

Library Board Regular Meeting

September 20, 2022 | 6:30 p.m.

Downtown Chandler Library
Copper Conference Room 254
22 S. Delaware St., Chandler AZ
or <https://whereby.com/cplcopper>



Board Members

Beth Brizel
Bob Lowry
Michael McElhany
Alexis Merritt
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, September 20, 2022, at 6:30 p.m., at the Downtown Chandler Public Library, Copper Conference Room 254, 22 S. Delaware Street, Chandler, AZ or virtually via [Whereby](https://whereby.com/cplcopper).

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 - September 20, 2022

Call to Order/Roll Call

Scheduled/Unscheduled Public Appearances

Members of the audience may address any item not on the agenda. State Statute prohibits the Board or Commission from discussing an item that is not on the agenda, but the Board or Commission does listen to your concerns and has staff follow up on any questions you raise.

Consent Agenda

Items listed on the Consent Agenda may be enacted by one motion and one vote. If a discussion is required by members of the Board or Commission, the item will be removed from the Consent Agenda for discussion and determination will be made if the item will be considered separately.

1. **May 17, 2022 Library Board Minutes**
Move Library Board to approve the minutes of the May 17, 2022 Library Board meeting.
2. **Chandler Library Board 2023 Meeting Dates**
Move to approve the 2023 Chandler Library Board Meeting Dates

Briefing

3. **Library Manager's Report**
4. **Library Manager Rachelle Kuzyk will provide an update on the Friends of the Library.**

Discussion

5. Board Member Lowry would like to know if there is any indication of how many overdue and/or presumed lost books and materials were returned in the initial period after the fines were removed?
6. Board Member McElhany would like to follow up on the findings of the current state with regard to digital content and access.

Member Comments/Announcements

Calendar

7. The next Library Board meeting will be held Tuesday, November 15, 2022 at 6:30 p.m. at the Basha Library Programming Room, 5990 S. Val Vista Dr. Chandler, 85249.
8. The next Friends of the Library meeting will be held Tuesday, October 11, 2022 at 1:00 p.m. at the Downtown Library, Copper Conference Room 254.

Adjourn



Library Board Community Services

Date: 09/20/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Library Board Minutes

Subject:

Library Board Minutes

Agenda Item Title:

May 17, 2022 Library Board Minutes

Proposed Motion:

Move Library Board to approve the minutes of the May 17, 2022 Library Board meeting.

Attachments

Library Board Minutes 5.17.2022

Meeting Minutes

Library Board Regular Meeting

May 17, 2022 | 6:30 p.m.
Sunset Library Monsoon Room
4930 W. Ray Rd., Chandler, AZ 85226



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 - Present
Board member Bob Lowry - Present
Board member Michael McElhany - Present
Board member Arman Sidhu - Present
Board member Maria Munoz – Not Present
Board member Karla Palafox – Not Present

Staff Attendance

Rachelle Kuzyk, Library Manager
Courtney Allen, Management Assistant

Scheduled and Unscheduled Public Appearances

None

Consent Agenda

1. March 15, 2022 Library Board Meeting Minutes
Motion to approve the minutes was made by Board member Lowry, Board member McElhany seconded. Motion passed 4-0.

Briefing

1. Library Manager's Report – Rachelle Kuzyk
The Library Manager's Report was provided to the Library Board in advance of the meeting for Board members review.
Rachelle Kuzyk announced Martin Rodriguez was promoted to the Downtown Library Associate.

Action Agenda

1. Circulation Policy Revisions

Motion to approve the Circulation Policy revisions was made by Board member McElhany, Board member Sidhu seconded. Motion passed 4-0.

The Circulation Policy was renamed to The Library Cardholder Policy. The revisions are listed below.

The Cardholder Policy revisions discussed are as follows:

The first type of card patrons are eligible for is the full access card, which is available to any individual who works, resides, or goes to school in Maricopa County. Anyone who does not fall into those boundaries can pay \$40 for a full access card.

