

Meeting Minutes

Library Board Regular Meeting

September 23, 2025 | 6:30 p.m.
Chandler Sunset Library
4930 W. Ray Rd. Chandler, AZ 85226



Call to Order

The meeting was called to order by Board President Alexis Merritt at 6:30 p.m.

Roll Call

Commission Attendance

Board President Alexis Merritt – Present
Board Vice-President Jennifer Pawlik – Present
Board member Michael McElhany – Present
Board member Arman Sidhu – Present
Board member Parker McCarthy – Present
Board member Faith Risolo – Not Present
Board member Leanna DeKing – Not Present

Staff Attendance

Rachelle Kuzyk, Library Manager
Sue Van Horne, Assistant Library Manager
John Sefton, Community Services Director
Courtney Allen, Management Analyst
Debe Moreno, Sunset Branch Manager

Consent Agenda

1. March 18, 2025 Library Board Meeting Minutes

Motion to approve the minutes was made by Board member McElhany, Board member Pawlik seconded. Motion passed 5-0.

2. Chandler Library Board 2026 Meeting Dates

Move Library Board to approve the 2026 Chandler Library Board meeting dates.

Board member McElhany requested we have a meeting on the Discovery Library Bookmobile once it is operational. Rachelle responded that we will make that accommodation once everything is ready to go. Board member Sidhu stated he will not be able to make the January 20 meeting, and Board member McCarthy will not be able to attend the March 17 meeting. Motion to approve the 2026 Library Board meeting dates was made by Board member Sidhu, Board member McCarthy seconded. Motion passed 5-0.

Action Agenda

3. Library Cardholder Policy Revisions

Move Library Board to approve the revisions to the Library Cardholder Policy.

Board president Merritt asked for confirmation that the only changes to the cardholder policy are the copy and print charges on page four. Rachelle confirmed those are the only changes and gave the board background information as to why the decision to make the price adjustment is proposed. Approximately two years ago, the library transitioned to a new printer vendor and contract, which significantly reduced the library's printing costs. In response, we lowered printing fees for patrons to pass those savings along. However, over the past six to eight months, library staff have noticed that some patrons are using the library's printers as if it were a commercial print shop, similar to Kinko's or FedEx. We are now regularly seeing large print jobs, sometimes up to 1,000 pages, often submitted right before closing time. Patrons have also begun requesting staff assistance with tasks such as stapling and collating, which exceeds our available staff capacity. This surge in large print jobs appears to be due to our printing prices being significantly lower than those at nearby print shops and most other public libraries in the valley. As a result, we are proposing a modest price increase to bring our rates more in line with comparable libraries. The goal is to ensure the service is used as intended, as a convenient, low-cost public resource rather than as a bulk printing center. Even with the proposed adjustment, our rates will remain very reasonable, but we anticipate this change will help reduce excessive print jobs. Our intent is not to generate revenue but to achieve a market adjustment and encourage more responsible use of library resources.

Board Member Pawlik asked whether patrons typically print their own materials at the machines. Rachelle explained that this is not usually the case. Most patrons submit their print jobs remotely and arrive later expecting them to be ready; however, staff do not begin printing until the patron arrives to pay, often near closing time.

Board Member McElhany inquired whether there has been consideration of setting a page limit. Rachelle responded that while this was discussed, limits apply per print job, meaning patrons could easily submit multiple consecutive jobs. Because printing does not require a library card, there is currently no way to cap usage per patron. Rachelle added that if the proposed price increase does not resolve the issue, staff may consider introducing separate rates for cardholders and non-cardholders to promote the use of a library card and better manage use.

Board Member McCarthy asked whether a disclaimer informs patrons that they must come into the library to pay before their print job is released. Rachelle confirmed that the system includes a notice instructing patrons to present themselves at the customer service desk and pay before printing begins.

Board President Merritt asked what the previous printing prices were. The previous rates were \$0.05 per page for black and white and \$0.10 per page for color.

President Merritt also asked whether the proposed increase would be sufficient to curb excessive printing. Sue responded that the new prices are consistent with those charged by other area libraries. The intent is not to overburden patrons who use the service responsibly but to implement a reasonable first step toward sustainability. Staff will monitor usage following the rate change and reassess as needed.

A motion to approve the Library Cardholder Policy revision of copy and print prices was made by Board Member Sidhu and seconded by Board Member Pawlik. Motion passed 5-0.

Briefing

4. Library Manager's Report: March-May and June- August – Rachelle Kuzyk

The Library Manager's Report was provided to the Library Board in advance of the meeting for Board member's review.

Board Vice-President Pawlik shared that she attended the Make Way for Books program at the Downtown Library and found it to be an amazing experience. She noted that mothers attended with their babies and toddlers, engaging in reading and various activities together. She especially appreciated how the instructor demonstrated effective ways for parents to read to their young children.

Board Member McCarthy inquired about the Reading Buddies program and how it is promoted. Rachelle responded that the program is promoted in the same way as other library programs, primarily through social media, in-branch displays, and flyers.

