

Library Board Regular Meeting

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

Sunset Library
4930 W. Ray Rd
Chandler, AZ 85226



Board Members

Arman Sidhu
Michael McElhany
Alexis Merritt
Jennifer Pawlik
Parker McCarthy
Faith Risolo

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 19, 2024, at 6:30 p.m., at Chandler Sunset Library Learning Lab, 4930 W. Ray Rd. Chandler, AZ 85226. 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 19, 2024

Call to Order/Roll Call

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 17, 2024 Library Board Minutes
Move Library Board to approve the minutes of the September 17, 2024 Library Board meeting.

Action Agenda

2. Move Library Board to nominate and approve a new Board President.

Briefing

3. Library Manager's Report

Information Items

4. FY 25-26 Resident Budget Survey Link - chandleraz.gov/budget
The City of Chandler is starting its budget process and encourages residents to provide their thoughts about the community and its future. Starting Monday, Nov. 25, 2024 through Friday, January 20, 2025, Chandler residents will be able to complete the survey.

Member Comments/Announcements

Calendar

5. The next regular meeting will be held on Tuesday, January 21, 2025 at 6:30 p.m., in the Downtown Chandler Library Copper Conference Room 254, 22 S. Delaware St. Chandler, AZ 85225.
6. The next Friends of the Library Board meeting will be held on Tuesday, January 14, 2025 at 1:00 p.m., in the Downtown Library Copper Conference Room 254, 22 S. Delaware St. 85225.

Adjourn



Library Board Community Services

Date: 11/19/2024
To: Library Board
From: Courtney Allen, Management Analyst
Subject: Chandler Library Board Minutes

Subject:
Chandler Library Board Minutes

Agenda Item Title:
September 17, 2024 Library Board Minutes

Proposed Motion:
Move Library Board to approve the minutes of the September 17, 2024 Library Board meeting.

Attachments

Library Board Minutes 9/17/2024

Meeting Minutes

Library Board Regular Meeting

September 17, 2024 | 6:30 p.m.
Hamilton Library
3700 S. Arizona Ave. Chandler, AZ 85248



Call to Order

The meeting was called to order by Board President Beth Brizel at 6:34 p.m.

Roll Call

Commission Attendance

Board President Beth Brizel – Present
Board member Michael McElhany – Present
Board member Arman Sidhu – Present
Board member Alexis Merritt – Present
Board member Jennifer Pawlik – Present
Board member Parker McCarthy – Present
Board member Faith Risolo – Not Present

Staff Attendance

Rachelle Kuzyk, Library Manager
Courtney Allen, Management Analyst
Sue Van Horne, Assistant Library Manager
Caryn Nall, Hamilton Branch Manager

Unscheduled Public Appearances

None

Briefing

1. City Capital Project Funding/Bond Election Discussion led by Dawn Lang, Deputy City Manager / Chief Financial Officer

Dawn Lang provided information on bond elections and the city's assessment of potentially holding one in November 2025. Mrs. Lang informed the board that to fund the 10-year capital projects, the city will need additional authorization for funding due to inflationary costs for current and future projects. Handouts were provided and attached to the agenda.

2. 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.

Rachelle informed the board that the bookmobile has been slightly bumped up in its schedule to mid-April. Next week our outreach branch manager and Rachelle are headed to Farber in Ohio to

finalize selections for the bookmobile design. Our graphic designer is working on the early stages of the design for the vehicle wrap and we're in conversations about driver training of the vehicle.

Summer Reading Challenge this year was incredibly successful for us with a 30% increase in participation. We finished number three in the entire valley, behind only the entire Maricopa County and the City of Phoenix thanks to our amazing library programmers and marketing.

Rachelle invited all the board members to choose one of the three new library card designs that will be used during the card campaign that is just beginning. The door hangers and mailers have been sent out so the new cardholders that bring in the correspondence will get to choose one of the new card designs.

Board member McElhany inquired on his offer to provide library programs on AI. Sue Van Horne informed Michael that staff are starting to program for next year and believes everybody is interested, they are just working on the results of the programming survey to determine what people are telling us that they're interested in. The idea is certainly not dead in the water, it's one of the considerations that they're looking at.

Board President Brizel inquired how many people do we think will be at Contigo at the library on Saturday. Rachelle shared that there was approximately 2,500 in attendance last year. This year DEI is playing a somewhat larger role in coordinating some of the activities so there are outside activities in addition to indoor programs, so we expect it to be a larger event this year. Caryn Nall added that Hamilton has already held a couple of Contigo events. There was an amazing community Quinceañera fashion show that Council members Encinas and Ellis attended. Hamilton staff also showed the movie Encanto with a sing-along, popcorn, and arts & crafts. There was 357 people in the library, which is at least double what Hamilton typically has on Saturdays.