Board member Lowry inquired how many people have had to pay the \$40 fee. Courtney Allen followed up the following day sharing that the Library has collected \$1,489 in fiscal year 2020/21 and \$2,138 through April 2022 in fiscal year 2021/22 in membership fees. There are other charges that fall into the membership revenue line item, i.e., lost card fees, guest passes, etc., which is why the numbers are not in \$40 increments.

The revised policy then states all the acceptable forms of identification. The library will make the allowance if you do not have official identification that shows the proper address requirement, a piece of mail will be accepted, print or digital.

The age ranges for adult, young adult, and youth cards are outlined based on the year of birth. eCards are now available. This touches on Board member McElhany's discussion item #5 regarding content and accessibility. To receive an eCard, you do not have to come into the library, you can register for it online. Your address must still fall within the required guidelines. There is an authentication process that verifies the address and last name provided are authenticated against postal records. Are we able to deny someone from having both a Gilbert and/or Maricopa County library card, as well as a Chandler library card? No, because the conditions decided that are acceptable for residency requirements, that person still meets all the requirements. Michaels reasoning for the inquiry is to understand digital content; how libraries get access to it and what the policies are related to it. Rachelle responded stating that digital content restrictions are tied to the publishers because the library does not own digital content, it is leased. Some publishers are on a 26 circulation, while some are one year. The borrower must download the digital content, holds do not count against circulation. Michael inquired if there is any concern or issue with our digital collection being abused by non-eligible or duplicate system ecard holders. Rachelle does not feel our collection is being abused or our system being taken advantage of. We do not receive complaints from patrons that their digital content needs are not being met. The Chandler Public Library system does not share digital content with other library systems, whereas other systems do.

Computer only access cards are now provided free of charge. An actual library card is provided, with the parameters set that it is for computer use only, but they can keep in their possession and not have to check in at the desk every time they come in for computer use. There will be a \$2 card replacement fee charged if lost. The previous policy stated there was a \$2 fee and a patron would be required to pay that every time they needed to come in for computer use only.

The special note to parents and guardians essentially means that the library does not serve in the role as a parent, and parents are responsible for their child's library use.

Borrowing items and loan limits has remained the same at a 100-item loan limit. This was always the case, but not mentioned in the previous policy.

The hold limit has been increased from 10 to 25.

The policy now states Chandler Public Library does not charge fines for overdue materials. All items are automatically renewed up to four times, except if a hold is placed on the item or it is an Inter Library Loan (ILL). 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. The replacement value is determined by the library, patron purchased replacement copies of lost items will not be accepted.

Council member Lowry inquired how a patron would be charged a fee if overdue fines are now eliminated. Rachelle responded stating the overdue fines are eliminated, and materials will automatically renew (if not on hold or an ILL), but once the final due date comes and the book is not returned for 14 days past that due date, there will be a book replacement fee plus a non-refundable \$5 processing fee.

The following are the fee revisions to the new Cardholder Policy:

There is no longer a charge for a marked or torn page (\$.50) or a missing page (\$1.00).

The fee for a plastic jacket removal, and a lost or damaged DVD case is now \$5, not \$2.

The lost/damaged audiobook case fee is now \$10, not \$2.

The lost/damaged audiobook sleeve is \$1.

There is no longer a guest pass fee (\$2).

The ILL fee is now determined by the loaning institution, not \$6.

Black and white copies and printing are now \$.10, not \$.25

Color copies and printing are now \$.25, not \$1.00.

2. Meeting Room Policy Revisions

Motion to approve the Meeting Room Policy revisions was made by Board member Lowry, Board member Sidhu seconded. Motion passed 4-0.

Courtney Allen presented the revised meeting room policy. There were very few revisions, mostly formatting. The following are the revisions:

The occupancies were updated to reflect the rooms with tables and chairs in them, not as an open space.

