

# RESULTS

# Library Board

# Regular Meeting

May 21, 2024 | 6:30 p.m.

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



## Board Members

Alexis Merritt  
Arman Sidhu  
Elizabeth Brizel  
Jennifer Pawlik  
Michael McElhany  
Parker McCarthy  
Robert Lowry

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 21, 2024, at 6:30 p.m., in 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 - May 21, 2024

Call to Order/Roll Call **6:30PM**

### 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.

### Information Items

1. Please welcome our two new Library Board Members; Jennifer Pawlik and Parker McCarthy. Board Member Palafox has resigned, and Board Member Munoz's term has expired.

### 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.

2. March 19, 2024 Library Board Meeting Minutes **APPROVED 6-0**  
Move Library Board to approve the minutes of the March 19, 2024 Library Board meeting.

### Briefing

3. Library Manager's Report
4. Board Member Lowry will report on the funding requests for Friends supported programs and events for the 2024/25 fiscal year.

### Discussion

5. Malori Heppler, Community Services Marketing and Communications Program Coordinator, would like to create social media posts that introduce each of our Library Board members, for those that are interested.

6. Board member Merritt would like to discuss updates to the Book & Board Library Lounge, future programming ideas, requesting funds from the Friends to add to the collection each year as new and improved board games are released, what advertising efforts have been used, and usage statistics. Also, why are the games not listed by name, but only as a game collection? Therefore, they are not searchable in the catalog.

## Member Comments/Announcements

## Calendar

7. The next regular meeting will be held on Tuesday, September 17, 2024 at 6:30 p.m., in the Hamilton Library Program Room, 3700 S. Arizona Ave. Chandler, AZ 85249.
8. The next Friends of the Library Board meeting will be held on Tuesday, June 4, 2024 at 1:00 p.m., in the Downtown Library Copper Conference Room, 22 S. Delaware St. Chandler, AZ 85225.

Adjourn **7:27PM**



**Library Board    Community Services**

**Date:** 05/21/2024  
**To:** Library Board  
**From:** Courtney Allen, Management Analyst  
**Subject:** Library Board Minutes

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**Subject:**  
Library Board Minutes

**Agenda Item Title:**  
March 19, 2024 Library Board Meeting Minutes

**Proposed Motion:**  
Move Library Board to approve the minutes of the March 19, 2024 Library Board meeting.

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**Attachments**

Library Board Minutes 3/19/2024

# Meeting Minutes

## Library Board Regular Meeting

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

Downtown 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 – Virtually Present

Board member Maria Munoz – Present

Board member Michael McElhany – Present

Board member Arman Sidhu – Present

Board member Bob Lowry – Not Present

Board member Alexis Merritt – Not Present

Board member Karla Palafox – Not Present

#### Staff Attendance

Rachelle Kuzyk, Library Manager

Courtney Allen, Management Analyst

Sue Van Horne, Assistant Library Manager

### Unscheduled Public Appearances

None

### Consent Agenda

1. January 16, 2024 Library Board Meeting Minutes

Motion to approve the minutes was made by Board member Munoz, Board member Sidhu 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 member's review.

Board President Brizel inquired if the outreach team is going to do anything with the Kyrene School District (KSD) in addition to the events they do with Chandler Unified School District (CUSD).

Sue Van Horne informed the board that library outreach has worked with KSD in the past. KSD is a little harder to get into than CUSD, but we have done plenty of outreach with them. Board President Brizel offered to reach out to anyone on the KSD Board if we need, as she used to serve on their board and lives in the district.

Board President Brizel also inquired about the number of cardholders and if those numbers are increasing. Rachelle responded that the numbers are holding steady without any significant increases or decreases.

