

Library Board Regular Meeting

May 17, 2022 | 6:30 p.m.

Sunset Library Monsoon Room
4930 W. Ray Rd. Chandler, AZ 85226



Board Members

Beth Brizel
Bob Lowry
Michael McElhany
Maria Munoz
Karla Palafox
Arman Sidhu

Pursuant to Resolution No. 4464 of the City of Chandler and to A.R.S. § 38-431.02, notice is hereby given to the members of the Library Board and to the general public that the Library Board will hold a REGULAR MEETING open to the public on Tuesday, May 17, 2022, at 6:30 p.m., at Sunset Library Monsoon Room, 4930 W. Ray Rd. Chandler, AZ 85226

Persons with disabilities may request a reasonable modification or communication aids and services by contacting the City Clerk's office at (480) 782-2181(711 via AZRS). Please make requests in advance as it affords the City time to accommodate the request.

Agendas are available in the Office of the City Clerk, 175 S. Arizona Avenue.

Library Board

Regular Meeting Agenda - May 17, 2022

Call to Order/Roll Call

Scheduled/Unscheduled Public Appearances

Consent Agenda

1. **March 15, 2022 Library Board Minutes**

Move Library Board to approve the minutes of the Library Board meeting of March 15, 2022.

Briefing

2. **Library Manager's Report**

Action Agenda

3. **Circulation Policy Revisions**

Move Library Board to approve to the Circulation Policy revisions.

4. **Meeting Room Policy Revisions**

Move Library Board to approve the Meeting Room Policy revisions.

Discussion

5. Board member Michael McElhany is inquiring if Chandler Public Library has an issue with people holding multiple library cards for public libraries for which they are not eligible in order to reserve digital books from multiple libraries at the same time. If we do not have this issue, what mechanism is employed to prevent it from happening? If we do not know if we have the issue, is there a mechanism we could implement to find out if there is an issue?

6. Board member Bob Lowry will provide an update on the Friends of the Library.

7. Board member Arman Sidhu would like to discuss plans for expanding programming options for Teens & Adults across the Chandler Public Library branches. In particular, looking at ways to revamp existing or create new adult programs by replicating successful initiatives at other library systems throughout the state like College Depot, Start-Up PHX, Arizona Humanities, etc.
8. Board member Maria Munoz would like to suggest adding a special library event in the City Scope newsletter.

Member Comments/Announcements

Calendar

9. The next Library Board meeting will be held Tuesday, September 20, 2022 at 6:30 p.m. at the Downtown Library, Copper Conference Room 254.
10. The next Friends of the Library meeting will be held Tuesday, June 14, 2022 at 1:00 p.m. at the Downtown Library, Copper Conference Room 254.

Information Items

11. Board member Bob Lowry provided an article on the positive results from New York City libraries going fine free.

Adjourn



Library Board Community Services

Date: 05/17/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Library Board Minutes

Subject:

Library Board Minutes

Agenda Item Title:

March 15, 2022 Library Board Minutes

Proposed Motion:

Move Library Board to approve the minutes of the Library Board meeting of March 15, 2022.

Attachments

Library Board Minutes March 15, 2022

Meeting Minutes

Library Board Regular Meeting

March 15, 2022 | 6:30 p.m.
Hamilton Library Program Room
3700 S. Arizona Ave., Chandler, AZ



Call to Order

The meeting was called to order by Board President Beth Brizel at 6:30p.m.

Roll Call

Commission Attendance

Board President Beth Brizel
Board member Bob Lowry
Board member Michael McElhany
Board member Maria Munoz
Board member Karla Palafox
Board member Arman Sidhu

Staff Attendance

Jo-el Miller, Administrative Librarian
Courtney Allen, Management Assistant

Scheduled and Unscheduled Public Appearances

None

Consent Agenda

1. January 18, 2022 Library Board Meeting Minutes
Motion was made by Board member Munoz to approve, Board member Lowry seconded.
Motion passed 6-0.

Briefing

1. Library Manager's Report
Jo-el Miller, Administrative Librarian / Hamilton Branch Manager is standing in for Library Manager Rachelle Kuzyk.
Karla Palafox inquired on the three vacancies at the Basha Library. Karla asked if there is already a person in place for the Instruction Specialist position. Jo-el responded stating there has been an offer made but it is not yet official. Basha should be fully staffed soon.