There was clarification to the food policy in the general policies section. The wording was revised from "Food and drink, other than finger food and bottled water, are not allowed", to "Dry, packaged snacks and water bottles with sealable lids". This aligns with the study room food policy. The tobacco policy was revised to be more specific and include the e-cigarette and vaping language. The original language was very vague:

The old policy stated: "Smoking and use of tobacco products are not allowed."

The revised policy states: "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."

The Sales and Solicitation policy was updated to align with Chandler City Code:

The old policy stated: "Per Library Sales and Solicitation Policy, fundraising or the exchange of money on library premises is prohibited unless the event is sponsored by the Cultural Affairs Division, The Friends of the Chandler Public Library, or a City sanctioned event, such as a City award ceremony."

The revised policy states: "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."

There was a removal of the wording "The applicant shall not participate in indecent or sexually explicit behavior which a reasonable person would find lewd or obscene." This verbiage was subjective and was replaced with "The applicant shall not participate in behavior which could be considered inappropriate."

Discussion

1. 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, 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?

Rachelle responded to Board member McElhany's inquiry in the Action Agenda, Circulation Policy revisions discussion.

2. Board member Lowry provided an update on the Friends of the Library (FOL).

Board member Lowry informed the Board the FOL approved the annual library support of over \$85,000 for the upcoming fiscal year 2022/23, compared to \$67,000 in fiscal year 2021/22. A few of the programs supported by the FOL annual support include Press Reader database, Grab & Go Kits, Read to Succeed, and professional development. Online book sales have increased 25% in one year, and the Friends of the Library members and donations have grown 700% in three years.

3. Board member Arman Sidhu would like to discuss plans for expanding programming options for Teens & Adults across the Chandler Public Library branches. 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.

Board member Sidhu is looking for ways to revive programs for teens. Rachelle responded that the library currently has an open recruitment for a teen Librarian to run the Makery, which is a huge draw for that age range. There is also talk of creating a mini Makery at the Sunset library. We are also looking into a mobile STEAM Lab / Makery that would do outreach programming in the community and underserved areas. Rachelle will have staff reach out to the organizations that Board member Sidhu suggested.

4. Board member Maria Munoz would like to suggest adding a special library event in the City Scope newsletter. Board member Munoz was not present, so this was not discussed.

Members Comments / Announcements

1. Bob Lowry announced that Board member Munoz is now serving of the FOL board. There are still vacancies on the FOL board.

Calendar

1. The next regular meeting will be held on Tuesday, September 20, 2000, at 6:30 p.m., at the Downtown Library, 22 S. Delaware St. Chandler, 85225.

2. The next Friends of the Library Board meeting will be held on Tuesday, June 14, 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 McElhany, Board member Lowry seconded. Motion passed. The meeting was adjourned at 7:16 p.m.

Courtney Allen, Board Liaison

Beth Brizel, Chairman



Library Board Community Services

Date: 09/20/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Chandler Library Board 2023 Meeting Dates

Subject:
Chandler Library Board 2023 Meeting Dates

Agenda Item Title:
Chandler Library Board 2023 Meeting Dates

Proposed Motion:
Move to approve the 2023 Chandler Library Board Meeting Dates

Attachments

2023 Library Board Meeting Dates



**2022 Meeting Schedule
Library Board
Approved: September 20, 2022
Courtney Allen / 2812**

Day of Week	Date	Time	Location: Bldg. Name/Conf. Room Name/Street Address	Type of Mtg: Study/Regular/ Retreat
Tuesday	January 17, 2023	6:30 p.m.	Hamilton Library 3700 S. Arizona Ave. Chandler, AZ 85248	Regular
Tuesday	March 21, 2023	6:30 p.m.	Sunset Library 4930 W. Ray Rd. Chandler, AZ 85226	Regular
Tuesday	May 16, 2023	6:30 p.m.	Downtown Library 22 S. Delaware St. Chandler, AZ 85225	Regular
Tuesday	September 19, 2023	6:30 p.m.	Basha Library 5990 S. Val Vista Dr. Chandler, AZ 85249	Regular
Tuesday	November 21, 2023	6:30 p.m.	Hamilton Library 3700 S. Arizona Ave. Chandler, AZ 85248	Regular



