

# Meeting Minutes

## Library Board Regular Meeting

January 16, 2024 | 6:30 p.m.  
Sunset Library Learning Lab  
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 – Present  
Board member Alexis Merritt – Present  
Board member Karla Palafox – Present

#### Staff Attendance

Rachelle Kuzyk, Library Manager  
Courtney Allen, Management Analyst  
Sue Van Horne, Assistant Library Manager  
Debe Moreno, Sunset Branch Manager  
Paul Smith, Business Systems Analyst

### Unscheduled Public Appearances

None

### Consent Agenda

1. September 19, 2023 Library Board Meeting Minutes  
Motion to approve the minutes was made by Board member Lowry, Board member McElhany seconded. Motion passed 7-0.

### Discussion

1. Board member Sidhu would like to initiate a discussion on the potential purchase and installation of content filter on internet-connected and library-owned devices permanently stationed in the youth section(s) of all branches, as well as inform/review board members of CPL's existing IT Policy as it relates to filters on library-owned devices. Including:

- Existing measures for content filtration (if any).

- Existing safeguards from patrons browsing inappropriate content or malicious/unsafe websites (if any).
- Request for CPL to compile and review comparative policies from other Phoenix-metro area library systems - Do other local library systems incorporate web/content filtration in any capacity?
- Discuss and review any potential operational, fiscal, and legal ramifications for the installation and management of content filters on library-owned devices in the Youth section of each branch.

Board member Sidhu's question is in reference to one of the comments made at the September 2023 meeting. There was an assumption that the library did not have any sort of filters on their public computers. Library Business Systems Analyst Paul Smith provided the board with the Chandler Public Library Guidelines for Acceptable Use of Library Technology. Board member Sidhu feels his questions and concerns have been addressed in the guidelines, but requested a rundown on how filters work on the adult and youth library devices and if there are any differences. Paul Smith responded stating there is currently no difference, and everyone is treated equally based on The Children's Internet Protection Act (CIPA) that was enacted by Congress in 2000 to address concerns about children's access to obscene or harmful content over the Internet. The library does filter several categories that are inappropriate adult content so everything, whether it is guest Wi-Fi or library managed computers, goes through the same set of filters that we can distinguish. We give a broad filter list of everything and then we go beyond some web filtration with content filtering for applications, for example peer-to-peer sharing, but mostly everything is filtered. Board member Sidhu also inquired if there are ever instances when a parent does not want their child on a certain website or social media. Are the parents able to request there be something on the child's account or are library staff able to revoke someone's internet privileges? Paul Smith responded that every so often somebody will say something shouldn't be allowed, but it is more likely that something should be allowed because it may be incorrectly filtered. There is typically more whitelisting than blacklisting. Adult patrons can ask staff to temporarily lift a filter and staff will ask why, but we must meet the CIPA requirements by allowing things to be unfiltered and we cannot allow children or a third party to see something if they are doing something inappropriate, but for the most part, we'll give that temporary override to adults. Rachelle Kuzyk informed the board that library staff are exploring the option of having a yes/no option on their child's library card for computer use. It would mean changing some data points inside of the patron record and staff are not entirely sure what that would look like yet, so this is just something that is in the works right now. Board President Brizel inquired if any surrounding cities use that option. Rachelle responded that she is not sure but will be meeting with both Mesa and Tempe in the coming weeks and she will inquire and report back with her findings.

Board member Munoz inquired how often the library upgrades their computers to ensure we have the newest technology. Paul Smith stated that the city and library typically upgrade their computer fleet every five years through the city's IT replacement fund. We are currently a little over three years with our current computers, so we are looking at 2026 at this point.

Board member Palafox inquired if the computers at Chandler Basha and Hamilton High Schools are maintained by city and library IT, not the school district. Paul Smith confirmed.

2. Board member Munoz would like to discuss current events on the Express Library opening in Mesa on self-service features.

Board member Munoz wanted to share the article that came out on the Express Library opening in Mesa. This self-service library branch allows entry by scanning your library card and PIN. There are no staff, only a virtual assistant. Patrons can check out books as well as playground equipment outdoors at the adjacent park. It is very efficient. It is the first facility of its kind in Arizona and the second one in the country. Rachelle Kuzyk went on a tour the second week that it opened and she feels it is an interesting concept. It cost a million dollars and it's only approximately 1,000 square feet, which is a hefty price tag. The software that they're using, Open Plus, is not new in Arizona. Scottsdale used the software for full access to their entire library during COVID with no public service staff in the building. The facility includes a video kiosk to connect patrons with staff at other libraries if they need assistance, outdoor book lockers and a book drop along with popular books for all ages. The other half of the building belongs to recreation, so there are public restrooms, but they cannot access them from inside the library space. The facility is at Monterey Park with sports fields and a playground. Rachelle will find out if the facility is 24/7 as well as circulation numbers.

