

Library Board Regular Meeting

6:30PM

March 19, 2024 | 6:30 p.m.

Downtown Chandler Library
Copper Conference Room 254
22 S. Delaware St., Chandler, AZ 85225



Board Members

Karla Palafox
Maria Munoz
Michael McElhany
Elizabeth Brizel
Arman Sidhu
Robert Lowry
Alexis Merritt

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, March 19, 2024, at 6:30 p.m., at the Downtown Chandler Library, Copper Conference Room 254, 22 S. Delaware Street, Chandler, AZ 85225. 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 - March 19, 2024

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. January 16, 2024 Library Board Meeting Minutes **APPROVED 4-0**
Move Library Board to approve the minutes of the January 16, 2024 Library Board meeting.

Briefing

2. **Library Manager's Report**

Information Items

3. Library Board Members Appreciation Open House Invitation

Calendar

4. The next regular meeting will be held on Tuesday, May 21, 2024 at 6:30 p.m., in the Basha Library Program Room, 5990 S. Val Vista Dr. Chandler, AZ 85249.
5. The next Friends of the Library Board meeting will be held on Tuesday, April 9, 2024 at 1:00 p.m., in the Basha Library Program Room, 5990 S. Val Vista Dr. Chandler, AZ 85249.

Adjourn **6:51PM**



Library Board Community Services

Date: 03/19/2024
To: Library Board
From: Courtney Allen, Management Analyst
Subject: Library Board Minutes

Subject:

Library Board Minutes

Agenda Item Title:

January 16, 2024 Library Board Meeting Minutes

Proposed Motion:

Move Library Board to approve the minutes of the January 16, 2024 Library Board meeting.

Attachments

Library Board Minutes 1/16/2024

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.

Courtney Allen, Board Liaison

Beth Brizel, Board President



Library Board Community Services

Date: 03/19/2024
To: Library Board
From: Courtney Allen, Management Analyst
Subject: **Library Manager's Report**

Overview

With spring upon us, things have been busy for us at Chandler Public Library! We're seeing remarkable attendance at programs, preparing for carpet replacement at Sunset, working with planners on Hamilton renovations and sending staff to conferences for professional development. The In-n-Out Burger reading challenge is underway, along with a month of LibCon programming at all branches. As always, our staff do outstanding work with the community everyday and I'm thankful to have such a wonderful team.

The timeline for our tech/bookmobile is holding steady for May, 2025 and the vendor sends regular updates to keep us informed, which I'll continue to share with you.

Library staff have submitted two grants to the State Library to assist with a collection audit, and to support language programs in the libraries.

Our annual Summer Reading Challenge is just around the corner and we are already in planning mode for another successful summer. Watch for more details in the coming weeks and months.

Branch Updates

Basha Branch

- We implemented “Quiet Hours” @ 3:30pm to try and balance the time afterschool for teens and the general public. It has allowed us to enforce behavior issues more consistently and has helped build a rapport with the teens. So far it has been going well.
- Youth Services is firing on all cylinders. We just wrapped up Ready-Set-Kindergarten and had a better turnout than the January program.
- We’re excited for LibCon and have a ton of great programs planned.
- We had a great tour of 150+ K-1st graders visit the library two weeks ago.
- Our teen volunteer program continues to be a resounding success.
- We’ve been offering a variety of stitching, crocheting, and fabric design programs for adults. They have had a pretty good turnout.
- We’re hard at work planning for another season of Writers in Residence. Right now we have two authors who have agreed. Grant pending.

Downtown Branch

- Shaneece Simpson is our new full-time Circulation Assistant. Shaneece has been working as a part-time Circulation Assistant at Sunset for over a year.
- We will be hiring another full-time Circulation Assistant and a full-time Courier in the next few weeks.
- Ted Liebler and Deidre Mears have submitted an LSTA Express Grant for \$4,000. The grant will pay instructors for our Japanese and Spanish language classes. Our current Japanese class has been successful. With the grant, we will add a Spanish class in the fall.
- We are seeing a steady increase in the number of patrons coming through the doors and using the library.