Beth Brizel inquired on the Story Walk at Desert Breeze park. Beth will go to the park to see where it begins and go through the walk. Jo-el informed the Board the Downtown Library is doing outside Storytimes using the Story Walk, the most recent with 42 attendees.

Beth Brizel had a question on the Collections and Statistics portion of the Manager's Report. Beth inquired on why the circulation numbers have gone down. Jo-el responded stating the numbers may be down due to the Sunset closure but staff are promoting the Bag of Books and rotating the displays, and with the Sun set reopening, the numbers should be up on the next Managers report. Jo-el informed the Board that Sunset Library is now officially re-open to the public.

Beth Brizel inquired on the PLA Conference that Library staff will attend at the end of March. Jo-el gave some insight as to what happens at Library conferences; Author Talks, break-out sessions, vendor fairs, and poster sessions. Library staff come back to report what they learned and implement their new ideas.

Arman Sidhu inquired if program attendance has recovered since we have gone back to in-person programming after the height of Covid. Are there still capacity limitations in place for in-person attendees? Is there a timeline for lifting capacity limitations? Jo-el responded that the numbers have not recovered to where they were pre-Covid. Storytimes at Sunset are still limited to 25. Hamilton moved into a larger space to not have to limit the numbers, so their storytimes are now getting up to 50 attendees. STEAM Club is still limited to 15. Jo-el reached out to Rachelle during the meeting to get an answer on the capacity limitations. Rachelle responded stating that the capacity limitation discussion is included on the agenda for the March 29 Leadership Team meeting.

Members Comments / Announcements

1. Bob Lowry gave the Board an update on the Friends of the Library (FOL). The FOL Board has a couple of vacant seats so please spread the word to anyone you may know that has a love of libraries and can meet once a month on Tuesdays at 1pm. The Board is currently accepting funding requests from Library staff, which are due in May. The Friends offer annual support to the library for program development, building improvements, subscription renewals, staff development, etc. There has been an initial discussion with the Makery Librarian regarding a Friendsmobile with a Mobile Makery that would allow computer usage, 3D printers, STEM activities, etc. It would be an upgraded version of a Bookmobile. The Friendsmobile would go into underserved neighborhoods and neighborhoods where residents may have limited access to get to a library branch or have access to the tools equipped on the vehicle. It may visit Boys and Girls Clubs and other places similar in nature. The Friends are also in the midst of a Sunset recovery promotion along with Fulton Homes and KUPD Radio. The promotion is to help Sunset recover from the problems resulting from the explosion. The promotion began last Saturday, March 12 at Chandler Fashion Center and will run through this Saturday, March 19 at Sunset library. They are collecting book and monetary donations for the Friends.

Beth Brizel informed the Board the upcoming the volunteer luncheon on Tuesday, April 5 at Serrano's. There will be lunch, service recognitions, and awards.

Calendar

1. The next regular meeting will be held on Tuesday, May 17, 2022, at 6:30 p.m., at the Sunset Library, 4930 W. Ray Rd. Chandler, 85226.
2. The next Friends of the Library Board meeting will be held on Tuesday, April 12, 2022 at 1:00 p.m., in the Copper Conference Room 254 at the Downtown Library, 22 S. Delaware St.

Adjourn

Motion to adjourn made by Board member Munoz, Board member McElhany seconded. Motion passed. The meeting was adjourned at 6:49 p.m.

Rachelle Kuzyk, Board Liaison

Beth Brizel, Chairman



Library Board Community Services

Date: 05/17/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: **Library Manager's Report**

Overview

Welcome to Sunset Library for our May 2022 Library Board Meeting. I'm pleased to host the meeting at this branch and provide everyone with the opportunity to see the repair work that occurred over the last several months. Sunset is home to our Seed Library, which began as a popular seed swap program, and grew into a permanent collection thanks to grant funding and substantial community interest and involvement. The library's very successful Bag of Books program also originated with Sunset staff, and is now an in-demand service across the system. In the coming months, the embankment between the library building and the park will undergo improvements, providing safe and easy access into the park for library programs and community events.

The agenda for this meeting includes a very exciting discussion regarding fine elimination at Chandler Public Library. I applaud our board members for listening to both staff and community members and giving consideration to removing the barrier that overdue library fines create for many citizens.

Our annual Summer Reading Challenge (SRC) is upon us, with fun for all ages. Oceans of Possibilities officially begins on June 1. If you haven't registered, do so today, and encourage your family and friends to do the same! We have great programs, activities, and prizes planned throughout the summer.