Library Board Community Services

Date: 09/20/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: **Library Manager's Report**

Overview

Welcome back, everyone! We had an incredibly busy summer, with a great turnout at all branches for the Summer Reading Challenge. To help keep the momentum going for patrons, we will be introducing a new service for reading challenge programs, Beanstack. This platform will allow us to build quality reading initiatives throughout the year and keep readers engaged via an interactive app. I like to compare it to a step tracker, but for books. Our projected launch date is October 1st for a HallowRead challenge.

Congratulations to Charles Jean, a longtime cataloging librarian, on his new role as Collections Manager (Admin Librarian). Charles brings a wealth of experience to this position.

The Branch Managers at all locations are doing a fantastic job of bringing new ideas to each of the libraries, which they outline below in their branch updates. If you have the opportunity, please give them a "high five." They deserve it!

I'll be attending the AZLA Library Leaders' Summit in late October, and we'll also have staff members attending the general conference.

Finally, watch for a mural at the Downtown Library in the area above the adult magazine area. It will be a commissioned piece of art offered in collaboration with the Chandler Vision Gallery. We'll be looking forward to the installation sometime in 2023.

Branch Updates

Basha Branch

- The instructional specialist librarian has hit the ground running since being hired here at Basha. So far he's helped 20+ classes and a total of 400+ teens, with more lined up throughout the month of September.
- The Puzzle Swap is a hit! We've received great community response from offering this monthly program. We've carved out a nook in the library where patrons can take home puzzle overflow from our Puzzle Swap programs. To our surprise -- the teens can't get enough of communal puzzle building after school. We're loving being the puzzle place of South Chandler! On top of this, we are introducing a Walking Book Club that hopes to promote health and literacy for adults and seniors!
- We're excited to get back to full programming after a small break. Our GirlsXSTEM program, a STEM based program offered via a partnership with Basha High, is ready to return. On top of this, we're introducing new programs like Travel Thursdays, Build-It and the Teen Advisory Group back to the mix. In October, we will be sending two of our library assistants to offer a Diwali Program in partnership with Chandler's DEI office.
- Our teen liaison and youth supervisor has partnered with the Basha High School's special education classroom to offer students the opportunity of real-life work experience via our volunteering program. We're excited to serve this underserved population of the community!

Downtown Branch

- The Spot, Downtown's new teen space, will have it's grand opening on September 15 from 6-7:30pm.
- New hires and recruitments:
- Full-time Library Aide: Yolotzin Avili-Cruz started 8/22
- Part-time Library Aide: Interviews 8/25
- Tech clerk & Pages: Closes 8/30

Outreach

- Contigo Kick-off 9/17 – photo buttons (outside in the grassy area by the library)
- Galveston Contigo 9/30 – bike and 3D printer
- 9/24 Grandparents Day – shrinky dink key chains
- Little explorers @ Chandler High (once/month)

Hamilton Branch

- Library IT recently revamped Hamilton's computer setup into smaller groupings on round tables. Patrons are pleased with the change.
- Three new pages joined our team. We will hire one more Page for morning coverage.
- Hamilton has an average of 300 teens in the library after school

each weekday. Library staff surveyed over 400 students for programming ideas. We have begun implementing their suggestions.

- Arizona Science Center presented a back-to-school program for youth on 8/17/22. Several attendees subsequently created accounts, stating it was their first time in the library. Great partnership!

Sunset Branch

- Sunset Library is completely re-opened, with full programs and teens and families back in the library every afternoon.
- Our new programming staff are getting great attendance and rave reviews from patrons.
- Study rooms are being upgraded.
- A new patio is being built with ADA access to the park. It will feature new seating, a water filling station, and educational panels. This patio will serve as a community space as well as a location for library programming.
- We will be interviewing soon for two Library Greeter positions.

