

Library Board of Trustees Meeting  
White County Public Library  
November 26, 2024  
4:00 P.M.  
Agenda

Call to Order

Introduction of Guests  
(Guests are given up to two minutes to speak)

Minutes of Last Meeting

Librarian's Report

Regional Report

Foundation/Friends/Imagination Library Update

Committee Reports

Communications

Unfinished Business

New Business

Adjourn  
Next Meeting Date: January 28, 2025, 4:00 P.M.

White County Library Board of Trustees  
Minutes  
September 24, 2024

Recording of Members:

Trustees Present - Sarah Bannister, Erin Replogle, April Smith, David Vaughn

Absent- John Myers, Frances Riggs, Lanny Selby

Library Director- Cathy Farley

Regional Library – Matt Kirby

Meeting was called to order by Chair Sarah Bannister at 4:00 P.M.

Motion by April Smith to accept the May minutes. Seconded by David Vaughn. Passed.

Librarian's Report: Financial Report, Happenings at the Library, and Grants update.

Regional Report: Trustee Workshop is 9/25, Tech Grant, Public Library Survey.

Friends: Used Book Sale raised \$ 1,927

New Business: None

Motion to adjourn –April Smith, seconded Erin Replogle. Passed.

Next meeting November 26, 2024

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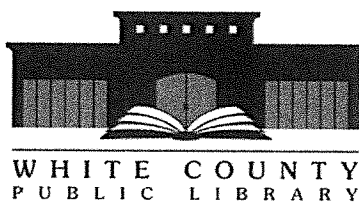
White County Finance  
Statement of Expenditures and Encumbrances  
November 2024

User:  
Date/Time

Chad Marcum  
11/25/2024 3:31 PM  
Page 1 of 2

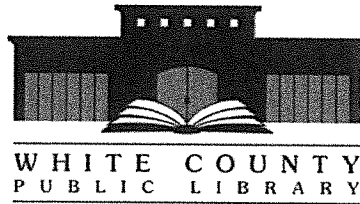
Fund : 101 Sub- General

Object	Description	Original	Amendments	Total Budget	Expenditures	YTD Encumbrances	Funds Available	% Used	MTD Actual	Encumbrance	MTD
50000 General County Operations											
56000	Social, Cultural And Recreational Serv										
56500	Libraries										
105	Supervisor/Director	(53,386.00)	0.00	(53,386.00)	20,533.10	0.00	(32,852.90)	38.46%	4,106.62		0.00
129	Librarians	(86,508.00)	0.00	(86,508.00)	32,672.70	0.00	(53,835.30)	37.77%	6,654.44		0.00
166	Custodial Personnel	(5,835.00)	0.00	(5,835.00)	2,356.20	0.00	(3,478.80)	40.38%	448.80		0.00
169	Part-Time Personnel	(54,655.00)	0.00	(54,655.00)	21,230.20	0.00	(33,424.80)	38.84%	4,204.00		0.00
201	Social Security	(12,424.00)	0.00	(12,424.00)	4,559.13	0.00	(7,864.87)	36.70%	915.98		0.00
204	State Retirement	(10,493.00)	0.00	(10,493.00)	4,006.21	0.00	(6,486.79)	38.18%	807.08		0.00
207	Medical Insurance	(21,900.00)	0.00	(21,900.00)	8,114.40	0.00	(13,785.60)	37.05%	1,622.88		0.00
212	Employer Medicare	(2,906.00)	0.00	(2,906.00)	1,066.26	0.00	(1,839.74)	36.69%	214.25		0.00
307	Communication	(5,000.00)	0.00	(5,000.00)	2,125.84	0.00	(2,874.16)	42.52%	68.08		0.00
334	Maintenance Agreements	(2,100.00)	0.00	(2,100.00)	0.00	0.00	(2,100.00)	0.00%	0.00		0.00
347	Pest Control	(600.00)	0.00	(600.00)	230.00	0.00	(370.00)	38.33%	46.00		0.00
348	Postal Charges	(3,400.00)	0.00	(3,400.00)	999.58	59.35	(2,341.07)	31.15%	207.09	(42.49)	0.00
355	Travel	(2,000.00)	0.00	(2,000.00)	0.00	0.00	(2,000.00)	0.00%	0.00		0.00
359	Disposal Fees	(144.00)	0.00	(144.00)	69.00	0.00	(75.00)	47.92%	15.00		0.00
399	Other Contracted Services	(2,250.00)	0.00	(2,250.00)	1,594.00	1,360.00	704.00	131.29%	0.00		10.00
414	Duplicating Supplies	(2,500.00)	0.00	(2,500.00)	620.84	0.00	(1,879.16)	24.83%	0.00		0.00
415	Electricity	(13,500.00)	0.00	(13,500.00)	6,169.36	0.00	(7,330.64)	45.70%	923.97		0.00
432	Library Books/Media	(15,000.00)	0.00	(15,000.00)	7,522.24	2,296.78	(5,180.98)	65.46%	388.88	1,011.09	0.00
434	Natural Gas	(3,500.00)	0.00	(3,500.00)	143.00	0.00	(3,357.00)	4.09%	71.00		0.00
435	Office Supplies	(3,000.00)	0.00	(3,000.00)	1,823.65	287.78	(888.57)	70.38%	0.00		287.78
437	Periodicals	(500.00)	0.00	(500.00)	0.00	0.00	(500.00)	0.00%	0.00		0.00
454	Water And Sewer	(1,500.00)	0.00	(1,500.00)	431.65	0.00	(1,068.35)	28.78%	91.30		0.00
499	Other Supplies And Materials	(4,000.00)	0.00	(4,000.00)	741.72	302.37	(2,955.91)	26.10%	79.45		208.30
524	Inservice/Staff Development	(1,500.00)	0.00	(1,500.00)	80.00	0.00	(1,420.00)	5.33%	0.00		0.00
709	Data Processing Equipment	(4,000.00)	0.00	(4,000.00)	14,654.47	0.00	10,654.47	366.36%	980.93	(980.93)	0.00
711	Furniture And Fixtures	(2,000.00)	0.00	(2,000.00)	1,549.13	0.00	(450.87)	77.46%	0.00		0.00
Total 56500 Libraries		(314,601.00)	0.00	(314,601.00)	133,292.68	4,306.28	(177,002.04)	43.74%	21,845.75		493.75



