96%	
Requests									
Reserves: Total	399		974	59%	142	8,853		98%	
Interlibrary Loan: Borrowed	48		60	20%	97,488	629		-15349%	
Loaned	74		45	-64%	0	320		100%	
To Purchase: Total	13		21	38%	0	108		100%	
Total Requests	534		1,100	51%	97,630	9,910		-885%	
Hours Open	240		156	-54%	2,103	1,662		-27%	

attachment to
9/30 email to
overdrive Ami
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ALA (affects what type of funding we get)

- * grants from specific company
- * funding from specific companies
- * interlibrary loans → (?)

accredited w/ALA

How much do we get from ALA normally
what the hours open ALA threshold is?

TSLA

Texas St. Library & Archives

PLA

Public library association
div. of the ALA

Tumblebook - narrated kids books

Kanopy - movies all ages, educ., classic, indie
etc.

AcornTV (streaming service) British, etc. [like 'Brit box']
great courses?

Visits total in, total out

meeting notes
from 9/28/2021
meeting w/Ami

From: Dee <nativetexandee@gmail.com>
Sent: Thursday, September 30, 2021 11:37 AM
To: Ashley Taylor <ataylor@tylertexas.com>
Subject: Good morning!

Hi Ashley,

Can you forward the names and contact information for the other Library Board members? I just want to make sure I at least know their names before the next board meeting.

Also, can you tell me who types up the minutes from the meetings? Is that done by someone on your staff and I wondered how soon they are available in advance of the next board meeting? Just wondering thank you.

Dee Chambliss
713-204-3478

*"Texas is a state of mind. Texas is an obsession. Above all, Texas is a nation in every sense of the word" —
Author John Steinbeck*

On Fri, Oct 1, 2021 at 10:08 AM Ashley Taylor <ataylor@tylertexas.com> wrote:
Dee,

Thank you again for reaching out.

Typically, minutes are recorded and typed up by the Operations Specialist, which is currently Ami. During her position's vacancy Elizabeth (Resource Services Librarian), Amy Skipper (Youth Services Librarian), and Rozanna (Reference Librarian) rotated the duty.

As requested, the names of the current board members are as follows:

Sheila Austin -- Chair
Melissa O'Neal -- Co-Chair
Faith McElvy (Fe)
Glenda Malone
Tami Brooks
Cynthia Bennett (Cindy)
Kristen Thompson
Dee Chambless

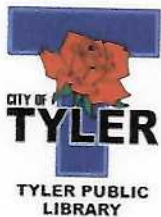
Ami did let me know that you had further questions regarding the stats. We are aware of the issues with the spreadsheet as we reported at our last board meeting. We will have corrections and updates available at the next meeting. The stats reported to you are utilized as an update to you so that you are aware of how the library is doing.

The gate is a new install. There is no issue here and only with the calculations within the spreadsheet as the previous gate was calculated differently. It is serviced by Bibliotheca as needed.

I appreciate you meeting with Ami in attempts to fully understand what data you are looking at and appreciate the guidance and input you have given. If you have other things we should discuss as a board or that you feel you and other Board Members might want to advise on, please propose them at the next meeting as future items to discuss.

If you have further questions about the Board and its proceedings, please feel free to reach out to me and I will do my best to explain.

Thanks,



Ashley Taylor

City Librarian, MLS

Tyler Public Library

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Tyler, TX 75702

Pronouns: she, her, hers, and they, them, theirs

ataylor@tylertexas.com | www.TylerLibrary.com

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From: Dee <nativetexandee@gmail.com>
Sent: Friday, October 1, 2021 2:38 PM
To: Ashley Taylor <ataylor@tylertexas.com>
Subject: Re: Good morning!

Hi Ashley!

Thank you for the prompt reply.

To clarify, I am simply curious as to who else receives the information on the monthly stats report besides the Board. Also, thank you again for providing the minutes of prior meetings but I would also like the attachments that were passed out with the meetings (including prior Monthly Stats).

There were a few other questions I asked Ami that I'd like to have answered prior to our next board meeting. I certainly do not want to drag out board meetings just because I am a newbie. It wastes everyone's time.

That said, I bet you can get me up to speed in no time. How about we get together early next week....**Would Tuesday at 1:00 work for you?** I promise not to take up more than an hour at the most. If that doesn't work let me know what day and time next week is most convenient for you.

Meanwhile I am looking forward to the library's 'spooky' halloween events this month!

I look forward to visiting with you!

-Dee

(By the way, I had requested the contact information of the other board members but don't worry about that, it's already been provided to me.)

Re: Good morning!

Inbox

A

Ashley Taylor <ataylor@tylertexas.com>

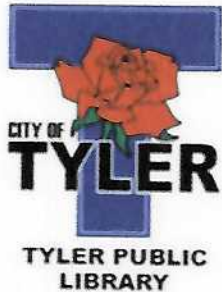
Oct 1, 2021,
3:50 PM

to me

This is an unusual request. Is there something you are looking for that I can help you with? This spreadsheet is only viewed by the Board. It is not viewed by Council.

I sent another email to you and Kristen, our other new board member. We can meet to go over your role as Advisory Board Members prior to our Board meeting later this month on the 27th. I've sent a meeting invite to the both of you. Stephanie Franklin, our Deputy City Manager will join us as well. Hopefully, she and I can answer/clarify some of your questions then.

Best,



Ashley Taylor

City Librarian, MLS

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ataylor@tylertexas.com | www.TylerLibrary.com

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Re: Good morning!

Inbox

D

Dee <nativetexandee@gmail.com>

Fri, Oct 1, 2021,
4:36 PM

to Ashley

Hey there,

Yes, there are some questions you can help me out with... and I will be at the library on Tuesday afternoon anyway so thought that would be a good time to stop by your office. See you then!

Also, Thanks for setting up a meeting to explain the board's role, it will be a pleasure to meet Kristen and Stephanie.

(I haven't received an invitation to a meeting, btw, but if you'll tell me when and where I will be there.)

Dee Chambless
713-204-3478

*"Texas is a state of mind. Texas is an obsession. Above all, Texas is a nation in every sense of the word" —
Author John Steinbeck*

40

Oct 1/21 4:41 pm

① rec'd mtg invite from A Taylor Re: to meet
Oct 21 ? at 4 w/me ashley, asst. deputy
city mgr & kthompson (new board member)

② Oct 5 12:00 Tues 2021

Perused children's section w/christina
Drewry. Took more pictures of display
books. Lauren Snyder arrived to (around 1:00)
ask staff to display pro-American
Flag Parade, she left 2 copies - I will
check tomorrow to see if they did
put them up. If not I will leave 3
more that include her FB address

③ Ashley was no where to be found at
1 pm so Brenda Choy took me to Ami's ofc.
I asked to set meeting w/ashley & she noted
I already have a meeting on 10/27. I told
her I am not interested in waiting 20
days for a sample meeting. Brenda
spent time showing me how to use Canva,
we discussed vintage games & records as
a way to bring in kids! I told her I
would ~~check visit~~ the Houston Library
on Monday to learn what they are
doing

→