FY21/22 is nearly complete but several projects will continue to evolve in the coming weeks and months. Wireless printing will soon be available, all study rooms will be converted to mini-conference rooms, and several areas within our branches will see updates in design and furniture.

Branch Updates

Basha Branch

- We're finishing up our Read to Succeed evaluations for the end of the school semester. Currently, all the children have seen an increase in their reading levels and sight word knowledge.
- Our partnership with Basha High School's GirlsXSTEM and our STEAM Club is ending in May. We are set to re-partner with GirlsXSTEM in September.
- Ready Set Kindergarten will return to Basha after a four-year hiatus on May 2. This seven program series is aimed at building the fundamentals of kindergarten readiness.
- Wednesday weaving with the teens has been a wild success during Grizzly Cave.
- New librarians Charles Pratt and Chris McGinley were able to reestablish a connection with Basha Principal Mr Reischl and plan for the future.
- We're approaching fully staffed status and couldn't be happier.

Downtown Branch

- Caryn Nall is our new Youth Supervisor. Caryn comes to us from the Scottsdale Public Library.
- May 12 is the Read to Succeed "graduation" party for the eighteen students enrolled in the program. Each student saw an improvement in their reading level.
- Alba Trujillo and Chris Koeth received a \$500 grant from the City's Diversity, Equity and Inclusion Office for a program honoring Hispanic Culture. Sixty-six people attended The Good, The Craft, and The Beautiful program on April 16.

Outreach

- Lindsay Atwood rode our library bike at the Chandler Family Bike Ride on April 9.
- June 4 will be the last Stories @ The Market for the summer. The outreach team does a story time at the market the first Saturday of each month October – June. It's been a popular outreach event with an average of 50 participants each session.

Hamilton Branch

- Hamilton is gearing up for the summer, preparing to present 23 summer programs for various age groups in addition to our regular story time, STEAM, and book club offerings.
- An operable partition will be installed in our program room, allowing us to divide the space into two rooms periodically. We are excited to provide a second room rental option for the community and to have the ability to host simultaneous programs.

- We have been strategic with displays to increase circulation, creating a new "last-minute-picks" display at the self-checks, which has been very popular. In addition, Hamilton is receiving an average of 40 Bag-of-Books requests per month.
- Hamilton's programmers Sandra Klug and Kathryn Beck will be hosting a story time summit on May 25 for all story time presenters to share best practices and swap ideas.
- Our teen programmer Amy Finlan-Rodrock is hosting a teen appreciation day on May 11, featuring Dr. T Rex, with pizza, treats, and a short certificate presentation for the teen volunteers

Sunset Branch

- Sunset returned to regular programming in March, filling programs to capacity regularly.
- Jill Baker has moved over from the Downtown branch to lead an all new youth team at Sunset. Chris Huerta and AJ Griffith were promoted from Techno Clerks Downtown to Youth Programmers at Sunset. They are joined by newcomers Phoebe Hunt and Kathy Do. They are all doing a phenomenal job getting our youth services rolling again after the explosion.
- Sunset staff worked with KUPD radio and Fulton Homes on a book drive that brought in truckloads of book donations for the Friends of the Library.
- We are planning several special programs for the summer, as well as six different Grab & Go Activity Bags for all ages.

Collections and Statistics

	March, 2022	April, 2022
Physical Item Circulation	95,770	89,639
Active Cardholders	57,765	57,104
Cloud Library Checkouts	18,931	18,765

Programming

- Cover to Cover In-n-Out Burger Spring Reading program was a success!

1,465 children registered

13,635 books read

3,223 award cards were distributed to readers

- The ongoing, weekly youth programming (Storytimes and STEAM) will take a break in May for outreach and planning opportunities.
- May is Asian American and Pacific Islander Heritage Month. The library will be hosting four special storytimes the week of May 16- 21, which will include

a guest reader from Chandler's Asian American communities. "A Big Mooncake for Little Star" StoryWalk goes out in May at Centennial Park. In addition, the Asian Heritage Cultural Showcase will take place on May 21, at the Downtown Library, 11 am- 1 pm. Families are invited to see cultural performances from India, China, and the Philippines. This program is supported by the City of Chandler Diversity, Equity and Inclusion Division, with partners from Chandler's Asian American community.