## Happenings at the Library

Sep 26	Story Time, 10 am
Sep 26	Friends Meeting, 4 pm
Sep 30	Teen Advisory Board, 6 pm
October 2	Staff Training, Library closed
October 3	Story Time, 10 am
October 4	BonDeCroft HeadStart Open House, 1 - 4 pm
October 5	Friends of TN Libraries Annual Meeting, Michael presenting
October 7	ESL Night, 3 - 5 pm
October 8	Tech Help, 10 - 1
October 8	TN Share Conference, Cathy presenting
October 9	Book Discussion Group - <i>The Heaven and Earth Grocery Store</i> , Noon
October 10	No Story Time - SRP Training, Crossville
October 12	Liberty Square Day, Library Closed
October 17	No Story Time - Fall Break
October 21	Local Legislator Meal, 5 pm
October 22	Imagination Library Regional Meeting + Book Bus here, 9 am - 1 pm
October 23	Setup puppet Stage and Puppet Practice
October 24	Story Time, 10 am
October 24	Friends, 4 pm
October 26	Spooky Saturday, 10 am
October 28	Teen Advisory Board, 6 pm - TN Forestry Dept
October 29	MTSU VR Meeting, 11 am
October 29	Passport Inspection, 1:30 pm
October 30	WCMS Visit, Storytelling
October 31	Halloween Story Time, 10 am
Nov 6	First Steps Visit, 10 am
Nov 7	Story Time, 10 am
Nov 11	Veteran's Day, Library Closed
Nov 13	Book Discussion Group - <i>One By One</i> , Noon
Nov 14	Story Time, 10 am
Nov 19	Computer Lab Upgrades
Nov 20	TNLA Virtual Fall Event
Nov 21	Story Time, 10 am
Nov 21	Stuffie Sleepover
Nov 25	Teen Advisory Board, 4 pm - Mid South Laboratories
Nov 26	Library Board Meeting, 4 pm



## Thinking Ahead

### Virtual Monthly Programs:

Crafts with Jimmy  
Cooking with Library Staff & Guests  
Book Talks  
Story Telling