Hamilton Branch

- In collaboration with the Chinese Club, Hamilton Librarian Thuan Nguyen and Specialist Amy Rodrock hosted a Tet-Lunar New Year program celebrating both the Vietnamese and Chinese New Year. There were over 200 attendees.
- Girls Who Code: Python Basics, a series this February, is a program run by one of our Hamilton Seniors, Chloe Zhan; she has been accepted to MIT.
- Backyard Composting, a collaboration with Water Wise Water Conservation, had over 42 people attend on Tuesday, February 27.
- Memory Cafe has collaborated with Parkland and Pennington Memory Care Facilities to bring seniors to the library to volunteer, play games, and enjoy the community. Sandra Klug has applied for a \$2,500 grant through the Stephen T. Riedner Grant for Life Enhancing Library Programs for People with Dementia.

- Our very own Librarian, Thuan Nguyen, was one of the star actors in the State of the City address, which debuted on February 15 at Chandler Center for the Arts and can be seen on the city YouTube channel. <https://www.youtube.com/watch?v=B5jgQ0CEIWo&t=10s>

Sunset Branch

- Vita tax prep has been very popular and running smoothly.
- 81 people attended our February Spring Seed Swap. It was a beautiful day, and the program took place both in the program room and on the new patio.
- The shade sail was installed on the new patio. The patio will soon be complete, with new planter boxes for a Discovery Garden which will be used for programming and to highlight our Seed Library. A ribbon-cutting event is in the works in the next couple of months (date TBD).

Outreach

- In January, the outreach team visited 32 CUSD elementary schools, introducing ourselves and promoting outreach services that support teachers, students, and families.
- We attended Airport Day for the first time and interacted with over 300 people. Excellent City event!! We passed out a craft created on the Glowforge in The Makery.
- In February, multiple staff members pitched in to host a booth at the City's Innovation Fair, providing hands-on activities and speaking to approximately 450 people.
- In honor of Black History Month, Library Specialist Jackie Torkildson presented Storytime at the Market with Miss Juneteenth Arizona, Sascha Reveron.

Collections and Statistics

Active Cardholders:

January 1, 2024	69,218
February 1, 2024	69,780
March 1, 2024	69,950

Physical Item Checkouts:

January 2024	113,227
February 2024	103,151

cloudLibrary Checkouts:

January 2024	22,181
February 2024	20,338

Programming

Library Programming Highlights: January- February 2024

Multi-Cultural Fashion Show at Basha

On January 29, over 100 people came out to Basha Library to participate in and watch the Multi-Cultural Fashion Show. All ages walked the red carpet runway during this afternoon event, showcasing traditional dress from cultures including India, China, Japan, Mexico, Myanmar (Burma), Hawaii and Navajo! Special thanks to Mayor Kevin Hartke and the Division of Diversity, Equity and Inclusion for joining us at this event!.

The Library connects with aviation and the Chandler Airport

Last month, Chandler Airport celebrated its 75th year, and Chandler Public Library joined in the celebration! We offered aviation-themed Grab & Go bags, hosted the highly attended program “Desert Wings – Arizona Aviation History” and had a booth at the Chandler Airport Day on January 20. Hundreds of families visited the library booth, and many checked out a book or signed up for a library card!

Tet- Lunar New Year at Hamilton

Hamilton High teens and library staff worked together to hold a festive event on February 3 in honor of Tet-Lunar New Year. Activities included fashion showcase, dance, music performance, and the traditional Dragon Dance. Families enjoyed Asian treats and cultural crafts at stations run by teens. Over 200 people came out for the celebration.

Spring Seed Swap at Sunset

Well over 80 people attended the program to browse the information tables and gather knowledge in advance of the spring planting season.

The Makery's February Series

Located at the Downtown Library, the Makery is a DIY space perfect for innovative people who are looking for equipment to create their dreams. The second floor includes a Lab and Studio space with equipment for digital and creative projects using Glowforge, Cricut, 3-D printer, and more.