Collections and Statistics

Active Cardholders

		Increase/Month	Increase/Calendar Year
September 1, 2022	61,676	1.75%	1.87%
August 1, 2022	60,618	1.81%	.12%
July 1, 2022	59,538	.01%	-1.67%
June 1, 2022	58,993	1.72%	-2.56%
May 1, 2022	57,993	1.56%	-4.22%

Physical Item Circulation

August, 2022	118,906
July, 2022	100,357
June, 2022	119,232
May, 2022	91,547

Cloud Library Checkouts

August, 2022	21,002
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July, 2022	20,990
June, 2022	23,646
May, 2022	19,813

Programming

Unduplicated stats for 2021-2022 Adult Literacy Programs

- Talk Time 192
- Small Group English Tutoring 84
- Citizenship Workshop 18
- Number of Countries represented 34
- Number of volunteers 29
- Number of volunteer hours 2,938

Stats for 2021-2022 Read To Succeed First Grade Tutoring Program

- Downtown 18
- Basha 15
- Systemwide 33
- Number of volunteers 12
- Number of volunteer hours 745

Information Technology

- The conversion of all 13 library study rooms to huddle spaces is nearly complete. This upgrade adds touchscreen all-in-one computers equipped with high definition webcams and new furniture to every existing study room to accommodate collaboration. Launching Tuesday, September 13th.

Friends of the Chandler Library

- 423 Library volunteers reported 12,260 volunteer hours FY 21/22
 - Friends of the Chandler Public Library approved annual support of \$80,507 for FY 22/23 to support and strengthen Library programs and services. In addition, a \$7,000 NXP grant will be applied this FY for school age STEAM activities.
 - Friends of the Library saw an increase in AmazonSmile support through increased Marketing promotion.
 - The recent Movies, Music and More sale raised \$2,400 towards Library programs and services.
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Attachments

2021/22 Library Statistics

Chandler Library Program Statistics

Summary July 2021- June 2022

Month	In-Person Programs		Outreach Programs		Live Virtual Programs		Self-Directed Programs (includes Grab & Go Kits, StoryWalk, Reading Challenge Participation)		Pre-Recorded Programs		Total Monthly Number of Programs	Total Monthly Attendance/ Engagement
	Number	Attendance	Number	Attendance	Number	Attendance	Number	Engagement	Number	Total Views (30 days)		
Jul-21	61	1618	7	130	28	133	21	1154	6	2400	123	3035
Aug-21	165	2679	7	165	22	175	12	570	2	66	208	3589
Sep-21	126	1889	9	296	27	163	11	539	1	31	174	2887
Oct-21	211	3172	9	846	24	162	12	716	0	0	259	5196
Nov-21	259	2977	14	497	19	90	14	800	1	15	307	4363
Dec-21	127	865	7	195	17	83	14	608	0	0	165	1751
Jan-22	244	2018	9	486	26	113	9	445	0	0	288	3062
Feb-22	299	3230	19	1049	23	85	5	424	0	0	346	4723
Mar-22	353	4542	14	575	18	75	7	591	0	0	393	5868
Apr-22	373	5250	18	1172	23	77	5	1956	0	0	419	8455
May-22	212	2092	16	438	21	68	8	1115	0	0	257	3713
Jun-22	259	5885	18	599	18	77	14	1340	0	0	309	7901
Fiscal Year TOTAL	2689	36217	147	6448	266	1301	132	10258	10	2512	3248	54543

Summer Reading Challenge 2022

Participants Registered	9,246
Finishers	4,352 (47%)
Minutes Read	8.5 Million

Summer Reading Challenge 2021

Participants Registered	6,477
Finishers	3,911 (60%)
Minutes Read	7.5 million