Nov 28-29 Thanksgiving, Library closed

December 2 VR Showcase with MTSU, Noon - 2 pm

December 3 Tech Help, 10 - 1

December 4 Employee Christmas, 5 pm

December 5 Story Time, 10 am

December 11 Holiday Open House, 9 - 11 am

December 11 Book Discussion Group - *The Storyteller*, Noon

December 12 Story Time with Santa! - 10 am

December 23-Jan 1 Christmas/New Year Holiday, Library closed

Jan 2, 2025 Story Time, 10 am

Jan 8 Book Discussion Group - *The Christmas Box*, Noon

Jan 9 Story Time, 10 am

Jan 16 Story Time, 10 am

Jan 20 MLK Day, Library Closed

Jan 23 Story Time, 10 am

Jan 23 Friends, 4 pm

Jan 27 Teen Advisory Board, 6 pm

Jan 28 Library Board Meeting, 4 pm

### Scheduled Time Off:

Jan 17-18 Allie off

### Grants:

VR Job Training Grant - Roll out is December 2

TOPS 2025 - Training and Hot Spots - grant cycle began in July

Tech Grant 2025 - Equipment is installed, awaiting invoices for reimbursement



## U.S. DEPARTMENT *of* STATE

### Passport Services Office of Acceptance Facility Oversight Inspection Report

Date of the Site Inspection: 10/29/2024

AFO Analyst: David McMillan

#### Facility Details

Facility Number: 103204

Facility Name: WHITE COUNTY PUBLIC LIBRARY

Passport Agency: CHARLESTON PASSPORT CENTER

Street Address: 11 N CHURCH ST

City: SPARTA

State: TN

Zip Code: 38583

County: White

Country: USA

#### Inspection Details

Able to complete the inspection?: Yes

Follow-up inspection required?: No

Is this an escalation?: No

Is this a reinspection?: No

Inspection Type: Inspection Report

Last Inspection: 1900-01-01

Acceptance Agent Number: 103205

Acceptance Agent Name: CATHY FARLEY

Acceptance Agent Status: Active

Customer/Applicant Observed: No

DS-11 Apps. Received Last FY: 378

#### Facility Action Items

#### Acceptance Procedures

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# U.S. DEPARTMENT *of* STATE

## Passport Services Office of Acceptance Facility Oversight Inspection Report

- 6. Collect a second form of ID when applicant presents an out-of-state ID.
- 17. E. Complete the jurat at the end of the acceptance process
- 21. Ensure application packages are mailed to the correct routine and expedite lockbox addresses.

### Supplies

- 41. Regularly review your inventory of supplies to ensure you have the most current version of the passport-related forms. (Facility has an expired DS-5504 form)

### Summary

AFO met with Library Director/Agent Cathy Farley to conduct a Passport Program inspection at the White County Library in Sparta, TN. The facility started its passport acceptance program in September 2022, and this is the first time AFO inspection. AFO conducted a mock passport acceptance scenario as there was not an applicant appointment at the time of inspection. AFO expressed gratitude for offering the valuable service in White County, as there was not a facility in the county prior to the library joining. The facility also offers the convenience of appointments until 8pm on Mondays and Tuesdays. While the facility is compliant with most passport acceptance policies and procedures, they must address the action items listed in the report to comply with the Passport Agents Reference Guide (PARG).

### Checklist Items

Acceptance Procedures	
Q1. Did the agent review the application before acceptance to see if it was complete and correct?	Yes
Q2. Did the agent refrain from completing/correcting any fields on the application on behalf of the applicant?	Yes
Q3. Did the agent properly verify the identity of the applicant and/or parent/guardian?	Yes
Q4. Did the photograph(s) accepted meet all requirements?	Yes
Q5. Did the agent fully record the ID completely and correctly on Form DS-11?	Yes
Q6. Did the agent collect/photocopy 2nd ID when out-of-state ID is presented?	No
Q7. Is the agent aware of the appropriate evidence of U.S. citizenship, and was it collected during the acceptance process?	Yes



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## Passport Services Office of Acceptance Facility Oversight Inspection Report

Acceptance Procedures	
Q8. Did the agent properly verify parental relationship to the minor applicant and request additional documentation to establish relationship when appropriate?	Yes
Q9. If one or both parents/guardians did not appear, did the agent collect evidence of consent or custody?	Yes
Q10. Does the facility understand and follow the requirements for accepting passport applications from 16 and 17 year old applicants?	Yes
Q11. Did the agent collect additional documentation as necessary?	Yes
Q12. Did agent collect the correct fees?	Yes
Q13. Did the agent administer the verbal oath as required?	Yes
Q14. Did the agent witness the applicant and/or parent/guardian sign the passport application?	Yes
Q15. Did the agent complete the jurat correctly?	Yes
Q16. Did agent assemble the application correctly?	Yes
Q17. Did agent follow the correct order of acceptance procedures as outlined in the PARG?  - Jurat	No
Q18. Does the agent separate applications by the service type and include a corresponding transmittal in the application package?	Yes
Q19. Did the agent record all information on the transmittal completely and correctly?	Yes
Q20. Is the facility sending all applications to Lockbox using priority or express priority mail (traceable mail for SIA facilities)?	Yes
Q21. Are applications mailed to correct Lockbox addresses?  - Incorrect Routine Address - Incorrect Expedite Address	No
Q22. Is facility using the Regional Passport Agency address in the return address field?	Yes
Q23. Is the facility following all procedures for tracking and confirming delivery of all applications sent to Lockbox or SIA?	Yes
Q24. Did the agent follow all hand carry requirements?	Yes
Q25. Do the agents know how to handle and submit a suspicious or potentially fraudulent application?	Yes





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## Passport Services Office of Acceptance Facility Oversight Inspection Report

Acceptance Procedures	
Q26. Does the facility accept applications from all applicants regardless of the citizenship evidence that is presented or services requested?	Yes
Q27. Is the facility aware of and follow correct procedures regarding the gender marker policy?	Yes

### Remarks

-DS-11 applications were being mailed to the renewal (DS-82) addresses. AFO provided correct lockbox information.