Board member Merritt commented on a few library programs she attended. Arizona author Roger Naylor's event had a good turnout. Her family learned so much and he signed their books. Board member Merritt hopes we do more book signing, especially Arizona specific.

Board member Merritt also thought the adult summer reading program was great.

Board member Merritt knows people in the Writers in Residence program, and they are loving it. She is hearing a lot of great feedback.

Rachelle commented that the biggest challenge of this year's Summer Reading Program was the shortage of prizes with the 30% increase in participation.

Consent Agenda

1. May 21, 2024 Library Board Meeting Minutes

Motion to approve the minutes was made by Board member Sidhu, Board member Pawlik seconded. Motion passed 6-0.

2. Chandler Library Board 2025 Meeting Dates

Motion to approve the Library Board 2025 meeting dates was made by Board member McElhany, Board member Parker seconded. Motion passed 6-0.

Discussion

1. Board member Merritt has requested the librarian in charge of reviewing the suggested purchases can speak to their exact process and timeframe used. How many suggested books have been successfully purchased in the past few years by the current vendors, how many are declined, and what options are there if the vendor does not offer the book, but they are readily available elsewhere?

Rachelle responded to Board member Merritt's inquiry with information on our process and statistics provided to her by Charles Jean, our collections manager. We have four approved vendors who provide the library with materials: Baker & Taylor and Ingram for print materials, Midwest Tape for media, and Cloud Library for e-content. We are required to use those vendors for the contracted spend limits and duration of the contracts, which is typically six years. What that also means is that we cannot spend that money with any other vendor without going to Council for approval. Many times, when we see items that are coming through on requests, people see them as being available on Amazon, which does not necessarily make them available for us to purchase. Amazon is not an approved book publishing vendor for the library. We also must consider our budget so that we don't run out of collection dollars. If we were to fulfill every single customer request that came through in the first six months of the year, we would have no money left for the remainder of the year to just fulfill normal purchasing. That's the volume of requests that we get to come through.

Charles is showing a total of 5192 approvals and 5768 denials from books requested by patrons. Charles aims to respond within a week. Materials approved are usually ordered from the vendor when there is sufficient quantity for them to have a full container to ship. Exceptions are rarely made outside of our approved vendors, as we lose discount pricing, even more so now that we're integrated into the MCLD max system. For suggestions, we align with our regular selection policy for the most part and try to fill as we consider purchases are almost a guaranteed checkout. The overwhelming majority of requests are denied for lack of availability. In the two samples that Alexis provided, *A Parent's Guide to Gifted Children* was out of print with our vendor at the time, so that is the reason for its denial. The other request appears to come from a small publishing house that hasn't made arrangements with our vendors, and so we couldn't get it from our contracted vendor or through Amazon, so that is the reason for the denial in that case.

2. Board member Merritt would like to understand the process for purchasing popular books that have numerous holds on them? How often is the list reviewed? Is there a formula or does it depend on forecasting sustained popularity? Is it the same for books, ebooks, and audiobooks or is this dependent on the Cloud Library subscription? Is there an established goal to keep people from waiting months or a year for a book?

Rachelle replied that the print copy holds and purchase ratio is one to five, so if one copy of the book ends up with five holds on it, that triggers the second copy to be ordered. And for e-

resources, it's one to seven. That's also part of the reason that we can't just order every single book that a single individual requests, because we know that there are ebbs and flows in publishing trends. We are aware that our ratios are higher than they were when book costs weren't what they are today. Let's say, five years ago, maybe the ratio was one in four, and now it's one in five, because books cost more today than they were five years ago, that changes the amount of time that you have to wait for something, and it's something that we've just managed, but it's no longer sustainable so we're requesting additional funding in our collection budget this year to keep our hold ratios down.

3. Board member Merritt would like to propose having a standalone shelf at every library branch for patrons to enjoy a yarn/craft/fabric exchange. It is like the puzzle swap at Basha where anyone can take or donate an item. In the Spokane Washington Library branches they all have these shelves and also a puzzle shelf. Board member Merritt loves the idea of providing more value and encouraging craftiness or discovering a new hobby to our patrons. Please read the article where Board member Merritt discovered the idea.

