



Chandler • Arizona

2019 Library Board Minutes

Regular Meetings

January 15, 2019

May 21, 2019

September 17, 2019

November 19, 2019

These minutes are fully searchable within this year by using the “Find Feature”.

**Chandler Public Library Board
Regular Meeting
Minutes, January 15, 2019**

Meeting was called to order at 6:30 p.m. at the Downtown Library.

Members Present: Rachel Sutherland – Acting President, Maria Munoz, Shanesha Davis, Dimal Patel

Others Present: Dan Lee, Library Manager; Courtney Allen, Management Assistant and Board Secretary.

Approval of Minutes: Minutes of the March 20, 2018 meeting

- a. Motion was made by Maria Munoz to approve, Rachel Sutherland seconded. Motion passed.

Scheduled/Unscheduled Public Appearances/Call to Public

- a. None

Action Items

- a. Nominate and Elect Board Officers

The Board decided to wait until the March meeting when there will be new and more Board members to nominate and elect. Motion was made by Maria Munoz. Rachel Sutherland seconded.

- b. Circulation Policy change

Dan Lee proposed the Circulation policy changes.

Motion was made to approve the changes by Maria Munoz, Rachel Sutherland seconded.

Briefing Items

- a. Dan Lee, Library Manager, presented the Library Managers report

Dan spoke about the Library Services and Technology Act (LSTA) grant that the library received in the amount of \$78,000 for the Early Literacy Spaces at all of the branches. The focus is to make the library a more inviting and engaging place for the children by reconfiguring the layout of our shelving to be more accessible and add interactive play elements, displays, seating, and toys that encourage learning. All of the branches are doing something different. The downtown branch is purchasing interactive equipment with new furniture and rearranging the stacks. The Hamilton branch is adding technology equipment, including an interactive video wall where children can play on iPads on the large screen. Basha library will also rearrange their shelving to provide more open space to add interactive equipment. Sunset library will be removing a wall to open up that space for an agricultural look with themed manipulatives. There will be a ribbon cutting ceremony this spring.

We are looking into applying for another grant for \$35,000 for hearing assisted devices that will tap into our sound system at the downtown branch.

Mesa and Tempe libraries are also going to join the Cloud Library platform so there will be more items in our collection for our patrons to choose from.

Our print circulation has finally stabilized, and our digital circulation is increasing.

- b. Dan Lee, Library Manager, presented the Friends of the Library report

Dan spoke of the new Friends online giving campaign. This year we received approximately \$3,200 in donations from this campaign. This is a huge increase from the past income we received from memberships. We will continue to do this new format annually.

The online book sales are still going great, bringing in approximately \$2,000 a month with a total of \$11,500 since July. So far this fiscal year the Friends have brought in \$32,818 from

donations and book sales. Last year they brought in \$48,000 for the entire fiscal year. The majority of that money will go the library programming, and a portion goes into the library foundation. The foundation is at approximately \$600,000 right now and we hope to get to \$1,000,000. Last year the library asked for \$25,000 to support our library programs, but this year we are probably going to ask for more since the Friends are making more. We are hoping to grow the Late Night Recess, Super Hero Bash, Fairy Tale Ball and LibCon programs with this funding.

c. Shanesha Davis, Outdoor Library Storytime

Shanesha proposed the idea of an outdoor storytime in the downtown outdoor stage area. She has attended several successful outdoor storytimes at the City of Mesa. Dan Lee loves the idea and he has spoken with staff about it, but we do not have the resources. We will continue exploring ways to see if we can make it work.

d. Maria Munoz, The New Wave Shuttle Service

Maria is interested in the new shuttle service and if it's negotiable to serve new comers to tour the area and bring them to the library. Dan informed the Board the service is contracted out and the schedule runs Thursday-Saturday from 5pm-9pm, when the library is closed.

e. ASL classes, Shanesha Davis

Shanesha Davis suggested implementing ASL programs in the library. She has attended several successful ASL programs at the Mesa library during family night. ASU staff ran the program. Dan likes the idea and will suggest to staff to research the idea.