Rachelle also informed the board of a pilot program she has proposed. The library is working on a mail out campaign to try a different approach to encourage people to become library cardholders. We will mail library cards to non-cardholders, similar to when you get a credit card in the mail that says, "You're qualified." There will be a library card included in the mailer that may say something like, "You're a Chandler resident and taxpayer and your taxes are already paying for all of these services, please bring this library card in to any one of our four Chandler Public Library locations to activate it." When they come in, they'll already have the card then we would register them. We're hoping that difference of opting into a service versus opting out of a service is a different kind of mentality. We've always waited for people to come to us of their own volition, but what if we put something in their hands instead. We haven't nailed down the specifics, like if we could put it in Chandler utility bills, for example, or it could be a separate mailer, we're working with the marketing department to figure out the best way to do it. The Chandler Neighborhood Resources Department has a Building Blocks software with property tax records, utility records, library accounts, etc. We've provided them with an initial dump of our data and once we have a good handle on how to mine what's in there, it will show us pockets of the city where either we have low membership rates or low usage rates, which will help us decide where the bookmobile will be most effective as well as where this first card campaign will go. We have a budget for an initial campaign of 2,500 cards, then if we see a return on the cost, we'll look at how many more we can send out next fiscal year. Hopefully this will tell us what we missed, what we should be looking for instead, or how effective this is? Rachelle is hoping that it will be a complete shift in thinking. Instead of waiting for people to come to us, we're already getting it in their hands and telling them how amazing our services are that they already have access to for free, instead of trying to drum up business the old-fashioned way. Our cardholder base is approximately 70,000, but Chandlers population is up to almost 300,000, so that's a large untapped population for us to try to get to. Board member McElhany suggested possibly putting this program in the schools, and Board member Munoz suggested food banks. The board loves the idea and thinks it's a great way of thinking outside the box.

Board member Sidhu inquired about staffing the bookmobile and who will be driving it and if they will need a CDL. Rachelle stated that they will not need a CDL, they made sure to choose a vehicle that does not require it. Staff will all need to go through a sort of drivers training with the vehicle. Chandlers Safety Program Manager has agreed to train the staff that will be driving the bookmobile. Board member Sidhu asked if there will be two people staffing and driving it. Rachelle responded that we already have the full-time Outreach Manager, Jo-el Miller, along with a part-time Librarian and a part time Library Specialist for the Outreach team.

Board member Munoz inquired about the two grants library staff have applied for: Collection Audit and the Japanese/Spanish Programming. The collection team are requesting funding to cover the cost of doing a diversity audit of one area of the collection, starting with the youth area. The Japanese/Spanish Programming grant is to cover programming supplies and presenter costs for adult language learning classes; Spanish and Japanese as a second language. We are currently offering Japanese classes and they are very popular and always full. The Spanish class will be added in the fall.

## Information Items

### 1. Library Board Members Appreciation Open House Invitation

The invitation was provided to board members. Rachelle and board members are planning to attend.

## Members Comments/Announcements

1. Board President Brizel would like to thank library staff for all they did at the Chandler Airport outreach event and for the Ready, Set, Kindergarten program. The kids and families really appreciate all we do to provide for families.

## Calendar

1. 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.
2. 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

Motion to adjourn made by Board member Sidhu, Board member McElhany seconded. Motion passed. The meeting was adjourned at 6:51 p.m.

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Courtney Allen, Board Liaison

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Beth Brizel, Board President



## Library Board    Community Services

**Date:** 05/21/2024  
**To:** Library Board  
**From:** Courtney Allen, Management Analyst  
**Subject:** Library Manager's Report

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### Overview

Welcome to our final meeting until September!

Congratulations to Jennifer Pawlik and Parker McCarthy on their appointments to the Library Board, and to Michael McElhany on his re-appointment. We are excited to have you with us, and hope that your time with Chandler Public Library will be very rewarding.

With summer upon us, we are entering the busiest time of the year for the Library and its staff as the Summer Reading Challenges kicks off on June 1st. Our programming team has been busy with planning and preparation for months already and we have many fun prizes for participants from local businesses thanks to them. Remember that the challenge is not just for kids, so if you haven't participated in the past, give it a try this year!

### [Summer Reading Challenge](#)

Our tech/bookmobile continues to move along the production queue with Farber Speciality Vehicles. The projected delivery date is now May, 2025.

Professional development is always an important part of the culture here at Chandler Public Library and several staff have had (or will have) the opportunity to attend conferences. Susan Van Horne, Assistant Library Manager, and Jo-el Miller, Outreach/Mobile Branch Manager, attended PLA in April; Caryn Nall, Hamilton Branch Manager, will be attending ALA in June; and, Tara Anglin and I will be attending IPLFC (International Public Library Fundraising Conference), also in June.