Rachelle reviewed the provided link on the story for the yarn exchange. She feels we should check with the four libraries and the managers to see if they want to have that in their library. She feels it's a great idea but doesn't feel we need to have all four branches right at once. Rachelle stated that we already do things like this, just not in the same public display, we do it through programs. That's how the seed library started at Sunset and the puzzle swap started at Basha. We do it as an integration with programs. Staffs' opinion of the way that those shelves looked was messy, to be honest, and we already have a huge task on our hands in dealing with book donations and the amount of those that we have to discard because they're not fit for reuse or resale. Putting it in as a part of a program gives us a way to manage it and determine how we're going to roll it out to the public, instead of having a community dropping spot for those kinds of things. It's an interesting idea, but Sue and Rachelle suggested to attend Chris Koeth's craft after dark programs at the downtown library. She pulls all her crafts out and people bring stuff, and they make all sorts of things. It's a great program. Rachelle and Sue both feel we're doing this already, we're just doing it in a different way as part of a program where it's well managed, and not just out there where staff have to clean it and organize it, it's already packaged as part of a program.

Members Comments/Announcements

1. Council member McCarthy commented on the pigeon mess at the downtown library parking lot. Rachele and Sue are aware of the ongoing problem. The city put the spikes up on the panels, they power wash regularly to keep it as clean as possible, and they do what they can to manage it, but unfortunately, it's an ongoing issue.

Calendar

1. The next regular meeting will be held on Tuesday, November 19, 2024 at 6:30 p.m., in the Sunset Library Monsoon Room, 4930 W. Ray Rd. Chandler, AZ 85226.

2. The next Friends of the Library Board meeting will be held on Tuesday, October 8, 2024 at 1:00 p.m., in the Downtown Library Copper Conference Room, 22 S. Delaware St. Chandler, AZ 85225.

Adjourn

Motion to adjourn made by Board member Sidhu, Board member Pawlik seconded. Motion passed. The meeting was adjourned at 7:44 p.m.

Courtney Allen, Board Liaison

Alexis Merritt, Board member



Library Board Community Services

Date: 11/19/2024
To: Library Board
From: Courtney Allen, Management Analyst
Subject: Library Manager's Report

Overview

Rachelle has been on FMLA leave, so please see Branch and service area updates.

Branch Updates

Basha Branch

- Our Contigo events went well! The little ones enjoyed different crafts and activities during storytimes, our teens enjoyed a well-received salsa tasting, and our adults enjoyed "The Wisdom of Ancient Healing Arts" with presenter Patricia Federico!
- Diwiali went equally well! The community had a great day of crafts, henna painting, and presenter-led dances. A huge shout-out to Amandeep for pioneering this program for years here at Basha.
- Our new writer in residence, Amy Fellner-Dominy, is off to a great start. Program attendance is hit-and-miss, but one-on-one consultations have been great, with a lot of repeat patrons.
- Read to Succeed is back, with a revamped curriculum. A huge shoutout to Bibianna, our new YS supervisor, for hitting the ground running and assisting with its roll-out.
- We hosted a popular passive program as part of our display, inviting community members to guess the number of items inside a jar. Teen Library Specialist Jen Hubbell creatively named it "The Jar of Wonders," and it attracted over 100 participants, with eight lucky winners!
- Staff day was a great day of team building and professional development!
- We'll be fully staffed on November 18th, when a new staff member joins us.

Downtown Branch

- Our Contigo event was a huge success! We welcomed a crowd of 2,500 attendees who enjoyed an exciting lineup of performances and activities.
- Our team made the most of a dedicated staff day to tackle projects that are hard to get to during regular public hours. We focused on tasks like inventory, shifting collections, organizing storage areas, and preparing for the Friends of the Library vintage book sale.
- The long-standing rumors of ghosts in the library were put to the test, and the Ghost Hunters confirmed there may indeed be paranormal activity!
- DEI's Diwali event last Saturday was a fantastic success, attracting over 1,500 visitors to the Downtown Library to celebrate and enjoy the festivities.
- We are excited to welcome two new Tech Assistants, Aalyiah Crockett and Casie Chavez, and to have Susan Janke back with us as a Library Page.
- It's great to see the impact of the water bottle filling stations in reducing plastic waste. Saving 8,560 plastic bottles from the landfill since May 15th is a significant accomplishment and highlights the library's commitment to sustainability.

