

Library Board Regular Meeting

November 15, 2022 | 6:30 p.m.

Basha Library Program Room
5990 S. Val Vista Dr., Chandler AZ 85249



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, November 15, 2022, at 6:30 p.m., at the Basha Library Program Room, 5990 S. Val Vista Dr., Chandler, AZ 85249. One or more Board Members may be attending by telephone.

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 - November 15, 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. **September 20, 2022 Library Board Minutes**

Move Library Board to approve the minutes of the September 20, 2022 Board meeting.

Briefing

2. **Library Manager's Report**

3. **Board member Lowry will provide an update on the Friends of the Library.**

Discussion

4. Board member Merritt would like to discuss and propose the Playscape concept.

5. Board member Merritt would like to discuss and propose the strategy board game idea.

Calendar

6. The next Library Board meeting will be held Tuesday, January 17, 2023 at 6:30 p.m. at the Hamilton Library, 3700 S. Arizona Ave. Chandler, AZ 85248.

7. The next Friends of the Library meeting will be held Tuesday, January 10, 2023 at 1:00 p.m. at the Downtown Library, Copper Conference Room 254.

Adjourn



Library Board Community Services

Date: 11/15/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Library Board Minutes

Subject:

Library Board Minutes

Agenda Item Title:

September 20, 2022 Library Board Minutes

Proposed Motion:

Move Library Board to approve the minutes of the September 20, 2022 Board meeting.

Attachments

Library Board Minutes 9.20.2221

Meeting Minutes

Library Board Regular Meeting

September 20, 2022 | 6:30 p.m.
Downtown Chandler Library
Copper Conference Room 254
22 S. Delaware St., Chandler, AZ 85225



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 – Present
Board member Karla Palafox – Present
Board member Alexis Merritt - Present

Staff Attendance

Rachelle Kuzyk, Library Manager
Courtney Allen, Management Assistant

Scheduled and Unscheduled Public Appearances

None

Consent Agenda

1. May 17, 2022 Library Board Meeting Minutes

Motion to approve the minutes was made by Board member Munoz, Board member Sidhu seconded. Motion passed 7-0.

2. Chandler Library Board 2023 Meeting Dates

Motion to approve the 2023 Library Board meeting dates was made by Board member McElhany, Board member Lowry seconded. Motion passed 7-0.

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.

Board member Palafox commented that the new Basha Instructional Specialist Librarian Charles Pratt is amazing. Board member Palafox is a teacher at Basha High School. Charles has gone above and beyond working with the teachers and has helped the Spanish department.

Board President Brizel commented on what a great idea the Basha puzzle swap is.

Board member Lowry inquired on the ages of the new Beanstack reading program software. Rachelle responded stating it is all ages. The company markets the software from age 0-109. The program will track reading minutes, or patrons can log their reading manually. The first program, Hallowread, will be pushed out soon. The program can also be used for reading challenges between classrooms, schools, businesses, departments, etc. The platform includes all the collateral, posters, marketing, flyers, etc. Board member Lowry inquired if this is something the Friends of the Library can possibly sponsor moving forward.

The Spot at Downtown Library is now a teen hangout space.

The library has 53 Contigo programs running at various branches.

The study rooms at all the branches have been upgraded and will now be called huddle rooms, which all now have connectivity. This upgrade adds touchscreen all-in-one computers equipped with high-definition webcams and new furniture.

The statistics show an upswing in active cardholders and we expect to have higher circulation numbers due to the automatic renewals.

Board member McElhany inquired on the tracking of returns since going fine free and having automatic renewals. His concern is if books will be off the shelf for a longer period than in the past when we did not have automatic renewals. This tracking will help to understand if the library needs to purchase more copies of materials. Rachelle responded stating she has requested that our catalog and collection administrative librarian track the average time to fill holds with auto renewals verses several years past when there were no auto renewals.

Summer reading challenge had 8,500,000 minutes read, which was 1,000,000 more minutes than last summer with almost 30% more participation.

Board member Brizel inquired on the upcoming AzLA conference Rachelle will be attending. She is wondering what it is and what she'll be learning. Rachelle responded stating AzLA does statewide general conferences along with a leader's summit for librarians statewide to share best practices, ideas, pitfalls, etc. Board member Munoz inquired if it is well attended. Board member Lowry stated the AzLA Leaders Early Literacy summit that was held in Chandler last year was well attended with approximately 100 people.

