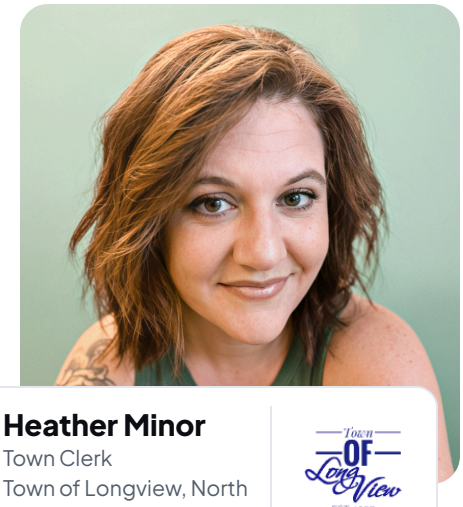
CUSTOMER STORY

# The North Carolina Town Clerk Who Turned Eight-Hour Meetings Into 45-Minute Turnarounds

How Heather Minor, Town Clerk at the Town of Longview, went from multi-day transcription marathons to done-by-Tuesday



**Heather Minor**
Town Clerk
Town of Longview, North Carolina

## What changed for Heather

| | |
|---|---|
| BUDGET RETREAT MINUTES | Multiple days → **45 min** |
| STANDARD MEETING MINUTES<br>Often completed in this time. | **~20 min** |
| TURNAROUND AFTER EACH MEETING<br>Heather describes completing meeting minutes the day after meetings. | **Next day** |

01

## The challenge

Heather Minor is the person other clerks call when they want to know how to run their office. As Town Clerk and Public relations director for the Town of Longview, North Carolina, her job is availability to her town, her board, and her community. The work doesn't stop when the meeting ends.

For years, one task made that harder than it needed to be.

Meeting minutes are not optional. In North Carolina, they're legally required public record. For Heather, producing them meant hours of manual transcription after every council meeting.

> **"One thing you'll know about the majority of clerks is time is not our friend. We don't have a lot of it, and this is one of the most daunting tasks that we do."**
>
> **Heather Minor**, Town Clerk, Town of Longview, NC

## Heather's workflow, before and after

| | BEFORE CLERKMINUTES | WITH CLERKMINUTES |
|---|---|---|
| **Process** | Hours of manual transcription after council meetings. | **Uploading audio and an agenda index. Structured minutes matching the submitted agenda.** |
| **Budget retreat minutes** | Taking multiple days. | **Completed in 45 minutes.** |

02

## Days turned into minutes

When Heather started using ClerkMinutes, the recorder still came to every meeting. The difference is what happened after. She uploads the audio and her agenda index to her profile. The software generates structured, readable minutes that match the agenda she submitted.

**The budget retreat that used to take multiple days now takes 45 minutes. Standard meetings often take 20 minutes, start to finish.**

IN HER WORDS

"The Tuesday following the meetings, I come in, plug my recorder in, and I do the meeting minutes the next day," she says. "I'm doing all of this immediately as opposed to putting it off so that I can just get it done and be done with it. And that's one thing I don't have to worry about because I know it's already taken care of."



**Heather Minor**
Town Clerk, Town of Longview, NC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