

DRAFT MINUTES

**Library Advisory Board Retreat
Glendale Public Library
Main Library– Board Meeting Room
5959 W. Brown St
Glendale, Arizona 85302
August 28, 2021 9:00 a.m.**

1. Call to Order

Chair Gary R. Johnson called the meeting to order at 9:09 a.m.

2. Roll Call

Present: Chair Gary R. Johnson, Vice Chair Timothy Ndavu via Zoom, and Board Members: Bernice Harris via Zoom, Diane Kocur, Haydee Kukowski, Eva Ndavu via Zoom and Lauren Snair

Absent: None

Staff in Attendance: Michael Beck, Chief Librarian; Dawn Ferro, Library Administrator; Esther Peneff, Administrative Support Specialist

3. Citizen Comments

None.

4. Approval of Minutes

a. Action: Approval of the May 12, 2021 Minutes

Board Member Kocur made the motion, Board Member Snair made the second to approve the May 12, 2021 Library Advisory Board meeting minutes as amended with the following change:

Pg. 1. 4.a. Approval of Minutes. Board Member Snair made the motion, Board Member Kocur made the second to approve the April 14, 2021 Library Advisory Board meeting minutes as *amended*.

Motion approved 7-0.

5. New Business

a. **LIBRARY ADVISORY BOARD ORIENTATION (Informational Only)**

Chief Librarian Beck welcomed new member Bernice Harris and presented Board Members with an overview and orientation of the mission, scope and responsibilities of the Library Advisory Board:

- There are nine Library Advisory Board members that are residents of the city and appointed by City Council, two of whom are teen members that shall be attending high school. Ms. Snair is one of those teen members.
- The student members of the Board shall be appointed for one-year term and may be reappointed for a second one-year term. The non-student members of the Board shall be appointed for a two-year term. All members serve without compensation.
- The Mayor, city Manager and Chief Librarian shall be ex-officio members, without voting privileges, of the Board. The Chief Librarian Beck shall serve as the staff liaison to the Board.

- A Board majority of five shall constitute a quorum. If the student members are not present, it will not affect the quorum as long as there are at least four members. The affirmative and majority vote of commission members present at a meeting shall be required of any matter before the Board.
- The primary powers and duties of the Board shall be to advise the City Council on the following matters:
 1. Advise and consult, through Board Chairperson Johnson and Chief Librarian Beck.
 2. Review and approve the official minutes of all Board meetings.
 3. Monitor and evaluate progress toward established goals.
 4. Recommend changes required to strengthen programs or reduce service levels.
 5. Identify desirable contacts and relationships with other governmental entities and cooperative or joint programs for the agencies' mutual benefit.
 6. Recommend, assist, and advise the City Manager and the Chief Librarian in establishing priorities at budget time for those items, other than administrative functions, relating to library policy.
 7. Submit, at least annually, to the City Council through the City Manager, a report which shall inform the Council on matters of public interest and need in relation to the resources and services of the library system such as the Collection Development policy and the Technology contract.

Chief Librarian Beck stated that each Board member brings special skills and makes decisions based on their expertise and study of specific issues. He welcomed the Board and stated that this is a perfect opportunity to connect with residents, attend community meetings, special events, participate in library activities, and share information with elected officials or staff. The meetings are recorded and to please serve the public with respect. Chief Librarian states that this is a great Board and looks forward to meeting with everyone.

Chief Librarian Beck listed some of the Staff Responsibilities such as provide timely information and support to the Board, represent the City at community functions, administer and manage board policies, discuss developments with the chair or vice-chair and maintain library system. If there is a Board comment or suggestion, then please communicate that through Chair Johnson and Chief Librarian Beck and they will be addressed. Chief Librarian Beck states there are four City of Glendale library branches, library has a six-million-dollar budget, and has 76 employees to serve our quarter million residents.

Chair Johnson asks if there are any questions for Chief Librarian Beck. Member Kokur had asked if there is a staff diagram with positions of the departments. Chief Librarian Beck can add the organizational chart or structure as a follow-up item.

b. LIBRARY SERVICE UPDATES IN RESPONSE TO COVID-19 (Informational Only)

Chief Librarian Beck stated that the library reopened on April 19th. For fiscal year ending June 2021, there were:

- 621,000 physical items that were checked out by patrons
- 220,000 electronic items that were checked out by patrons
- 206,000 people visited the library
- 16,000 patron computer sessions
- Hot spot rentals for Wi-Fi access
- 1.3 million program attendees, mainly virtual (ex: Facebook Live, TikTok)
- Averaging 1,000 new card registrations and 1,000 card renewals each month
- 64 new volunteers that contributed over 3,000 volunteer hours to which the Volunteer Coordinator, Cassandra Jarles, has done a fine job obtaining volunteers.

Chair Johnson asked if there were any questions. No questions.

c. LIBRARY ADVISORY BOARD FY 2021-22 ACTION PLAN

ACTION: Chief Librarian Beck states that the Library Advisory Board typically meets for the annual retreat on a Saturday in August to develop the Board's Action Plan Goals.

Recap of FY2020-2021 Action Plan Goals

1. Increase awareness of library programs and services in partnership with other Glendale organizations and government agencies.
2. Increase community engagement in library programs.
3. Investigate the expansion of the IDEA Center to other locations including the expansion of business partnerships.
4. Advocate for the increase of library operating hours.