- SRC begins June 1, with early registration starting May 1. We are currently communicating with all CUSD schools to provide information in various formats to staff and students about SRC and to encourage them to participate. Our goal is to hit 8,000 registrants, with 4,400 finishers (1000 minutes read). The challenge takes place June 1- August 1. Participants can track their reading through an online system, which is accessed via www.chandlerlibrary.org/src. This year we will have many in-person programs connected to SRC, with several great prizes from local businesses.

Information Technology

- Public printers have reached end-of-life and are no longer covered by support. Replacement printers have been evaluated with an emphasis on reducing print costs and implementing better wireless capabilities to allow seamless printing for patron-owned devices ranging from laptops to smartphones.
- The library's print and copy fees have not been adjusted in well over a decade. To better align with reduced supply costs and to better serve the Chandler community, the Chandler Public Library proposes lowering copy fees from \$.20 per page to \$.10 per page, black and white printer fees from \$.20 per page to \$.10 per page, and color printing from \$1.00 per page to \$.25 per page.
- Nearing the end of May, 2022 we will launch CPL's new email system, BiblioEmail, which closely integrates with the new website to improve customer engagement. The SRC newsletter will be the first to take advantage of the new system.

Friends of the Chandler Library

- The Library hosted the annual Adult Volunteer Appreciation Luncheon celebrating all the good work of Library volunteers.
- Friends of the Chandler Public Library hosted the 2nd annual Library Giving Day on April 6. Nearly \$5,000 was raised in this one day campaign to support Library programs and services.
- The recent Children's used book sale was a success with \$4,000 in book

sales at that time. Another Children's book sale is scheduled in June in conjunction with SRC.

- The Friends Community Bookshelves initiative provided children's books for the City's Family Bike Ride, YMCA's Healthy Kids Day and Read to Succeed 1st graders.

Attachments

Program The Good, The Craft and the Beautiful
Library Bike





www.chandlerlibrary.org

Never
Stop
Learning



Library Board Community Services

Date: 05/17/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Circulation Policy Revisions

Subject:
Circulation Policy Revisions

Agenda Item Title:
Circulation Policy Revisions

Proposed Motion:
Move Library Board to approve to the Circulation Policy revisions.

Attachments

Circulation Policy



Chandler Public Library Library Cardholder Policy

This policy outlines Chandler Public Library borrower eligibility, requirements, privileges, and responsibilities.

Getting a Library Card

Full Access Card:

Chandler Public Library cards with full borrowing privileges are free for the following:

- All Maricopa County residents *providing photo identification and proof of residency*
- Anyone employed within the city of Chandler *providing photo identification and verification of employment*
- Anyone attending school within the city of Chandler *providing photo identification and verification of enrollment*
- Residents of the Gila River Indian Community in Pinal County *providing photo identification and proof of residency*

People who do not qualify under any of the above may have full borrowing privileges for an annual \$40 fee.

Examples of acceptable photo identification:

- Driver's license/State issued ID
- Tribal ID
- School ID
- Military ID
- Passports

Examples of acceptable verification of residential address:

- Current driver's license
- Voter registration card
- Current paystubs (print or digital)
- Postmarked mail
- Utility bills (print or digital)
- Lease agreement (print or digital)
- Bank statements (print or digital)

Examples of acceptable verification of employer address or school enrollment:

- Current print or electronic paystub, which includes applicant's name and employer address within the city of Chandler
- Current paper or electronic school records, including enrollment verification form, course registration, report card, or transcript.

Please note:

Photo identification and proof of current address of a parent or legal guardian must be presented for cards issued to children age 12 and under. Young adults between 13 and 17 years of age who cannot provide acceptable proof may obtain a card by having a parent or legal guardian present acceptable documentation.

Chandler resident adult library cards expire 5 years after creation.

Chandler resident child and youth library cards expire respectively on the patron's 13th and 18th birthdays, or after a two-year period of inactivity.

All other cards expire one year after creation.

Cardholders may visit, call, or email Chandler Public Library to renew their expired cards.

eCards:

Chandler Public Library eCards provide access to digital library resources such as ebooks, online databases, and in-person computer use. eCards are available through our online registration form and can be upgraded to a full borrowing privileges card by visiting one of the Chandler Public Libraries and providing the acceptable documentation.