Board Member McCarthy asked whether there are plans to partner with the local school district to expand the program. Rachelle explained that the library does coordinate with the school district when there is a specific need to reach students, but at this time, the program is operating at capacity given available space and resources. Expanding the program would require additional volunteers. She added that the program is currently running successfully at its intended scale, and staff are satisfied with its current reach and participation level.

Board President Merritt asked whether anyone has used the new book locker yet. She mentioned that she tested her library card to ensure it scanned properly and has redirected her future holds to that location, though she has not yet picked up any items there. She also inquired how frequently items are placed in and retrieved from the locker. Rachelle explained that the locker is serviced daily, Monday through Friday, by a library staff member. She noted that the locker was delivered in early August, with the exterior wrap installed about a week to ten days later. There were some initial technical issues due to a faulty computer chip, which caused minor glitches during the first couple of weeks. Additionally, the city's guest internet experienced downtime earlier today, which caused temporary connectivity issues. To improve reliability, the library is transitioning the locker to a cellular-based connection. Paul is currently waiting for the SIM card needed to complete that setup. Rachelle confirmed that the locker is

functioning properly now, though, like any technology-based system, occasional technical challenges can occur. Despite these minor issues, usage has been strong, and feedback from the community has been very positive.

Rachelle also shared that the Tumbleweed Recreation Center staff have enjoyed seeing new visitors come in to use the locker. Inside the newly expanded area, there is a community bookshelf in the Saguaro Social Club space, which is being stocked with donated materials from the Friends of the Library that are not part of the book sale inventory. Library staff regularly clean and restock those shelves. Rachelle concluded by saying that the partnership with Recreation has been very successful and mutually beneficial.

Board President Merritt inquired about the status of the Discovery Library Bookmobile. Rachelle reported that the Bookmobile was delivered on August 7 and is currently located in the Fleet yard pending receipt of the title and Manufacturer's Statement of Origin (MSO). There are also a few warranty issues that need to be addressed: During delivery, the vehicle was clipped by a semi-truck in a construction zone, damaging the passenger-side mirror. The internal motor that adjusts the mirror is no longer functioning properly. The motorized stairs are not operating as intended. They need to fully extend to the ground and remain securely in place in order for the secondary stairs to be installed. At this time, the motorized stairs will not stay in position. Additionally, the first step of the motorized stairs is unusually high, making access difficult for individuals with mobility challenges. Both issues must be resolved before the vehicle can be outfitted for use.

Rachelle also noted that there may be a weight issue with the vehicle. It was purchased as a non-CDL vehicle, but Fleet is evaluating whether it might exceed the weight limit. The manufacturer maintains that it is within the acceptable range, and discussions are ongoing to resolve the discrepancy.

The original goal was to have the Bookmobile operational by October 1, but that timeline may need to be adjusted depending on the outcome of these issues.

President Merritt asked if board members would be able to view the vehicle. Rachelle informed the board that tours will be possible once Fleet authorizes loading and setup. Currently, the Bookmobile remains empty. Once approved, staff will begin loading equipment and materials, and arrangements can be made for board members to tour the vehicle, potentially at the Downtown Library or Sunset Library.

Discussion

5. Parental Choice Pilot Program

Board Member Sidhu inquired about the status of the Parental Choice Pilot Program being piloted by the Queen Creek Library. He clarified that he was not advocating for or against the program but had recently read that it may be expanded beyond the Queen Creek Library to all libraries in the Maricopa County Library District. Member Sidhu asked whether the Chandler Public Library had received any inquiries about the program, and if the library were to implement something similar, what the potential burden, cost, or operational impact might be.

Rachelle informed the board that the program has already been extended beyond the Queen Creek branch into other Maricopa County libraries. However, after several months of implementation, no parents have signed up for the service, an indication that this is not truly a “parental choice” program. She explained that library circulation systems are designed to facilitate access, not restriction, meaning that any such system requires 100% manual staff intervention. For example, if a parent wishes to restrict their child from checking out certain books, they must submit a list of titles, a librarian must then manually enter each title into the child’s account. This places an unfair burden on staff, who must carefully review every book a child attempts to check out and cross-reference it against the parents’ list, creating opportunities for human error. If a restricted title is missed, parents may become upset, which is very likely given the fast-paced environment of a public library.

Rachelle emphasized that parental choice already exists, parents can accompany their children to the library, review what materials are checked out, and monitor their child’s borrowing activity online. Parents can also return any items they find inappropriate. Public libraries have always operated on the principle of providing access, not acting in place of parents to restrict it. Implementing this program would be a slippery slope and a troubling precedent for libraries.

Community Services Director John Sefton reminded the board that City Code states a Chandler Public Library card entitles any individual to unrestricted access to all library materials. The policy makes clear that it is each family’s responsibility to determine what is appropriate for its members. Council delegates collection and operational policy decisions to this board, and the City Code reinforces the principle of open access to information and parental responsibility for oversight.