3. Board President Brizel would like an update on the status of those that want books banned. Has library management received more complaints or requests for books to be banned, besides 2000 Mules?

Rachelle responded that there have been no new requests or updates.

4. Board member McElhany would like an update on the Reciprocal Plus Maricopa County program that was discussed in the January 2023 meeting.

Rachelle informed the board that it hasn't fully been rolled out yet. She believes that the only library that they have tested it with so far is Scottsdale. Our circulation collection staff don't feel that the program is very robust yet, so they are hoping that other libraries can work out the problems before we jump on board and get involved.

## 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 member's review.

Board President Brizel inquired about the bookmobile and when we should expect it. Rachelle informed the board that Farber is telling us March 2025.

Board President Brizel also inquired if Library Outreach has a house they are working on in the For Our City project?

Rachelle informed the board that Community Services had a house, and our outreach team were there. Sue added that we always have an outreach group in the park giving out information about the library and making library cards, but we also have staff who go with Community Services to participate in cleanup.

Board President Brizel asked if the Downtown Library Japanese classes are all ages and how many people signed up. Sue informed the board that 12 people were signed up but not everyone showed up so staff will be calling people from the wait list to join. The class is for adults.

Board President Brizel asked about the free tax assistance program that the libraries offer. What is the schedule? Debe Moreno informed the board that VITA is providing the service at Sunset and Hamilton. They will be at Sunset on Monday and Tuesday mornings from 9am-noon and at Hamilton on Thursdays and Fridays from 9am-noon from January 29-April 13. AARP will be at the downtown branch by appointment only.

Board member Munoz inquired about the library speed dating program she read about in the newsletter. Sue informed the board that it is speed dating for friends, not an actual dating program.

Board member McElhany inquired about artificial intelligence (AI). He hasn't seen any programs offered for AI and feels it is something that we really need to be thinking about. He feels there could be either a city or library program offered. There was a recent study that showed 40% of jobs are going to be replaced in the next three years by AI, and it is the people that are using AI will be replacing people that are not using it. This is something that he would really encourage staff to look at. Board member McElhany would volunteer to teach a 101 program and feels Basha and Hamilton High Schools may be the best places to start.

### 2. Chandler Library Summer Reading Challenge Statistics

Board President Brizel commented on what an excellent job staff did, as we were number four with 50.9%, while the national average is 30%.

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

Board member Lowry informed the board that the Friends of the Library have been approached by one of the Friends board members to see if they can put together a Financial Literacy 101 course at the branches. The board thinks it will be a good idea to start with teens to teach them basic financial literacy.

Board member Lowry provided updated financials for the Friends. So far, this fiscal year, total sales are 70% of last year, and we're only six months into the year, so that bodes well for what this year is going to look like. Donations are at 53% of the average of the past three years, again six months into the fiscal year, and that is impressive considering last year we had a donation of \$10,000 from one person. The friends moved \$100,000 from Wells Fargo to Bank of America to purchase a CD that pays 5% while Wells Fargo was only paying .5% so they are on track to earn about \$5,400 instead of leaving it at Wells Fargo to earn \$400 for the whole period. The other reason they moved the funds is because of the FDIC. They Friends had too much money in the Wells Fargo account to be protected by the \$250,000 limit, so they took the \$100,000 out and moved into B of A to spread the risk and they are also getting a much better return on the money. Since the café opened seven months ago, it has brought in \$24,000 in gross just for the snacks, not books or anything else. They have grossed \$24,000 with a net profit of \$8,400, so their profit is 33%. The Friends are very pleased not only with Alexis' idea, but the ability to execute it and to have a 33% profit for not much work. It's been a blessing for the Friends, and they will keep it going. Also, Tara has found a pattern of books that do not sell anywhere else but in the café.

Board President Brizel is glad that City Council recognized the Friends of the Library and made the proclamation for national Friends of Libraries. She also thanks the Friends for all they have done.

## Calendar

1. The next regular meeting will be held on Tuesday, March 19, 2024 at 6:30 p.m., in the Downtown Library Copper Conference Room 254, 22 S. Delaware St. Chandler, 85225.

2. The next Friends of the Library Board meeting will be held on Tuesday, February 13, 2024 at 1:00 p.m., in the Hamilton Library, 3700 S. Arizona Ave. Chandler, 85248.

## Adjourn

Motion to adjourn made by Board member McElhany, Board member Munoz seconded. Motion passed. The meeting was adjourned at 7:16 p.m.

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Courtney Allen, Board Liaison

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Beth Brizel, Board President