Members Comments/Announcements

a. Maria Munoz read an article and so inquired on our collection of Indian language books. Dan informed the Board we have a collection of Marathi language books that were donated from the Marathi Indian community. We have a partnership with the Marathi community that wanted a collection of and access to their books at the library. The books are completely in Marathi, they are not bilingual. They are not very popular yet, and Dan is willing to entertain adding other communities' languages, but we have limited space. Most of the digital resources are learning the language, not reading the language. We will continue to look for foreign language digital collections.

b. Shanesha Davis inquired if the Chandler Library has ever considered using bean bags as chairs. Dan replied stating we used them in the past but they were very problematic. Not only do they tear easily and make a mess, but kids like to use them to have pillow fights. Right now they are not on the horizon.

Information Items

a. None

Calendar

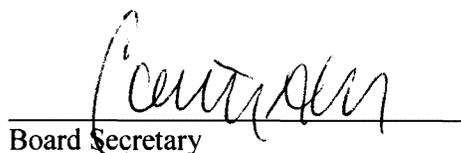
a. Library Board Meeting: Tuesday, March 19, 2019 in the Downtown Library Conference Room 254

b. Friends of the Library Meeting: Tuesday, February 12, 2019 in the Downtown Library Cotton Room.

Adjournment:

Motion to adjourn made by Rachel Sutherland, Maria Munoz seconded. Motion passed. Meeting was adjourned at 7:20 p.m.


Board Chair


Board Secretary

Chandler Public Library Circulation Policies

Your Library Card

Your library card is your key to the resources and services of all Chandler Public Library locations. In addition to borrowing library materials, your card will let you reserve a computer, download digital media, search hundreds of electronic databases, and more.

General Policy Statements

Any person who lives, works, or attends school in the City of Chandler or who is a resident of Maricopa County or the Gila River Indian Community in Pinal County is eligible to receive a Chandler Public Library card free of charge.

All materials borrowed must be returned on or before the due date. Most circulating materials can be returned to any Chandler Public Library location. Likewise, pickup of holds and payment of fines and fees may take place at any Library location.

Cardholders are responsible for all materials borrowed on their card, all use of the card and all charges made against it, until the card is reported lost to the Library. Parents/guardians are responsible for the overdue, lost or damaged materials borrowed by their dependent minor child.

Eligibility Requirements

County Residents

When applying for a full-access Chandler Public Library card, applicants must show proof that they live, work, or attend school in Chandler or reside in Maricopa County or the Gila River Indian Community in Pinal County. ECard users must provide addresses that are within the library's designated service area.

All applicants must be present when applying for a full-access library card.

Adults must provide picture identification that has their name and current local address in order to obtain a full-access card. If the identification does not have the current address, another form showing the current local address may be used. Acceptable forms include valid Arizona State IDs, checks, voters registration cards, postmarked mail, hunting or fishing license or any other official document which includes the applicant's name and current local address. Digital documents are acceptable as valid identification.

Young Adults (ages 13-17) can show the same ID as adults. Alternatively, young adults may present one of the following, provided name and address are included in the documentation: current school photo ID or current report or program card. If the young adult does not have acceptable identification he/she may obtain a card by having a parent or legal guardian complete the application and present the requested information above.

Children (ages 0-12) must be present and have their application information provided by a parent or guardian who has appropriate identification.

Non-County Residents

Non Maricopa County residents who work or go to school in Chandler may obtain a library card (full-access or eCard) free of charge by showing the appropriate identification as listed above along with proof that they do work or go to school in Chandler. Appropriate proof includes school or business ID, school schedule, or pay stub. Digital documents are acceptable as valid identification.

Non Maricopa County residents who do not work or go to school in Chandler may obtain a library card (full-access or eCard) for the fee of \$40.00 per year per card and the requested information as listed above.