Have a great summer!



## **Branch Updates**

### **Basha Branch**

- The air conditioning is fixed in the programming room. We're ready to go for the summer!
- There are parking issues at Basha High School. Chandler Unified School District (CUSD) is actively looking at solutions for next school year.
- Toddler Time has been surging out here at Basha, averaging over 50 kids.
- Wrapping up Steam Club w/ CUSD Partnership (Girls X STEM). There's a great vibe so far (coding, drones, slime, etc.)
- Solar Program and Jazz Program went great. Over 215 people attended the two-hour program.
- We added another small group tutoring opportunity for the community on Mondays & Wednesdays.
- Adult services craft programs have been well-attended.
- Writer in Residence returns in July. Our first author will be Robert L. Plea.
- We're ready to go for SRC!

### **Downtown Branch**

- Tamryn King and Luis Vega were promoted from part-time Tech Assistants to part-time Circulation Assistants. Sang Huyng was selected as the new full-time Library Courier. Dianne Numkena and Phoenix Yang have been hired as our new part-time Tech Assistants.
- The Writer's Event at the Downtown Library was a huge success, with 133 people in attendance. This event showcased our commitment to promoting local authors and providing a platform for engaging activities such as a hand-made journal workshop and a type-in. Jennifer Vinikour and Kat Silva did an amazing job coordinating this event.
- 21 first-graders will graduate from our Read to Succeed program in May. Local elementary schools identify students who are struggling with reading and our tutors work with these students weekly throughout the school year to improve their reading skills.
- Beginning May 1 through September 30, all four library branches will be cooling centers as part of the city's Heat Relief Station program, which is in conjunction with the Salvation Army, Resurrection Street Ministries, and the Maricopa County Human Services Department. The Cooling Centers at the library will provide air conditioning, water, and snacks donated by the Maricopa County Heat Relief Network.
- The Downtown Library will be closed for electrical maintenance at noon on Friday, May 17th.

## **Hamilton Branch**

- We partnered with the Hamilton Astronomy Club and provided two telescopes and eclipse glasses for the students to experience the Eclipse. Hundreds of students and faculty participated during all three lunch periods.
- We held three very successful Jazz Programs. Cube Roots Jazz Band performed in the circle bringing lots of energy to the library. We had Tim Hern come and do a Sing-a-Long which was a lot of fun for our Memory Care Patrons.
- The high school Jazz Band played and shared their instruments with Preschool Time. Feedback from an attendee: "Many kids don't even know what possibilities are out there in the world of music, and having the teens share their love of music and offering a petting zoo is a great way to give little ones exposure to different instruments."
- Meeting for Concept Review for Capital Project this week as we continue to move forward on this exciting project.
- Preparing for an Asian American Native Hawaiian and Pacific Islanders (AANHPI) Teen Celebration on May 10. A collaborative effort among multiple clubs at Hamilton High, Basha High, and ACP. You'll experience performances, crafts, games, and karaoke all reflecting Asian American and Pacific Islander Heritage.

## **Sunset Branch**

- Sunset is once again fully staffed with the addition of a new Greeter and a Library Assistant.
- We completed a six-week Ready, Set, Kindergarten! program, graduating 15 very excited four and five year-olds.
- We partnered with Corona del Sol High School to feature LibCon Heroes & Villains themed artwork at Sunset Library. We hosted an after-hours reception for families and friends of the student artists.
- More than 200 attendees enjoyed the music of Loannis Goudelis Jazz Trio for an evening performance in the park, Jazz crafts on the Patio, and Family Jazz Storytime.
- Sunset Library is growing! We hosted a special Garden Party to celebrate our new Patio, Discovery Garden, StoryWalk, and Music Garden. Nearly 300 attendees enjoyed crafts on the patio, StoryWalk, Face Painting, a ribbon-cutting with the Mayor, and more.

## Outreach

- The outreach team participated in several City of Chandler events, including the Family Easter Celebration, the Chandler Family Bike Ride, Earth Day, and the Senior Expo.
- In direct response to our outreach promotion to CUSD elementary schools, we received invites to more than ten family events on school campuses in March and April, allowing us to connect with nearly 900 people.
- Staff also continued their recurring outreach, including Stories at the Downtown Chandler Farmers Market, New Employee Orientation, and Little Explorer's Storytime at Chandler High.
- All combined staff attended 37 outreach events and engaged with over 3,000 people.