Hamilton Branch

- Our Contigo Quinceañera Fashion Show and Fiesta de la Familia were successful! Teens showcased traditional quinceañera attire and shared the significance of this tradition in Hispanic culture. The Fiesta included crafts, games, music, and fun for all!
- Our Teen Study Hub has been a valuable addition with peer tutoring every Monday. Weekly activities include Book Club, TAG meetings, gaming, and movie days.
- Over 100 patrons attended our Mo Willems Party, which featured crafts, games, and photos with the pigeon!
- A new program, Station Time, for children ages 3–5 to engage in hands-on activities focused on preschool and kindergarten readiness.
- 130 attendees enjoyed henna, crafts, food, and dancing to celebrate Diwali.
- Staff development day included staff from Hamilton and Basha gathering for a morning of HR training on True Colors, Laughter Yoga, and a scavenger hunt around the park. In the afternoon, Hamilton staff had cross-training and team-building activities at the branch.
- In January, we're launching Navigating Hospice Beyond the Myths and an adult ChatGPT workshop.

Sunset Branch

- Sunset Library has a new Library Greeter as we promoted one of our greeters to Library Assistant. A Library Specialist moved over from the Basha library to Sunset and is doing a phenomenal job in children's programming.
- Fall Seed Swap in September brought in nearly 100 people sharing seeds,

cuttings, information, and lots of fun.

- Chandler Contigo Sunset Fiesta saw nearly 400 people with music, crafts, sugar skulls, games, cookies, and horchata.
- Staff development day was a great success. Our theme was "Knowledge is Power", with peer-to-peer learning opportunities, games, food, and fun.
- Seed library activity has picked up considerably as we move into the Fall planting season. Customers have checked out more than 850 packets of seeds since August and staff are working hard to keep the seed library stocked. We have checked out more than 10,000 packets since Fall 2020.
- In November, we will host the Corona del Sol High School Robotics team as they teach younger children how they create and compete.
- In December, Sunset staff will be moving all the books and furniture to prepare for the new carpet. We will still be offering library services, resources, and collections as we move some programming onto the patio for a Patio Party and a Noon Year's Eve Celebration.
- In January, we will launch our new StoryWalks for Schools kits. Teachers will be able to check out a StoryWalk to put up at their school for two weeks.

Outreach

- Lil' Explorers continues to be a great outreach opportunity for our team. Library Specialist Jackie is thrilled to support the subsidized preschool on the Chandler High School campus, providing the teachers with valuable resources to inspire their young learners and sharing books, songs, and flannel stories with the students. Through this partnership, Jackie fosters early literacy and brings the joy of reading to more than 20 preschoolers monthly.
- We decided to try something different for Kids Day at the Chandler Farmers' Market this fall. Instead of presenting the usual 20-minute Storytime, outreach staff provides a 2-hour pop-up library. During the 2 hours, we host a scavenger hunt and pass out grab-n-go kits for the kids. We also make library cards, have library materials available for check-out, and answer many questions about digital resources. We have seen a massive increase in the number of people we can engage with this new format, interacting with approximately 60 people and creating 10 to 15 new cards each month. See the attached photo with our newest, and probably youngest, library cardholder.
- We continue to see an uptick in outreach requests and often attend multiple outreach events in one day. Early September through the first week of November, the Outreach team provided library services to 1,264 residents.

Collections and Statistics

Active Cardholders

October 1, 2024	71,613
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November 1, 2024	71,799
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Physical Item Checkouts

September 2024	113,676
October 2024	115,326

cloudLibrary Checkouts

September 2024	22,539
October 2024	22,672

MCLD MAX Usage

September 2024	143 Borrowed, 145 Loaned
October 2024	180 Borrowed, 145 Loaned

Programming

- **Chandler Contigo:** Chandler Libraries ran 40 programs, with nearly 5,000 people in attendance. The Hispanic heritage themed programs ranged from special storytimes, family events, history and culture presentations, Latino arts, a fashion show, a puzzle tournament, and a student art exhibit. Our largest program was the día de fiesta Downtown, with nearly 2,500 attendees. The event included masked wrestlers (Luche Libre), cultural performances and mariachi throughout the library, poetry, crafts, and giveaways.
- **Diwali:** Our libraries celebrated Diwali and the culture of the Indian community. Each branch held a special event, with the final program happening Downtown on November 2 in collaboration with DEI. These programs included music, art, dance, food and more.
- **Smokey Bear's 80th Birthday Reading Challenge:** This simple challenge entailed reading three books and completing four activities related to the U.S. Forest Service, outdoor activities, and camping and fire safety. We had nearly 150 kids register and participate in the challenge. One lucky finisher from each branch received a special prize pack which included a Smokey Bear plush complete with a tiny shovel!
- **Memory Cafe with Music and Comedy** for older seniors and those with memory loss was held on November 8 at the Hamilton library.
- **Adventures in India: Mocktails and a Movie:** Adults enjoyed Indian-inspired mocktails while watching a Bollywood movie on November 9 at Basha.
- **Our Stories: Talking Code with a Secret Weapon, Navajo Code Talkers**

Speak: A look at World War II with a presentation from a daughter of a Navajo Code Talker on November 13 at the Basha library.