Visitor Passes

eCards

Customers who do not want to check out physical materials, but want access to other library resources (computers, databases, ebooks, room reservations, etc. . .) may request an eCard . Eligible customers can obtain an eCard through our online registration form. To upgrade to a full-access card, customers must come in to one of the Chandler Public Libraries and follow the standard eligibility requirements.

Computer Access Only Cards

Adults who do not want to check out library materials, but want access to other library resources (computers, databases, room reservations, etc.) may request a computer access only card. This card can be used at all Chandler Public Library locations; identification must still be provided.

Special Notes regarding Youth Borrowers

The Chandler Public Library makes a broad selection of library materials and information available for everyone, including children and teenagers. We have special areas for children and teens with materials that appeal to various ages and subjects. While our collection has thousands of items families want, like and need; it also may have materials that some parents may find offensive to them or inappropriate for their children. Decisions about what materials are suitable for your children are left to you as parents and guardians – the people who know them best. It is the right and responsibility of parents to guide their own family's library use while allowing other parents to do the same. Parents should discuss rules regarding library use with their children.

A parent or legal guardian may request suspension of computer access or checkout privileges for their dependent minor child. To do so, it is necessary for the parent or

legal guardian to visit the library with their child to meet with a reference librarian. Only requests for full suspension of computer access and checkout privileges can be considered.

Lost and Replacement Library Cards

When you register for a Chandler Public Library card, you accept responsibility for all items on the card, all use made of the card and all charges made against it until your card is reported lost. The Library must have a record of your card having been reported lost, or it is not considered lost. Therefore it is to the customer's benefit to report the loss or theft of a library card immediately.

There is a \$2.00 charge for library cards that are lost or damaged beyond use. There is no charge to replace a stolen card. Picture identification must be presented to replace a library card.

Library card renewals

Library cards for adult customers (Chandler residents) remain valid until there is a two-year period of inactivity.

All eCards expire one year after creation. They must be renewed annually.

eCards are purged after two years of inactivity from the expiration date.

Library cards for young adult customers (Chandler residents) expire during the year the young adult turns 18 years of age or until there is a two-year period of inactivity.

Library cards for children (Chandler residents) expire the year the child turns 13 years of age or until there is a two-year period of inactivity.

Nonresident library cards must be renewed on an annual basis.

Library Notices

The Chandler Public Library provides a notification service for held items, almost due items, overdue materials, and other library account communication as needed. Notices are available via e-mail and/or TXT messages. The notification method is chosen by the library card applicant at the time the Chandler Public Library card is issued. It is the responsibility of the library card holder to notify the Chandler Public Library of any change in contact information and notification preference.

Note: It is the library card holder's responsibility to ensure Chandler Public Library e-mail and TXT notices are allowed through any filter rules in place on the e-mail and/or TXT accounts provided by the library card holder for notification purposes. Failure to receive e-mail and/or TXT notifications does not absolve the library card holder from any fines or fees accrued on their Chandler Public Library account.

Borrowing from the Library

New cardholders may check out a maximum of five items per their first check out. Library staff may set limits on specific types of items, such as those in high demand, in order to ensure maximum use and availability of those materials.

All items have a checkout period of 3 weeks except:

- DVDs - 1 week checkout period
- Inter Library Loan (ILL) materials – checkout determined by ILL Coordinator
- Equipment for in-house use – 2 hour checkout period

All items may be renewed 4 times except:

- If a hold has been placed on the item
- If the item has already been renewed 4 times
- It is an ILL item (ILL materials may not be renewed)
- Other items determined by library staff

Renewals may be done in person, by phone, or online.

A hold may be placed on materials currently checked out. Holds may be placed in person, by phone, or via the library's web catalog. A cardholder is limited to a maximum of 10 holds at a time.

If materials are returned past their due date, overdue fines must be paid. You may continue to check out items if you have less than \$10.00 in fines. Accounts which have accrued or been billed fines or fees up to a total of \$9.99 will have their status listed as delinquent.

Accounts which have accrued or been billed fines or fees totaling \$10.00 or more will have their status listed as blocked and will not be able to borrow any items until they clear the account or bring the total fines and fees below \$10.00.