-Agent completes the jurat section before the applicant signs. Always complete the jurat as the last step.



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## Passport Services Office of Acceptance Facility Oversight Inspection Report

Information Security	
Q28. Does the facility protect customer PII DURING the process of accepting the application, preventing view or access by the public or non-agent colleagues?	Yes
Q29. Does the facility protect customer PII found on executed applications AFTER acceptance and BEFORE mail out by immediately securing them under lock and key, accessible only to authorized agents and management?	Yes
Q30. Does the facility refrain from holding applications pending additional documents or fees?	Yes
Q31. Does the facility refrain from keeping copies of executed applications, photographs, personal forms, checks, or applicants' original documents?	Yes
Q32. Excluding hand-carry applications, did the agent abstain from returning a fully or partially executed application to the customer at any time?	Yes
Q33. Are transmittals kept for twenty-four months and only retained beyond that period when local facility policy dictates?	Yes
Q34. Does the facility use an acceptable method to destroy transmittals and other documents temporarily collected as part of the acceptance process that protects customer PII?	Yes
Q35. Does the facility protect customer PII stored on hard copy transmittals by securing them under lock and key and restricting access to authorized agents and management?	Yes
Q36. Does the facility mail applications on a daily basis and only hold applications overnight if accepted after the day's mail cutoff/pickup time?	Yes
Q37. Are authorized acceptance agents and facility management the only employees with access to sensitive passport reference materials such as the PARG, FED PARG, and agency newsletters?	Yes
Q38. Is customer privacy maintained [customer afforded sufficient space/privacy; facility does not share or discuss applications or personal information regarding passport applicants]?	Yes
Q39. Are authorized acceptance agents and facility management the only employees with access to electronic systems that collect passport customer PII?	Yes
Q40. Does the facility maintain the chain of custody of passport applications from acceptance until hand off to the U.S. Postal Service?	Yes



# U.S. DEPARTMENT of STATE

## Passport Services Office of Acceptance Facility Oversight Inspection Report

### Remarks

Supplies	
Q41. Does the facility maintain a current version of all required passport forms? <i>- DS-5504</i>	No
Q42. Are the current fees displayed or available for applicant's reference?	Yes
Q43. Does the facility have a copy of the current PARG that is readily accessible to all agents?	Yes
Q44. Do agents have access to correspondence from Passport Services in the form of Agency newsletters, notices, and other procedure and policy updates?	Yes
Q45. Do agents have easy access to current contact information for the Passport Agency and their Customer Service Manager(s)?	Yes
Q46. Do agents refer passport applicants to the public resources available at travel.state.gov (TSG) and the National Passport Information Center (NPIC)?	Yes

### Remarks

-Order new version of the DS-5504.

Training & Records Management	
Q47. Have all active agents completed mandatory acceptance agent training? <i>- Reviewed current training records onsite</i>	Yes
Q48. Does the facility maintain current training records for each active agent onsite?	Yes
Q49. Are facility personnel posted in the State Department database accurate?	Yes
Q50. Are hours, photo availability, appointment/walk-in status, and public phone numbers posted on Travel.state.gov (TSG) accurate?	Yes
Q51. Are hours, photo availability, appointment/walk-in status, and public phone numbers posted on the facility website accurate?	Yes

### Remarks

#### Overview

The Office of Acceptance Facility Oversight (AFO), one of Passport Services' headquarters directorates, conducts independent oversight inspections that focus on protecting the integrity of

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## U.S. DEPARTMENT *of* STATE

### Passport Services Office of Acceptance Facility Oversight Inspection Report

the passport issuance process. AFO evaluates acceptance facility capabilities to: determine management controls for noncompliance with written guidance provided by Passport Services; mitigate the risk of fraud and mis/malfeasance; identify and report systemic trends; and assess acceptance facilities' compliance to Department of State regulations. AFO routinely conducts inspections of acceptance facilities, as well as special inspections requested by DOS management that may arise suddenly and require immediate attention. These inspections identify opportunities to enhance management of program operations, minimize inefficient and ineffective procedures, and provide constructive recommendations to improve passport acceptance services. Questions about this report or action items requested of your facility should be directed to your regional passport agency's Customer Service Office: (843) 746-1760 or CPC-AA@state.gov

*This report is intended for the exclusive use of management for the and designated Passport Acceptance Agents. For this purpose, the facility report is for internal distribution only; please do not share or post this report in view of the general public or media. To better assist future inspections, please complete the following survey:*

<https://survey123.arcgis.com/share/5ba6062f4aa04048a8c6134a3ef4906c>