- Gratitude Poetry Zines Workshop with Tate Walker: Teens and tweens created poetry zines with the themes of thankfulness and the desert on November 13 at the Sunset library.
- Recipe Swap: Side Dishes: Trade recipes with other patrons and talk about your favorite foods on November 19 at the Downtown library.
- Nature of Things - Chandler's Urban Forest: Ryan McCartney, Chandler's Urban Forester, introduced the beneficial practice of urban forestry and shared surprising results and milestones from the City of Chandler's recent city-wide tree inventory on November 19 at the Sunset library.
- Make Way for Books Story School will hold two concurrent sessions this November at the Downtown Library. This is a free bilingual early reading program for ages 0-5 and their caregivers.
- Holiday Cards for Seniors Grab & Go kit: Kits will be sent out prior to Christmas to assisted living centers in the Valley.
- National StoryWalk Week: Take a walk in a Chandler park and read a picture book. Permanent displays along the walking paths at Desert Breeze and Sunset Parks with stories including *What the Dinosaurs Did Last Night* in November and *Hap-pea All Year* in December at Desert Breeze Park. Sunset Park will have *Bear Says Thanks* in November and *Now* in December.
- AZTECHS: Robotics and You: School aged children will learn the basics of the engineering process & beginner mechanical skills through the driving and exploring of VEX Robots! Led by Corona Del Sol High School's AZTECH Robotics team on November 25 at the Downtown library.
- Hablemos Juntos- Spanish Conversation Group: Join other Spanish language learners for casual conversation. Some Spanish language proficiency is recommended to benefit, but all fluency levels are welcome. The programs will be held every Friday at 1pm at the Downtown library.
- Chandler Library's Community Cares Trees began November 18. Each branch will display a Community Cares Tree. We are working with Neighborhood Resources to show our community members experiencing homelessness that we are thinking about them. All trees will feature tags/ornaments with items listed that can be given to those experiencing homelessness. The trees will be up through December 16. Patrons are asked to bring donations to the information desk. Gift bags with items will be distributed to homeless community members the week before Christmas.
- Makery Overview - Holiday Prep Edition: Discover the tools and equipment available to make your own holiday gifts or decorations. There will be Thanksgiving-themed programs, storytimes, crafts, and more.
- Writer in Residence series with YA Author Amy Fellner Dominy is in session through December 18. Amy Fellner Dominy will hold workshops and

consultations between November and December at Downtown, Sunset, and Basha libraries. Amy holds a master's degree in fine arts in Creative Writing and Playwriting from Arizona State University with accolades including winning the Arizona Grand Canyon Reader's Award and the Abilene School District Reader's Choice Award in 2020, as well as being recognized with the ALA Sydney Taylor Notable Award. She has also been featured in *Highlights magazine*. In addition to her writing, Amy is a playwright and has contributed to productions for theater in *One Act* and *A Play in Two Acts*.

Literacy Programs

- Read to Succeed is up and running at Downtown and Basha Libraries with eight volunteers and 28 kids.
- Two citizenship workshops are running at the Downtown Library, with 15 people.
- 10 small group English classes are running at Downtown, Sunset, and a new group at Basha Library, with 58 students.
- Talk Time sessions had an attendance of 359 in September and October.
- A special Talk Time session was held at Chandler Museum in September and a special Talk Time session at the Chandler Community Center on November 14. This is a fun way for English language learners to learn about other Chandler city departments.

Information Technology

- Online library card renewal process begins November 6th (<https://chandlerlibrary.org/card-renewal>)

Friends of the Chandler Library

- The National Friends of Libraries Week proclamation was presented at the City Council meeting in October.
- The Friends of Chandler Public Library participated in Chandler's Workplace Giving Campaign and hosted a table at the employee appreciation luncheon.
- The annual Season of Friendship annual end-of-year giving campaign has begun, celebrating the value of Chandler Public Library this holiday season.

Attachments

Newest Library Cardholder



READ
Adventure awaits!
chandlerpublic
LIBRARY

PE
NOT TODAY

Interested in books about food, friendship, and
The library has resources you'll love!