Computer Access Only Cards:

Chandler Public Library Computer Access Only Cards provide access to public internet computers at all Chandler Public Library locations. This membership type does not grant access to any other library services or the check-out of library materials (physical or digital). Identification is required to be eligible.

Cardholder Responsibility

Cardholders accept full responsibility for all items borrowed on their card and for all associated charges and agree to report a change of address or a lost or stolen card. The library must have a record of your card having been reported lost, or it is not considered lost. It is to the cardholder's benefit to report the loss or theft of a library card immediately. There is no charge to replace a stolen card.

Cardholders agree to abide by all library policies and procedures. Parents/Guardians are responsible for all items borrowed and any charges accrued through use of library cards by their minor children, including lost or damaged materials.

Library card accounts with fees totaling \$10.00 or more will be blocked and restricted from borrowing any items and reserving rooms until the balance on the account is paid in full.

Accounts with long outstanding fees may be sent to a materials recovery service.

There is a \$2.00 charge for all library cards that are lost or damaged beyond use. Picture identification must be presented to replace a library card.

Notifications:

All hold requests, due date reminders, overdue materials and other library notifications will be sent by email or text. In the event notifications are not received, cardholders are still responsible for returning their borrowed items on or before their due date.

Special Note to the Parents and Guardians of Youth Cardholders

The Chandler Public Library makes a wide variety of information available to the public, including children and teenagers. Because of that, diverse perspectives on sensitive topics may be represented in our collections, and some parents may consider certain topics or titles offensive to them or inappropriate for their children. In determining the suitability of materials for children, parents and guardians are responsible for guiding their child's library engagement, with Chandler Public Library and its staff not serving in that role. If there are concerns, caregivers should discuss rules regarding library use with their children.

A parent or legal guardian may request suspension of computer access or checkout privileges for their dependent minor child by visiting the library with their child to meet with a librarian. Only requests for a full suspension of computer access and checkout privileges can be considered.

Borrowing Items & Loan Limits

Cardholders may check out a total of 100 physical items.

All items check out for 21 days except for the following:

- DVDs, which checkout for seven days
- Interlibrary Loan (ILL) materials (checkout period determined by ILL Coordinator)
- Equipment used in the library, which checkout for two hours
- Specific materials may also have checkout periods set by library staff to ensure maximum use and availability of those items

All items are automatically renewed up to four times except for the following:

- Items that have had a hold placed on them
- ILL items (ILL materials may not be renewed)
- Specific materials may also have renewal rules set by library staff to ensure maximum use and availability of those items

Manual renewals may also be done in person, by phone, library website, or mobile app.

Cardholders are encouraged to return all borrowed materials on or before the due date. Most library materials can be returned to any Chandler Public Library location, both inside the library and outside via the book drop.

Holds

A library user may have up to 25 hold requests at any one time, and can then pick up at any Chandler Public Library location. Holds may be placed in person, by phone, via the library website, or mobile app. Specific materials may also have hold rules set by library staff to ensure maximum use and availability of those items.

Patrons will be notified when their item(s) on hold becomes available. Items are held for patrons for seven days.

Overdue, Damaged, and Lost Items

Chandler Public Library does not charge fines for overdue material.

Once items are no longer eligible for automatic renewals, library materials returned 14 days after the due date or longer will subject the cardholder account to a replacement charge of the retail item price plus a \$5.00 non-refundable processing fee.

If an item has been lost or damaged beyond library use, the cardholder account will be charged the retail price of the item plus a \$5.00 non-refundable processing fee. Patron purchased replacement copies of lost items will not be accepted.

Fees for damaged items that are still useable:

Barcode/Spine Label/RFID Tag Removed	\$1
Plastic Jacket Removed	\$5
DVD Case Lost or Damaged	\$5
Audiobook Case	\$10
Audiobook Sleeve	\$1

Any other damages will be assessed in consultation with the circulation supervisor and/or branch manager.

Refunds:

Lost fees may be refunded up to thirty days after payment for a full refund with the return of the item in usable condition. The \$5.00 processing fee is non-refundable. Items returned more than thirty days after payment are not eligible for a refund.

Service Fees

Returned Check Fee	\$25
Material Recovery Service Fee	\$15
Non Maricopa County Residents	\$40 annually
Replacement Library Cards	\$2
InterlibraryLoan (ILL) Fee	\$6/ retrieved item
Copies and Printing (Black & White)	\$.25
Copies & Printing (Color)	\$.25
3D Printer Filament	\$.10 per gram (at staff discretion)

Confidentiality of Records

Chandler Public Library complies with the privacy of user records according to ASRS 41-151.22.