Accounts with materials overdue for 45 days or longer and with a total replacement cost for the overdue materials greater than \$25.00, may be submitted to a materials recovery service.

Library Fines and Fee Schedule

Overdue Fines	Materials	Daily	Maximum
	Books	\$.20	\$10.00 or ½ the replacement cost of the item, whichever is less
	Audio books	\$.20	
	Magazines	\$.20	
	CDs	\$.20	
	DVD's	\$1.00	
	ILL Materials	\$1.00	
Checkout and return restrictions may be set for specific types of materials. A fee may be assessed if an item is not returned according to restrictions.			
Paid-for lost items may be returned up to thirty (30) days after payment for a full refund of the replacement cost. There is no refund for items returned more than thirty (30) days after payment. The \$5.00 processing fee is non-refundable.			

Lost/Damage Fees	Materials	Fee
<i>For items that are still useable</i>	Marked page	\$.50 per page
	Torn page (mendable)	\$.50 per page
	Picture/page removed	\$1.00 per picture/page
	Barcode removed	\$1.00
	Plastic jacket removed	\$2.00
	Audio/video/cd case lost or damaged	\$2.00
	Any other damages will be assessed in consultation with the circulation supervisor and/or branch manager	

Replacement Fees	Materials	Fee
	Non audio/video materials	Cost of replacement + \$5.00 processing fee.
	Equipment (laptops, tools and other devices)	Cost of replacement + \$5.00 processing fee.
	Audio/video materials	Cost of replacement + \$5.00 processing fee
Patron purchased replacement copies of lost items will not be accepted.		

Service Fees	Type	Fee
	Returned Check Fee	\$25.00 for all returned checks
	Guest Pass Fee	\$2.00 per day
	Collection Agency Fee	\$15.00 for all accounts sent to a collection agency
	Non Maricopa County Residents	\$40.00 per year
	Lost/Replacement Library Cards	\$2.00 each
	Inter Library Loan (ILL) Fee	\$6.00 each
	Copies	\$.20 per page
	Printing (black and white)	\$.20 per page
	Printing (color)	\$1.00 per page

Confidentiality of Records

Chandler Public Library complies with the privacy of user records according to ASRS 41-151.22.

ASRS 41-151.22. Privacy of user records; violation; classification; definition

A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.

D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.

Chandler Public Library

Circulation Policies

Your Library Card

Your library card is your key to the resources and services of all Chandler Public Library locations. In addition to borrowing library materials, your card will let you reserve a computer, download digital media, search hundreds of electronic databases, and more.

General Policy Statements

Any person who lives, works, or attends school in the City of Chandler or who is a resident of Maricopa County or the Gila River Indian Community in Pinal County is eligible to receive a Chandler Public Library card free of charge.

All materials borrowed must be returned on or before the due date. Most circulating materials can be returned to any Chandler Public Library location. Likewise, pickup of holds and payment of fines and fees may take place at any Library location.

Cardholders are responsible for all materials borrowed on their card, all use of the card and all charges made against it, until the card is reported lost to the Library. Parents/guardians are responsible for the overdue, lost or damaged materials borrowed by their dependent minor child.

Eligibility Requirements

~~When applying for a Chandler Public Library card, an applicant must show proof that he/she lives, works, or attends school in Chandler or resides in Maricopa County.~~
County Residents

When applying for a full-access Chandler Public Library card, applicants must show proof that they live, work, or attend school in Chandler or reside in Maricopa County or the Gila River Indian Community in Pinal County. ECard users must provide addresses that are within the library's designated service area.
All applicants must be present when applying for a full-access library card.

~~Adults must provide picture identification that has his/her name and current local address.~~
Adults must provide picture identification that has their name and current local address in order to obtain a full-access card. If the identification does not have the current address, another form showing the current local address may be used. Acceptable forms include valid Arizona State IDs, checks, voters registration cards, postmarked mail, ~~hunting or fishing license~~ or any other official document which includes the applicant's name and current local address. Digital documents are acceptable as valid identification.