Question 1: Chair Johnson asked the Members what services or programs do you like most about the Glendale Public Library.

Member Kokur commented that the programs are amazing for all ages. Would like the continued expansion to a wider community and likes the idea of the (teen) pen pal, Sister Cities program.

Member Snair stated that the teen programs are amazing.

Member Kukowski commented that during the pandemic she has used the Book Club. The Seed Library and Culture Pass are great services.

Member Harris stated that she likes the computer services offered. She recommended adding computers in the study rooms and offering training programs for special needs patrons.

Member Eva Ndavu asked considering the new Census Report, are we still offering enough services for the current amount. Chief Librarian Beck stated that he did not think the full, detailed Census Report is not out yet and thought that it may be out in October. Library does look at the demographic information and he will report back.

Vice-Chair Tim Ndavu had broken connection but thanked Chief Librarian Beck.

Question 2: Chair Johnson asked the members what services or programs needed to be improved.

Member Harris would like to see computers in study room for high schoolers.

Vice-Chair Tim Ndavu commented that he would like to see renewals for Hot Spots.

Member Kokur would like to see an extension to the retirement centers or provide mobile service.

Member Snair had trouble with the on-line catalog and is not accurately showing what the library has.

Member Kukowski asked if there is a partnership with other libraries is one of ours doesn't have the item. Chief Librarian Beck stated that there is the "Inter Library Loan Program" and provided additional detail.

Question 3: Chair Johnson asked what initiatives or services you would like to see the library offer residents in the future.

Member Kokur would like to see a request form for the residents. Chief Librarian Beck stated that there is a comment card, purchase suggestion and survey processes but will see about advertising that process better.

Member Snair suggested adding a writing club for teens. Chief Librarian Beck stated that there is the Writers in Residence grant that might be able to be used by teens and will check into that.

Member Kukowski asked if there are any Bi-lingual programs. Chief Librarian Beck said yes, that is something that is being offered and can certainly be expanded.

Member Harris suggested more evening programs.

Member Eva Ndavu doesn't have anything at this time.

Chair Tim Ndavu agrees that there should be an expansion of special needs programming.

Question 4: Chair Johnson asked what facility attributes or features you would like to see the library offer residents in the future.

Member Harris would like more study rooms.

Member Eva Ndavu agrees with Member Harris. The public is not aware of new hours and needs more exposure.

Vice-Chair Tim Ndavu would like to see Velma Teague expanded with a second story and larger collections.

Member Kocur would like to see more comfortable/soft seating in the reading rooms. Drive-up windows.

Chief Librarian Beck stated that the Main, Velma Teague and Foothills are older. Perhaps have a goal of the master plan to include building improvements.

Member Snair agrees with Member Harris to have computers in the study room.

Member Kukowski suggested continuing with an Artist in Residence and art all around.

After Board discussion, Chair Johnson asked if these are obtainable goals that can be reached and asked Chief Librarian Beck to recap the draft goals:

1. Advocate for continued expansion of programming including a wider community
2. Develop special needs programming for all ages
3. More outreach services and programs to assisted living and senior centers
4. Increase awareness of library programs and services in partnership with other Glendale organizations and government agencies.

Chair Johnson asked if they would like to see a fifth goal. Member Kocur asked to see more outreach to retirement/assisted living centers and teen programs. Vice-Chair Tim Ndavu stated to include youth programs also.

Member Snair agreed to increase awareness for teen programs. Chief Librarian Beck stated that there are currently staff members that are working on outreach to senior centers; however, that due to Covid many centers might not allow in-person site visits yet or as conditions improve. Chief Librarian Beck stated that there are virtual library cards available to senior center residents as well to access digital resources in the meantime.

5. Increase engagement, awareness expansion to teen and youth programs and services.

Board Member Snair made a motion, Board Member Harris made the second to approve the Library Advisory Board Fiscal Year 2021-22 Action Plan Goals. Motion approved 7-0.

6. Chief Librarian Update

Chief Librarian Beck updated the Board of the following:

- Welcomed new Board Member, Bernice Harris
- Welcomed new Administrative Support Specialist, Esther Peneff
- Master Plan process is in the beginning stages
- Summer Reading Program- several thousand participated. More details to come.

7. Board Member Comments and Suggestions

Member Kokur asked if the City Council is aware of the Master Planning Grant. Chief Librarian Beck stated that the City Council is aware, as Council approves all grants, including this one last Spring.

Chair Johnson welcomed new Board Member, Bernice Harris, and Administrative Support Specialist, Esther Peneff. He also thanked all for attending.

Vice-Chair Tim Ndavu welcomed Board Member Bernice Harris and thanked all for attending.

Member Kukowski thanked everyone, welcomed Member Harris and happy to attend in-person.

Chair Johnson suggested to change locations of the meetings and utilize some of the other library board rooms.

8. Next Meeting

The next meeting of the Library Advisory Board will be held on September 8, 2021, at 6:00 p.m. in the Library Board Room of the Main Library, located at 5959 W. Brown St., Glendale, Arizona, 85302.

9. Adjournment

Board Member Kukowski made a motion, Board Member Kokur made the second to adjourn the meeting at 10:29 a.m.

Respectfully submitted,
Esther Peneff