ASRS 41-151.22. Privacy of user records; violation; classification; definition

A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.

D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.



Library Board Community Services

Date: 05/17/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Meeting Room Policy Revisions

Subject:
Meeting Room Policy Revisions

Agenda Item Title:
Meeting Room Policy Revisions

Proposed Motion:
Move Library Board to approve the Meeting Room Policy revisions.

Attachments

Meeting Room Policy

Chandler Public Library Meeting Room Policy

In keeping with Chandler Public Library's service priorities, library meeting rooms are available for use by community groups for informational, educational, or cultural meetings and programs when not needed for City meetings or library programs. The use of the rooms for events that may be considered disruptive to library business will not be approved. Use of the library meeting rooms does not imply endorsement by the City of Chandler, library staff, or the Library Board. All meeting room reservation requests must be submitted online at <https://chandlerlibrary.org/meeting-rooms/>.

Library Meeting Room Eligibility Requirements

- Any person or group wishing to reserve a meeting room must have a Chandler Public Library full-access card in good standing, i.e., no more than \$10 in fees owed.
- The online reservation request shall include the information of the person requesting the use the facility, as well as the information of the person who will be in attendance and responsible for the use of the facility.
- The online reservation request shall contain a general description of the activities to be conducted, as well as the number of persons expected to attend.
- Non-profit groups must provide their local non-profit federal tax id and be in good standing with the Arizona Corporation Commission.

Library Meeting Room Locations, Fees, and Occupancies

Location & Room	Room Occupancy w/ Tables & Chairs	Tables Provided	Chairs Provided	Library Cardholder Fee / Hour	Non-Profit Library Cardholder Fee / Hour
Basha Library Program Room	100	10	50	\$40	\$20
Downtown Library Copper Room North	83	3	20	\$40	\$20
Downtown Library Copper Room South	130	3	80	\$40	\$20
Hamilton Library Program Room	100	10	28	\$40	\$20
Sunset Library Monsoon Room	60	8	60	\$40	\$20

- Full payment must be received at least 72 hours before the requested meeting room reservation date. Payment can be made online or in person.
- No refunds will be given for cancellations with less than 72 hours' notice.
- Refunds will be granted by contacting the locations meeting room coordinator at least 72 hours in advance of the reservation date.

Library Meeting Room Scheduling Policies

- No person or group will be granted entry in the library prior to posted library hours.
- Meeting room reservations can be made in 30-minute increments.
- Meeting room reservations can be made up to three months in advance.
- Meeting room reservations more than two consecutive days will not be approved.
- Any person or group may not hold more than one reservation per facility at a time.
- Ongoing meeting room reservations will not be approved.
- Meeting room reservations may be booked back-to-back, so if additional set up or clean up time is desired, it must be included in the reservation time.
- Meeting rooms will not be accessible until the meeting room reservation start time.
- Meeting rooms must be clean and reset to the original set up upon the conclusion of the reservation.
- Groups are expected to vacate the room at the reservation end time.
- Each group is responsible for clean up after their event.
- All reservations must conclude, and rooms must be clean, reset, and vacant 30 minutes prior to the facility closing times.

Library Meeting Room General Policies

- The responsible party named on the reservation request must check in with library staff at the desk for room access at the reservation start time and must check out with staff at the desk at the reservation end time. Library staff will check the room to confirm it is clean, reset, and vacant.
- Rooms are provided as-is. If an alternate seating arrangement is desired, it is the responsibility of the person or group using the room to set up, clean up, and return the room to its original formation.
- Food and drink, other than dry, packaged snacks and water bottles with sealed lids, are not permitted.
- Meeting rooms have a ceiling mounted projector and screen available for use. The following are not provided: laptops, cords, microphones, easels, white boards, carts/dollies, additional tables or chairs.
- Persons or groups must bring their own HDMI cable.
- Staff is not available for set up, clean up or technical assistance.
- No signage may be posted throughout the library.
- No nails, hooks, adhesive fasteners, tacks, or screws may be used. Painters tape is the only adhesive permitted on walls or furniture.
- Any cleaning required, or damage incurred, will result in the responsible party being billed for the cost of clean up or repair.
- The applicant shall not participate in behavior which could be considered inappropriate.
- The Chandler Public Library reserves the right to eject any disorderly person or persons from the facility or space.