Young Adults (ages 13-17) can show the same ID as adults. Alternatively, young adults may present one of the following, provided name and address are included in the documentation: current school photo ID or current report or program card. If the young adult does not have acceptable identification he/she may obtain a card by having a parent or legal guardian complete the application and present the requested information above.

Children (ages 0-12) must be present and have their application information provided by a parent or guardian who has appropriate identification.

~~Non-Chandler Residents living within Maricopa County and all residents of the Gila River Indian Community who live in Pinal County may also obtain a library card, free of charge, following the same criteria as above.~~

Non-County Residents

Non Maricopa County residents who work or go to school in Chandler may obtain a library card (full-access or e-card) free of charge by showing the appropriate identification as listed above along with proof that they do work or go to school in Chandler. Appropriate proof includes school or business ID, school schedule, or pay stub. Digital documents are acceptable as valid identification.

Non Maricopa County residents who do not work or go to school in Chandler may obtain a library card (full-access or e-card) for the fee of \$40.00 per year per card and the requested information as listed above.

Visitor Passes

~~Non Maricopa County residents who visit are welcome to use the Library's resources on-site, many of which do not require the issuance of a library card. If computer access is desired, a one-day guest pass can be purchased for \$2.~~

~~Computer Access Only Cards~~ eCards

~~Adults who do not want to check out library materials, but want access to other library resources (computers, databases, room reservations, etc.) may request a computer access only card. This card can be used at all Chandler Public Library locations; identification must still be provided.~~

Customers who do not want to check out physical materials, but want access to other library resources (computers, databases, ebooks, room reservations, etc. . .) may request an eCard . Eligible customers can obtain an eCard through our online registration form. To upgrade to a full-access card, customers must come in to one of the Chandler Public Libraries and follow the standard eligibility requirements.

Special Notes regarding Youth Borrowers

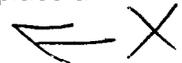
The Chandler Public Library makes a broad selection of library materials and information available for everyone, including children and teenagers. We have special areas for children and teens with materials that appeal to various ages and subjects. While our collection has thousands of items families want, like and need; it also may have materials that some parents may find offensive to them or inappropriate for their children. Decisions about what materials are suitable for your children are left to you as parents and guardians – the people who know them best. It is the right and responsibility of parents to guide their own family's library use while allowing other parents to do the same. Parents should discuss rules regarding library use with their children.

A parent or legal guardian may request suspension of computer access or checkout privileges for their dependent minor child. To do so, it is necessary for the parent or legal guardian to visit the library with their child to meet with a reference librarian. Only requests for full suspension of computer access and checkout privileges can be considered.

Lost and Replacement Library Cards

When you register for a Chandler Public Library card, you accept responsibility for all items on the card, all use made of the card and all charges made against it until your card is reported lost. The Library must have a record of your card having been reported lost, or it is not considered lost. Therefore it is to the customer's benefit to report the loss or theft of a library card immediately.

There is a \$2.00 charge for library cards that are lost or damaged beyond use. There is no charge to replace a stolen card. Picture identification must be presented to replace a library card. ~~Staff can look up a customer's library card number twice with proper identification. After that, a replacement card will need to be purchased.~~



Library card renewals

Library cards for adult customers (Chandler residents) remain valid until there is a two-year period of inactivity.

All eCards expire one year after creation. They must be renewed annually.

eCards are purged after 2 years of inactivity from the expiration date.

Library cards for young adult customers (Chandler residents) expire during the year the young adult turns 18 years of age or until there is a two-year period of inactivity.

Library cards for children (Chandler residents) expire the year the child turns 13 years of age or until there is a two-year period of inactivity.

Nonresident library cards must be renewed on an annual basis.

Library Notices

The Chandler Public Library provides a notification service for held items, almost due items, overdue materials, and other library account communication as needed. Notices are available via e-mail and/or TXT messages. The notification method is chosen by the library card applicant at the time the Chandler Public Library card is issued. It is the responsibility of the library card holder to notify the Chandler Public Library of any change in contact information and notification preference.