Board Member McCarthy asked whether there could be a system that allows parents themselves, not staff, to manage restrictions on their child’s account. Rachelle responded that she was unaware of any software currently available that integrates with library circulation systems to allow parents to block specific books. No vendors have developed such technology, as it runs counter to the fundamental mission of public libraries, which is to provide access rather than restrict it.

Board Member McElhany referenced the Library Cardholder Policy, which includes the following note to parents and guardians of youth cardholders:

“The Chandler Public Library makes a wide variety of information available to the public, including children and teenagers. Because of that, diverse perspectives on sensitive topics may be represented in our collections, and some parents may consider certain topics or titles offensive to them or inappropriate for their children. In determining the suitability of materials for children, parents and guardians are responsible for guiding their child’s library engagement, with Chandler Public Library and its staff not serving in that role.

If there are concerns, caregivers should discuss rules regarding library use with their children. If suspension of all library computer access and/or checkout privileges for a dependent minor child is desired, a parent or guardian may meet with a library staff member to facilitate that change.”

This statement is in direct alignment with City Code and reinforces the library’s stance on access and parental responsibility.

6. Institute for Museum and Library Services

Board President Merritt inquired whether the Chandler Library’s grant funding might be affected by the reduction in performance of the Institute for Museum and Library Services (IMLS), as outlined in the recent executive order.

Rachelle informed the Board that a federal appeals judgment has reinstated IMLS funding for the time being. However, it remains uncertain whether that funding will continue in the future. She noted that this year’s funding was already approved as part of the current fiscal year’s budget, which likely explains why the library has continued to receive support. The Chandler Library has received both a Writer in Residence grant and State Grants-in-Aid funding this fiscal year. Nonetheless, it is unclear whether additional grant funding will be available moving forward.

Unscheduled Public Appearances

Community Services Director John Sefton attended the meeting to thank the library board for the key role they play and their dedication to the library system. Director Sefton has been Chandler’s Community Services Director for over three years. He grew up in Chandler and remembers the original bookmobile. He began his career with Chandler as a Lifeguard at eighteen years old, so he has had a full circle career in Parks, Recreation, Aquatics, and Libraries. His first library experience was in Peoria where he was the Community Services Director for a decade, and he became a great library advocate. Director Sefton expressed great appreciation to the board for their dedication, time, and responsibility for keeping the library on track and the library policies updated for the community.

Board President Merritt asked Director Sefton for an update on the Library and Recreation Master Plan.

Director Sefton explained that five years ago, the Community Services Department completed the Parks Master Plan, however at that time, the City Manager decided to keep library and recreation services separate. This year, a Capital Improvement Project (CIP) request was submitted to hire a consultant to conduct a statistically valid community survey. The goal is to better understand residents' needs and priorities regarding library and recreation services, and to validate the importance of connecting these two operations.

Director Sefton emphasized that libraries are, in many ways, recreation centers with books, both serve as places where people come to learn, grow, and connect. He expressed enthusiasm about the opportunity to align library and recreation planning, noting successful collaborations already underway such as Storytime at the pools and the book locker at Tumbleweed Recreation Center.

The consultant will complete a comprehensive scope of work that includes policy and program analysis. The selected firm has extensive experience locally and nationally, with expertise in both library and recreation planning as well as community engagement. The overall process is expected to take about a year. Once completed, the plan will go to the Mayor and Council for endorsement and adoption. It will also serve as a foundation for future accreditation through the National Recreation and Park Association (NRPA). Long-term goals include understanding community needs, staff capacities, and resource priorities. From the library perspective, the plan will help determine whether current facilities, collections, technology, and programming are adequately meeting community demand.

Director Sefton explained that the master plan will provide the data and validation needed to support future funding requests. For example, it could identify the need for a larger downtown library or a new facility in North Chandler, recommendations that would be supported by research rather than anecdotal feedback.

The plan will be presented to Council next month, with community outreach activities, including intercept surveys and stakeholder meetings, expected to launch by November. Director Sefton suggested a joint study session between the Library Board and the Parks and Recreation Board once the plan is underway. The consultant team will engage with the public at community events and large gatherings to reach a wide audience. This outreach will help inform policy recommendations for the Mayor and Council and strengthen public confidence by ensuring that decisions are based on community input rather than staff opinion.

Director Sefton highlighted the diverse users of the library system, from homeschool families and after-school students to entrepreneurs using public computers. Gathering insight from these different groups will allow the city to create a comprehensive, data-driven plan that guides library and recreation services for the next decade.

Calendar

7. The next regular meeting will be held on Tuesday, November 18, 2025, at 6:30 p.m., in the Downtown Library Copper Conference Room 254, 22 S. Delaware St. Chandler, AZ 85225.

8. The next Friends of the Library Board meeting will be held on Tuesday, November 4, 2025 at 1:00 p.m., in the Downtown Library Copper Conference Room 254, 22 S. Delaware St. 85225.

Adjourn

Motion to adjourn made by Board member McElhany, Board member Sidhu seconded. Motion passed. The meeting was adjourned at 7:19p.m.

Courtney Allen, Board Liaison

Alexis Merritt, Board President