Library Meeting Room General Policies (cont.)

- Chandler Public Library maintains a smoke and tobacco-free building. Smoking or other use of tobacco products (including, but not limited to, cigarettes, e-cigarettes or vaping devices, pipes, cigars, snuff, or chewing tobacco) is not permitted in any part of the building. When smoking or otherwise using tobacco or similar products outside, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else. Dispose of any litter properly in the receptacles provided for that purpose.
- No person shall engage in any vending or solicitation operations without having first obtained a permit from the Community Services Director. The license or permit shall note the specific park, facility, or open area in which the licensee is authorized to conduct vending and/or solicitation operations and the duration of such use. Vendors must also obtain any other appropriate and applicable local, county or state licenses or permits. EXCEPTION: The Community Services Department has designated specific areas at various facilities where petitions and political solicitation can transpire. A permit is not necessary to conduct petition and political solicitation.

Meeting Room Reservation Request Denial

- The applicant shall not use or authorize use of the name City of Chandler or Chandler Public Library for any purpose in connection with the use of the facility, for publicity or otherwise, except to identify the location of the event. Unapproved use shall be grounds for denial of use of the facility.
- The proposed or actual use of the meeting room would constitute an unreasonable risk to the health and safety of persons, or of damages to the library.
- The applicant has failed to comply with the stated rules and regulations.
- The proposed or actual use interferes with the use and enjoyment of the library by members of the public.
- The applicant has failed to comply with the stated rules and regulations in connection with a previous usage.
- The applicant owes more than \$10 on their library account.
- Meeting room reservation requests with an existing reservation at the same facility will not be approved.
- Meeting room reservation requests for events that may be disruptive to library business will not be approved.
- Chandler City Council, Chandler Library Board, City of Chandler departments or divisions, and any City Boards or Commissions reservation requests take priority. If any of the above-named groups request the use of a Chandler Public Library meeting room, a public reservation may be cancelled or rescheduled for an alternate date and time. Refunds will be provided if necessary.



Library Board Community Services

Date: 05/17/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Fine Free Article

Subject:

Fine Free Article

Agenda Item Title:

Board member Bob Lowry provided an article on the positive results from New York City libraries going fine free.

Attachments

Fine Free Article

The Library Ends Late Fees, and the Treasures Roll In

The decision in New York City set off a wave of returns, accompanied by bashful notes of apology and gratitude.

By [Gina Chereilus](#)

Published March 31, 2022 Updated April 1, 2022

Some items, checked out decades ago, arrived with apologetic notes. “Enclosed are books I have borrowed and kept in my house for 28-50 years! I am 75 years old now and these books have helped me through motherhood and my teaching career,” one patron wrote in an unsigned letter that accompanied a box of books dropped off at the New York Public Library’s main branch last fall. “I’m sorry for living with these books so long. They became family.”

Three DVD copies of “[The Boondock Saints II: All Saints Day](#),” a 2009 action film about Irish Catholic vigilantes in Boston that has a 23 percent rating on Rotten Tomatoes, were returned to three libraries in three different boroughs.

When New York’s public library systems announced last October that they would be eliminating all late fines, the goal was to get books and people back to the more than 200 branches, as well as research centers, across the city after a year and a half of limited hours and access.

The goal was achieved: A wave of returned overdue materials came crashing in, accompanied by a healthy increase (between 9 and 15 percent, depending on the borough) of returning visitors.

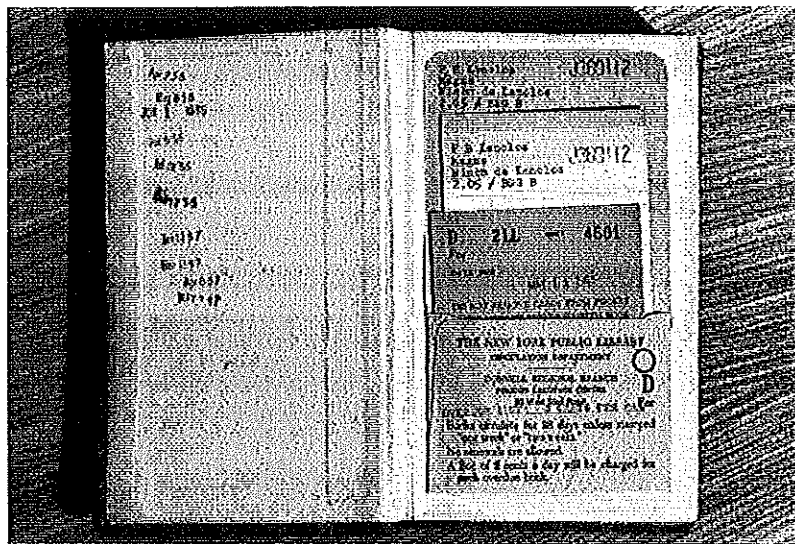
Since last fall, more than 21,000 overdue or lost items have been returned in Manhattan, Staten Island and the Bronx, some so old that they were no longer in the library’s systems. About 51,000 items were returned in Brooklyn between Oct. 6 through the end of February. And more than 16,000 were returned in Queens. (Libraries are still charging replacement fees for lost books.)