Note: It is the library card holder's responsibility to ensure Chandler Public Library e-mail and TXT notices are allowed through any filter rules in place on the e-mail and/or TXT accounts provided by the library card holder for notification purposes. Failure to receive e-mail and/or TXT notifications does not absolve the library card holder from any fines or fees accrued on their Chandler Public Library account.

Borrowing from the Library

New cardholders may check out a maximum of five items per their first check out. Library staff may set limits on specific types of items, such as those in high demand, in order to ensure maximum use and availability of those materials.

All items have a checkout period of 3 weeks except:

- DVDs - 1 week checkout period
- Inter Library Loan (ILL) materials – checkout determined by ILL Coordinator
- Equipment for in-house use – 2 hour checkout period

All items may be renewed 4 times except:

- If a hold has been placed on the item
- If the item has already been renewed 4 times
- It is an ILL item (ILL materials may not be renewed)
- Other items determined by library staff

Renewals may be done in person, by phone, or online.

A hold may be placed on materials currently checked out. Holds may be placed in person, by phone, or via the library's web catalog. A cardholder is limited to a maximum of 10 holds at a time.

If materials are returned past their due date, overdue fines must be paid. You may continue to check out items if you have less than \$10.00 in fines. Accounts which have accrued or been billed fines or fees up to a total of \$9.99 will have their status listed as delinquent.

Accounts which have accrued or been billed fines or fees totaling \$10.00 or more will have their status listed as blocked and will not be able to borrow any items until they clear the account or bring the total fines and fees below \$10.00.

Accounts with materials overdue for 45 days or longer and with a total replacement cost for the overdue materials greater than \$25.00, may be submitted to a materials recovery service.

Library Fines and Fee Schedule

Overdue Fines	Materials	Daily	Maximum
	Books	\$.20	\$10.00 or ½ the replacement cost of the item, whichever is less
	Audio books	\$.20	
	Magazines	\$.20	
	CDs	\$.20	
	DVD's	\$1.00	
	ILL Materials	\$1.00	
Checkout and return restrictions may be set for specific types of materials. A fee may be assessed if an item is not returned according to restrictions.			
Paid-for lost items may be returned up to thirty (30) days after payment for a full refund of the replacement cost. There is no refund for items returned more than thirty (30) days after payment. The \$5.00 processing fee is non-refundable.			

Lost/Damage Fees	Materials	Fee
<i>For items that are still useable</i>	Marked page	\$.50 per page
	Torn page (mendable)	\$.50 per page
	Picture/page removed	\$1.00 per picture/page
	Barcode removed	\$1.00
	Plastic jacket removed	\$2.00
	Audio/video/cd case lost or damaged	\$2.00
	Any other damages will be assessed in consultation with the circulation supervisor and/or branch manager	

Replacement Fees	Materials	Fee
	Non audio/video materials	Cost of replacement + \$5.00 processing fee.
	Equipment (laptops, tools and other devices)	Cost of replacement + \$5.00 processing fee.
	Audio/video materials	Cost of replacement + \$5.00 processing fee
Patron purchased replacement copies of lost items will not be accepted.		

Service Fees	Type	Fee
	Returned Check Fee	\$25.00 for all returned checks
	Guest Pass Fee	\$2.00 per day
	Collection Agency Fee	\$15.00 for all accounts sent to a collection agency
	Non Maricopa County Residents	\$40.00 per year
	Lost/Replacement Library Cards	\$2.00 each
	Inter Library Loan (ILL) Fee	\$6.00 each
	Copies	\$.20 per page
	Printing (black and white)	\$.20 per page

	Printing (color)	\$1.00 per page

Confidentiality of Records

Chandler Public Library complies with the privacy of user records according to ASRS 41-151.22.

ASRS 41-151.22. Privacy of user records; violation; classification; definition

A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.

D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.

**Chandler Public Library Board
Regular Meeting
Minutes, May 21, 2019**

Meeting was called to order at 6:30 p.m. at the Downtown Library.