The Sunset patio is currently under construction. The transition from the patio to the parking lot and Sunset park has degraded over the years and there was no ADA compliance. The patio is completely poured out. There will be stairs and a wheelchair path leading down to the park, tables, shade sails, an interactive play panel fence, musical library garden, a 24-hour book vending and hold pick up machine on the patio, as well as a water bottle refill station. The contractor has until the end of November to complete the project before the library can add all of the above-mentioned amenities.

Rachelle Kuzyk mentioned the possibility of the library purchasing a Bookmobile as a fifth branch. This is a long way out and there are many logistics that need to be discussed before moving forward, but the conversation has begun.

2. Board member Lowry provided an update on the Friends of the Library (FOL). Sunset library has had tremendous used book sales since their re-opening. Between the Downtown and Sunset library used book, DVD's, CD's, and album sales, the Friends have brought in \$76,000 this year. In 2020 the Friends donated \$35,000 compared to \$87,000 in 2022. Donations have increased from \$7,000 to \$18,000. There was a \$7,000 NXP grant.

Discussion

1. 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?

Rachelle responded stating there has been an approximate 20% increase in circulation due to auto renewals.

Board member Munoz inquired if the library tracks the bilingual collection circulation and if it is increasing. Rachelle will make a note to ask the catalog and collection administrative librarian for those statistics and will get that information back to Maria.

2. Board member McElhany would like to follow up on the findings of the current state with regard to digital content and access. Board member McElhany also inquired if there is any way to know if there was a hold and the person never checked it out?

Rachelle responded that she did some research and the ratio for digital content purchases is 4:1. If there are four holds on one copy, that triggers us to purchase another copy. Audiobooks have a 6:1 ratio. There are currently no issues with patrons abusing the holds or new automated renewal system that library staff are aware of.

Do we know if we have a problem with people having multiple Chandler library accounts and abusing the holds system?

Rachelle responded with her findings of the address verification system. The system is not perfect and is approximately three months behind current mail records. There is a small window of time where two people could have the same address in the Library Polaris software.

Members Comments / Announcements

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

Calendar

1. The next regular meeting will be held on Tuesday, November 15, at 6:30 p.m., at the Basha Library Programming Room, 5990 S. Val Vista Dr. Chandler, AZ 85249.

2. The next Friends of the Library Board meeting will be held on Tuesday, October 11, 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 7:20 p.m.

Courtney Allen, Board Liaison

Beth Brizel, Chairman



Library Board Community Services

Date: 11/15/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: **Library Manager's Report**

Overview

Happy Fall!

We have so many exciting things happening at Chandler Public Library, some in the moment and some in our vision for service in the future. Engaging with community members outside the physical space of the four branches is a primary focus as we consider 2023 and beyond. Our leadership team is leaving no stone unturned as it considers the many ways that we can bring the library TO people so that they, in turn, will visit our libraries and see themselves in our people, programs, and service. We want to be inclusive, responsive and innovative in everything we do.

The study rooms in our libraries have been upgraded to include new technology that creates quiet, private space for users to attend online meetings, conduct job interviews, video chat with friends and family or virtually attend college programs...the online opportunities for virtual networking are endless, and we now provide the technology to facilitate these experiences in addition to the space. Wireless printing is also being installed in all locations.

Our launch of Beanstack, a reading tracker and challenge platform, was delayed, but we are now ready to go! Staff are in the testing process, creating their own accounts and exploring the experience so that they can assist patrons with their questions when the first challenge is open to customers on December 1st.

As always, I have so much appreciation for the service our library staff provide to the community every day. The team we have in place today is exceptional...in diversity, depth of knowledge, commitment to service, and desire to constantly improve and evolve. With the season of gratitude upon us, I am thankful for the amazing people who show up to work in our libraries every day to make a difference in the lives of others, and I am so incredibly lucky to be a part of it. Season's greetings and best wishes for ALL of the holidays in the coming weeks.

Branch Updates

Basha Branch

- Assisted Department of Equity and Inclusion with a Diwali outreach program. Great time / experience for the community. Provided crafts that coincided with the cultural event.
- New Programs: Edible Plants in the Southwest, Walking Book Club, Henna Art, Scrunchie Design with Instagram Influencer that focuses on indigenous culture.
- Continued partnership with Basha High school. Multiple school visits that include crafting, database instruction and informal book checkout. Looking to provide a Mesa Center of the Arts grant to the community -- a night with Zuill Bailey (more details to come).
- Focusing on ways to say yes and bring more people into the library. Working with the kids afterschool to enjoy the space but be respectful of others who might be using it.