## Collections and Statistics

### Active Cardholders:

April 1, 2024	70,063
May 1, 2024	70,488

### Physical Item Checkouts:

March 2024	118,150
April 2024	113,341

### cloudLibrary Checkouts:

March 2024	21,057
April 2024	21,589

### MCLD MAX usage:

March 2024 (live on March 11)	48 Borrowed, 78 Loaned
April 2024	98 Borrowed, 126 Loaned

## Programming

### Library Programming: March- April 2024

- In-n-Out Spring Reading Challenge finished on April 13. Over 1800 kids, ages 4-12, participated in the reading challenge. In total, children read nearly 14,000 books!
- Tax Assistance sessions finished in mid-April. In partnership with VITA and AARP, the libraries provided free tax preparation assistance to over 1,650 individuals through the first months of 2024. These services assist those in lower income brackets and often are a great resource to seniors.
- LibCon: Our community showed a lot of interest in our fandom-themed programs throughout March! Downtown saw 168 people at Harry Potter Palooza, Sunset had over 60 people attend Superhero Storytime, and Hamilton's Superhero Training Academy had almost 150 enjoy the activities and crafts. They were featured in the latest edition of the San Tan Sun News. Basha had over 170 people attended Spider Gwen storytime.
- Chandler Public Library Local Author Fair: Local authors joined us on April 6 at the Downtown Library to showcase their books, mingle with readers, network, and listen to presentations. This writers' event included a Zine Creator corner, a type-in, and a Makery author experience. Over 130 people attended the fair.
- Jazz on the Move: Nearly 900 people attended our April series jazz performances and jazz/music themed programs. Hamilton hosted a special performance for seniors, especially those with memory loss. Downtown featured a presentation by Charles Lewis, a long-time Arizona pianist. Basha partnered with the Nash Education Interns for a family event full of music, and over 200 people came out to Sunset Park to listen to a jazz duo, attend a storytime, and create fun musical instruments on the patio.

### Upcoming Library Program Highlights: May and Summer 2024

- In May, programming slows down as staff prepares for the start of Summer Reading Challenge in June.
- Basha will host a Free Comic Book Day on May 5, Sunset will hold a final session of their Ask a Master Gardener series on May 18, and Hamilton invites teens for a fun evening at their May 10 Asian American & Native Hawaiian/ Pacific Islander Heritage (AANHPI) Celebration. Downtown will feature the East Valley Regional competition of the Battle of the Books and celebrate the end a successful season of Read to Succeed, where 1st graders gained knowledge and skills through a 6-month tutoring program. All branches will start training their summer teen volunteers to gear up for the summer.

## Summer Reading Challenge 2024: Adventure Begins At Your Library!

- Registration opens May 1st for the next Summer Reading Challenge. Between June 1 through August 1, readers of all ages can earn prizes for reading 1000 minutes. The library hosts many summer programs that encourage learning, literacy, and creativity. This year the library hopes to attract more adults with a weekly prize drawing incentive. Our list of community partners has grown for prize donations and program partnerships! Our overall goal is for 10,000 people to register for the challenge!
- Our summer reading kick off programs during the first week of June include magic shows and animal presentations.
- We encourage our Library Board members to join the Challenge and head over to the June 8th program at the Downtown Library; A Taste of Arizona Adventure, Food, and Wines. You'll learn about unique Arizona destinations, enjoy some food samples, and get a chance to win a great prize from D'Vine Gourmet in Downtown Chandler. More information is available on our [Summer Reading Challenge webpage](#).

## Information Technology

- We have updated remaining patron email notices to include cover art and branding, along with links to helpful resources and promotions.

## Friends of the Chandler Library

- The March Children's book sale at the Downtown and Sunset locations raised over \$6,800 in support of library programs and services.
  - Library Giving Day was April 3, 2024. Donors contributed over \$7,000 through this important one-day fundraising campaign.
  - FY 24/25 Friends of Chandler Public Library funding requests have been submitted.
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