In February we invited creatives to come out for an introduction to Digital Art with Sketchbook to design special Valentine's laser cut gifts, or to learn about the Glowforge Pro. The Makery held an open house in conjunction with the Downtown Chandler Innovation Fair on February 24.

Tax Assistance began in February. There is free tax help available at the Downtown library (AARP) and at Hamilton and Sunset libraries (VITA). You can visit the library's tax help web page for all the details. <https://chandlerlibrary.org/tax/>

Upcoming Library Programs: March-April 2024

Spring Water-Wise Workshops with Water Conservation

The Library is partnering again with City of Chandler Water Conservation for a spring workshop series. The classes range from topics like composting and gardening, desert-friendly landscape design, rainwater harvesting, and protecting your landscape from the summer heat. The first programs kick off at Sunset and Hamilton Libraries at the end of February. The series will run through May.

Nature of Things

This collaborative series features speakers presenting current topics on conservation of our local ecosystems, sustainable outdoor recreation, and Arizona's natural and cultural heritage. The March and April line up of topics includes living in harmony with the desert, nature journaling, restoration of Arizona's trout, and a look at what is killing urban saguaros.

LibCon!

Chandler Library runs an all-ages pop-culture series in March. The theme is Heroes & Villains. All four branches will hold special themed events, storytimes, and more. We have programs celebrating superheroes, comics, cosplay creation, Marvel, Harry Potter, and more, with some opportunities to win prizes. This year Samurai Comics is helping to sponsor the series. Check out chandlerlibrary.org/libcon for more information.

In-n-Out Burger Cover to Cover Spring Reading program

Its back for 2024! Kids ages 4 to 12 can read 5 books and earn a free hamburger from In-n-Out. The spring reading program runs from March 2 through April 13. Registration and achievement award cards pick up is available only at your local branch.

Ready, Set, Kindergarten! Sessions

RSK has begun at Basha Library, Sunset and Hamilton Libraries will hold their spring sessions March-April and Downtown will run their sessions in May. This school readiness program is for ages 4 and 5 years and is a unique CPL-created early literacy program. Each session includes stories, songs, and activities to prepare children for Kindergarten.

Chandler Public Library Local Author Fair

Local authors are now being invited to celebrate creativity, community, and the written word. This event will be held on April 6 at the Downtown Library, and will include local author talks, Zine Creator corner, a type-in, and a Makery author experience. Authors will be able to sell their books as well during this event. If you know someone who might like to participate as an author or creator in the event, please contact Kat Silva (Basha) or Jennifer Vinikour (Downtown).

Jazz on the Move

The library is partnering with Chandler Special Events and the Chandler Jazz Festival to host a series of jazz performances and jazz/music themed programs in April. Naturally, we will have special storytimes, STEAM programs, crafts, and we will also hold special performances and presentations. Hamilton Library hosts a special performance for seniors, especially those with memory loss. Downtown will feature a presentation and performance by 90-year-old Charles Lewis, a long-time Arizona pianist who has been part of the local jazz scene since 1954, as well as host a jazz combo from Chandler Gilbert Community College, and Sunset Park will feature a jazz piano trio as well.

Friends of the Chandler Library

- Friends of Chandler Public Library and the Teen Advisory Group hosted a Drive Thru Book Drive in January at all four library locations. Approximately 200 boxes of books were received in 2 hours.
 - In February, Friends hosted a Movies, Music and More pop-up sale and a clearance sale at the Downtown and Sunset library locations.
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Library Board Community Services

Date: 03/19/2024
To: Library Board
From: Courtney Allen, Management Analyst
Subject: 2024 Boards and Commissions Save the Date

Subject:
2024 Boards and Commissions Save the Date

Agenda Item Title:
Library Board Members Appreciation Open House Invitation

Attachments

2024 Boards and Commissions Save the Date

SAVE THE DATE!

COME CELEBRATE OUR PAST
AND PRESENT BOARD AND
COMMISSION MEMBERS AT
OUR APPRECIATION OPEN
HOUSE EVENT



APRIL 17, 2024
7:30AM-9:00AM

175 SOUTH ARIZONA AVENUE
CHANDLER, AZ 85225