Downtown Branch

- CUSD Food Services is providing snack/lunch bags for our literacy based After School Book Adventures program for school age children.
- New Library Pages: Cathleen Flora, John Biewer, Karen Williams, Kylee Webb and Susan Janke.
- New Technology Clerks: Samantha Kroeger and Gabby Wells.
- Promotions: Kenny Robertson, Alex Szoenyi and Miranda Moore promoted to Part-time Library Aides.
- Recruitments: Security guard and Technology Clerk.

Hamilton Branch

- On October 15th our Teen Advisory Group hosted a Diwali program. The 147 attendees enjoyed crafts, henna, treats and lots of dancing.
- We partnered with Hamilton High and hosted a mock voting event for the teens. More than 2000 students voted.
- Thanks to the Friends we now have a "Cozy Mornings at Hamilton" coffee

cart. The patrons are loving it!!

- We recently hired a new Page, Kris Feller, and she is doing a fantastic job.

Sunset Branch

- The new patio and ADA ramp are complete. We will be adding benches, tables, and other features in the near future.
- We hosted a Corona del Sol student art exhibit, installed by the Vision Gallery. It was on display for six weeks with great reviews. Artists and guests attended an after-hours reception. 87 people attended.
- Sunset staff members presented at the Arizona Library Association Conference in Prescott about the StoryWalk project.
- Sunset participated in the vintage book sale for the first time. Patrons were very appreciative.

Outreach

- The Stories @ The Market has been successful averaging around 75 participants.
- Spooktacular: 10/28 – The library is always the most popular booth! We fill the coffin with candy and giveaways. We will have over 1000 visitors to our booth.
- Woofstock: 11/19 – We make library cards, check out books and talk about all the amazing resources the library has to offer! We are bringing a StoryWalk, Dog's Colorful Day for participants to experience.

Collections and Statistics

Active Cardholders

		Increase / Month	Increase / Calendar Year
November 1, 2022	63,315	1.18%	4.57%
October 1, 2022	62,549	1.46%	3.36%

September 1, 2022	61,676	1.75%	1.87%
August 1, 2022	60,618	1.81%	.12%
July 1, 2022	59,538	.92%	-1.67%

Physical Item Circulation

October 2022	112,839
September 2022	114,057
August 2022	118,906
July 2022	100,357

Cloud Library Checkouts

October 2022	21,205
September 2022	20,120
August 2022	21,002
July 2022	20,990

Auto-renewals (started August 10, 2022)

October 2022	52,687
September 2022	51,100
August 2022	35,258

Programming

- The Library participated in the City of Chandler Contigo (Hispanic Heritage) Celebration, between September 1 and October 15. The library held 46 programs that were themed for Hispanic Heritage, which included storytimes, author talks, arts and crafts programs, family games, cultural events, movies, STEAM programs, special grab and go activity kits, themed Storywalks at Desert Breeze Park and Amberwood Park, and outreach activities. Over 1500 people participated or were engaged in these programs!
- Beginning in September, the library offered a registration-only Preschool Time. Between September 1 and November 30, we are offering a drop-in version and a registration required version of this storytime series (for ages 3-5) at each branch. This effort is to explore whether registration is a good fit for storytimes in the future at all the branches. A customer survey was just

completed and is being reviewed. Below are some attendance stats:

Registered Preschool Time

September- 467

October - 398

Drop In Preschool Time

September - 487

October - 459

- Supervisors and Branch Managers will look at feedback from customers, staff and attendance numbers to determine if registration will continue as an element of storytimes in 2023. There will be a break for storytimes, STEAM Club and STEAM Jr. starting December 5, 2022 and resuming the week of January 9, 2023.

Friends of the Chandler Library

- City Council made a proclamation recognizing National Friends of Libraries Week.
- Friends of Chandler Public Library launched the annual end of year giving campaign, Season of Friendship, during National Friends of Libraries Week.
- Through the Friends Community Bookshelves initiative, used books were given to the Library for outreach efforts for children and seniors in our community.
- For the second year, Friends of Chandler Public Library board members attended the COC Employee Appreciation Luncheon/Workplace Giving event, giving out free cookbooks and connecting with COC staff.
- The Vintage Book Sale brought in \$3,000 in support of Library programs and services.

Attachments

Hamilton Diwali Program

Hamilton Coffee Cart



LINE
GROUPS

roups are meeting
y. Check them out!

y.org to lea





Library Board Community Services

Date: 11/15/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Playscape Proposal

Subject:
Playscape Proposal

Agenda Item Title:
Board member Merritt would like to discuss and propose the Playscape concept.