Members Present: Maria Munoz – Acting President, Shanesha Davis, Dimal Patel, Arman Sidhu, Karla Palafox, Timothy Wiant.

Others Present: Mary Sagar, Acting Library Manager; Stephen Erno, Acting Community Services Director; Courtney Allen, Management Assistant and Board Secretary.

Approval of Minutes: Minutes of the January 19, 2019 meeting

- a. Motion was made by Shanesha Davis to approve, Maria Munoz seconded. Motion passed.

Scheduled/Unscheduled Public Appearances/Call to Public

- a. None

Action Items

- a. Nominate and Elect Board Officers
Shanesha Davis nominated herself as the Board President. Motion was made by Timothy Wiant, Arman Sidhu seconded. Motion passed.

Briefing Items

- a. Mary Sagar, Acting Library Manager, presented the Library Managers report.
Mary introduced herself as the Acting Library Manager in the absence of the Library Manager Dan Lee who will be retiring June 3. Mary also introduced Stephen Erno as the Acting Community Services Director in place of retired Community Services Director Brenda Brown, who retired in March.
The Chandler Public Library is thriving. Last fiscal year (July 1, 2017-June 30, 2018), there were approximately 126,000 cardholders with nearly 1,000,000 total visits to our four libraries. The library provided nearly 6,000 programs with a total attendance of nearly 144,000 patrons. The library currently owns over 296,000 print books, as well as 30,000 audiobooks and ebooks through the Cloud Library.

The library recently began to offer residents the ability to have digital access by creating a library card online, ecard, rather than requiring them to visit a library in person. Customers have the expectation to remotely engage with businesses and organizations through smart devices, and ecards do just that. Ecards offer access to our online resources and digital collection, including ebooks. Ebook checkouts account for approximately 13% of our total checkouts. Through our informational databases, customers can download music, stream movies, search their genealogy and learn how to fix car, just to name a few. We are getting approximately 200 new ecard customers monthly. In order to checkout print materials and DVD's, customers will need to convert their card into a full access card by visiting any of the four Chandler libraries with current proof of Maricopa County residency.

Shanesha Davis inquired on the renewal time for the ecard. Mary informed everyone the renewal time is one year. Shanesha also inquired on the minimum age requirement for an ecard. Mary researched the age requirement and contacted Shanesha with the following information. Any minor requesting an ecard must list the name and email address of their parent/guardian on the application. The parent is then notified by email that their child has obtained an ecard. To obtain a full access card with the ability to check out physical material, any child 12 or under must come to the library accompanied by a parent/guardian with proper identification.

Arman Sidhu inquired on the percentage of youth vs. adult checkouts. Mary responded she will get that information to him. After the meeting, Marybeth Gardner provided a chart showing the comparative circulation of Chandler Library materials from May 15, 2018 to May 15, 2019. Basha and Hamilton libraries do have a higher circulation percentage from kids and teens. Below is a chart with the total percentage of circulations at each branch.

% of total circs	Basha	Downtown	Hamilton	Sunset	System
Digital	12.39	13.34	13.19	12.06	12.81
Adult materials	25.24	36.83	24.13	34.93	32.14
Kids/Teens	61.66	48.78	62.39	51.98	54.21
Misc.	0.71	1.05	0.29	1.03	0.84
Total Circs	224,341	670,379	373,025	497,476	1,765,221

Mary spoke of the Adult Literacy program offered at the Chandler Library, which is one of the best in the state. Last year, 37 adult education volunteers provided instruction for 694 adults, mostly in English language learning. Our patrons came from 46 different countries. The library received the American Dream Literacy Grant, which is awarded from the American Library Association and the Dollar General Literacy Foundation. The grant enabled the library to expand the services of our Adult Literacy classes with new, updated textbooks and teacher guides, as well as maps, dictionaries, flash cards, and iPads. The new textbooks included CD's that have enabled our tutors and students to use our computers to reinforce the classroom learning. We may consider following that up and doing more for the adult education because it has been so successful. We typically have a two to three month wait list for the adult education programs, mostly due to a shortage of volunteers. There is a drop in English conversation class, Talk Time, for people to attend while on the waiting list for the small group English Education classes.