Some books were checked out so long ago that they had to be returned to different addresses. In December, Flushing Library in Queens received a package containing “Goodbye, Mr. Chips,” a novella by the English novelist James Hilton, that had been checked out in July 1970 from an [address](#) that is now associated with a shopping plaza.

Billy Parrott, who runs the Stavros Niarchos Foundation Library in Midtown, the city’s largest circulating branch, said that most overdue items are returned by mail or book drop, rather than in person. This makes sense: Late books can be a source of shame. But librarians insist they aren’t judging.

“We just care about the books,” said Mr. Parrott, who has worked for the New York Public Library, one of three systems in the city (the others are in Brooklyn and Queens) since 2004.

Before the change in policy, New York’s public libraries had charged overdue fines since [the late 1800s](#). Early on, the rate was 1 cent per day. In 1954, it increased to 2 cents, then [5 cents](#) in 1959. The most recent rate was 25 cents a day in New York City (except for Brooklyn, where it was 15 cents) for most materials, 10 cents a day for children’s books and a couple of dollars a day for DVDs. (Fines were lower for patrons ages 65 and up and those with disabilities.)



One recently returned book was last checked out in 1965. An Rong Xu for The New York Times

After 30 days, a book would be deemed lost and a replacement fee would be charged. Fines didn't accrue forever, but anyone owing \$15 or more in fees would be blocked from checking out materials. In 2019, the New York, Brooklyn and Queens Public Libraries collected more than \$3 million in late fees, according to Angela Montefinise, the vice president of communications and marketing for the New York Public Library.

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When Tony Marx joined the New York Public Library as president in 2011, it was his mission, he said, to eliminate fines for good. Amnesty programs were put in place and, in Brooklyn, a study was conducted on the effectiveness of fines and the barriers that patrons faced in returning books.

Then, in 2017, the public library in Nashville eliminated fines, and those in Chicago, Dallas and San Francisco followed two years later. It wasn't until the pandemic hit, and fines were temporarily suspended in New York, that Mr. Marx saw a clear opportunity to change the city's system permanently.

"We learned that we could adjust our budget to do everything we needed to do and cover the lost revenue, because we're not in the revenue-generating business," Mr. Marx, a former president of Amherst College, said in an interview. "We are not in the fine-collection business. We're in the encouraging-to-read-and-learn business, and we were getting in our own way."

For some city residents, the fines had been particularly discouraging. Dominique Gomillion said she stopped going to her library in Jamaica, Queens, after books she had taken out for her 8-year-old daughter, Ariel, left her with more than \$50 in late fees — a substantial sum for her as a single parent.

"It's just me and her," Ms. Gomillion, a 32-year-old supervisor at UPS, said in a phone interview. "There's not really much other support that we have."



Dominique Gomillion and her daughter, Ariel, recently began visiting libraries again. They had stopped after accruing more than \$50 in late fees. An Rong Xu for The New York Times

A few months ago, Ms. Gomillion tried another library, the South Hollis branch, to see if she could clear her name.

"I was already ready to put the books back," she said. "And then Reggie came, the librarian, and he was like, 'I got something better for you.' And then he was like, 'There are no late fees anymore.'"

Ms. Montefinise recalled one patron at a branch in Dongan Hills, Staten Island, who, upon returning some late children's books, couldn't believe the news and asked for a receipt to show his wife as proof.

"I can't tell you how stressed out these fines made our customers," said Tienya Smith, a librarian who runs the branch in Long Island City, Queens. "Not having these fees erases all of that."