Attachments

Playscape

PLAYSCAPE IDEAS FOR CHANDLER PUBLIC LIBRARIES

CREATE SPACE FOR CHILDREN TO PLAY, READ, UNLOCK IMAGINATIVE PLAY, AND INTERACT WITH THEIR PEERS.

The grant funded toys, dress up, and kitchen materials bought in the past few years was a great start. However, many of them are showing their wear and tear already and are not always available. Play items are also spread out around the library. There is no cohesive theme or central location for young readers to go and explores.

I had the chance to visit the Spokane, WA Library (2 branches) this summer which had recently undergone an entire refresh of their library branches. A 3rd one was planned to open the week we left and I saw previews of it online. Each branch had a northwest theme for their playscape area (made of wood), and the areas had imaginative play items that were bolted to the structure so there was little risk of it walking off.

My kids played for over an hour in the Yeti themed area, roasting pretend marshmallows, and camping out in their tent. Then my daughter brought some new books and settled into a bean bag chair to satiate her love of reading in a brand-new way.

A different library had a climbing structure and slide along with farm stand and produce growing areas. All of the little kids who didn't know each other beforehand had fun selling each other fruit and going picking. There were also nooks and crannies to read and find some sense of privacy. My daughters aged 7 and 4 thrived in these library environments which included books and a chance to imagine and play. Chandler is such a vibrant community full of many young families and busy libraries. I would love to see more imaginative play areas dedicated to these children.

Themes for the branches of Chandler could include Desert general, Grand Canyon, Red Rocks, Ponderosa Pine Forest, Old West Town (Like Tombstone), etc....

These are some of my photos from our experience:























From the Spokane Library Website: Central Downtown Library





Library Board Community Services

Date: 11/15/2022
To: Library Board
From: Courtney Allen, Management Assistant
Subject: Strategy Board Games

Subject:
Strategy Board Games

Agenda Item Title:
Board member Merritt would like to discuss and propose the strategy board game idea.

Attachments

Strategy Board Games

STRATEGY BOARD GAMES TO CHECK OUT

BOARD GAME EXCHANGE

- My husband and our friends 20s-40s age range love board games. There has been a huge resurgence in board game popularity in the past 20 years. However, it is more focused on strategy style games. It is not the family/group games of the early 90s.
- Even Target/Amazon/Walmart/Barnes and Noble have large inventory dedicated specifically to these types of games:
 - <https://www.target.com/c/strategy-games-puzzles-toys/-/N-dpa3q>
 - <https://www.amazon.com/Strategy-games/s?k=Strategy+games>
 - https://www.barnesandnoble.com/b/strategy-games/_/N-1hil
 - https://www.walmart.com/browse/toys/strategy-games/4171_4191_3029728
- Hillsboro, OR library had a robust selection of well-kept strategy board games with a clear description of how to return them and time limits. This would be so wonderful as most people only have so many shelves dedicated to board games in their home, but would love to try out new games to play with friends. **See a photo of my shelf below**
- Board Game Cafes are becoming increasingly popular - <https://www.snakesandlattes.com/tempe>, opening in Chandler soon <https://www.moxboardinghouse.com/>
- Strategy Board Games are a great way to get people into the library and a great service for the community (board games bring people together).
- We could have game nights in the library and competitions held in the library (<https://www.catanstudio.com/events/catan-world-championship/united-states-2022>).
- If we can't do the above, at least a Monthly Board Game Exchange like we already have the Puzzle Swap would be awesome.
- A lot of popular games like Settlers of Catan, Machi Koro, 7 Wonders, Dixit, Escape Room Style Games have multiple versions. A game exchange or checkout would allow people who love one version to explore others without the significant cost in buying multiple games.
- A quick reference sheet could be taped into the inside of each box to remind staff and library patron what pieces need to be returned to make it easy to account for the items at return.

Hillsboro, Oregon Collection



The Grizzled

21 day checkout
Return ONLY to Brookwood
Library during open hours.
Please tell us if anything is missing.
DON'T USE AUTOMATED RETURN

**Cooperative
game**

Préstamo de 21 días
Regréselo durante las horas de
apertura solamente a la Biblioteca
de Brookwood.
No use el buzón de libros.

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CHECK CONTENTS

by Fabien Riffaud & Juan Rodriguez

Art by Tignous

My personal shelf is out of space at home and we are quickly moving out adult games to make room for children's games for my girls!