Mary then spoke of the early literacy programs. Last year the library held over 1,000 story time events, attended by more than 50,000 parents and children. Also, more than 15,000 patrons attended creative play programs to help preschoolers develop creativity and social awareness. Our Read to Succeed volunteers provide tutoring services for students in the first grade who are at risk of not meeting grade level reading standards. The students receive tutoring for one hour, two times per week, in a small group setting of no more than four students. Typically, the children with consistent attendance show great progress and can go up four to five reading levels. There are three locations for Read to Succeed; Downtown Library, Basha Library and the City of Chandler Housing office. Since 2013, 259 students have participated in Read to Succeed, and we just graduated a class of 54. The Read to Succeed program also began from a grant.

To support Early Literacy, the library recently received a \$78,000 Library Services and Technology Act (LSTA) state grant for Create-Play-Learn: A High Five Experience. This grant enabled the library to redo the early literacy spaces in each of the four libraries to support the latest research in early literacy learning of children ages birth to five. All four libraries have had their grand openings and the Secretary of State came to the downtown library to do a ribbon cutting. Each library is different; the Basha library has a farm theme, Hamilton is very technology oriented and Sunset is a nature and outdoor theme.

The library also recently received a grant from the Arizona Community Foundation for an Assistive Hearing/Looping system at Sunset Library. The grant is for \$9,430 to install a hearing loop system at the Sunset Library meeting room. The system enables hearing impaired individuals a quality listening experience through the installation of copper foil hearing loop wire around the perimeter of the room, and connects the system to existing audio equipment. The grant also provides for hearing loop receivers, which are like headsets, for people without hearing aids to use the service. The system was installed two weeks ago.

The last grant Mary spoke of is the \$3,500 grant from Arizona Humanities for the One World, Many Voices performance series. This is a series of programs offered through a partnership with Canyon Records, a leading producer of Native American music, where Canyon Records artists will perform at all four libraries. The first event, featuring R. Carlos Nakai, the Grammy nominated premier performer of the Native American flute, drew over 100 attendees. The second event at Basha Library was Hoop Dance 101 with champion hoop dancer Tony Duncan, where nearly 50 children and parents attended. There are three additional events coming up at the Hamilton and Sunset libraries, and a dance finale at the Chandler Community Center. In addition to the performances, One World Many Voices features a traveling photography exhibit featuring the musicians of Canyon Records.

The next big thing coming up is the annual Summer Reading Challenge, which begins in June. This year's theme is "A Universe of Stories", so there will be a lot of space themed events for customers of all ages. As always, our summer reading signup is available for adults as well as children, so everyone can participate. Last year was one of the Chandler's best years, with great participation and number of finishers.

Arman Sidhu questioned if people log their minutes online. Mary informed the Board yes, participants log their minutes online, or people who do not have a computer can come in to any of the libraries to use a computer or get assistance to help log their minutes. All of the teen volunteers are here all summer to assist people with setting up their accounts and logging their minutes.

b. Mary Sagar, Acting Library Manager, presented the Friends of the Library report.

The Friends of the Library provide financial support for a variety of library programs, including our annual Summer Reading Challenge, Community Outreach Events, Read to Succeed tutoring, the High Five early literacy initiative, Our Stories and many other programs and events.

The online book store has brought in \$20,405 as of April 29, 2019. The goal for this fiscal year was \$20,000, so we have exceeded expectations with two months of reporting to go. The first year the Friends netted \$10,000 and last year it was \$15,000. The Friends have also added eBay selling this spring for items that they can't sell on Amazon, such as DVDs, certain comic books/graphic novels, etc.

On-site book sales have brought in \$33,000 so far this fiscal year. The goal is \$35,000, so we will no doubt reach that with two months remaining in the fiscal year.

The next pop-up sale will be at the Downtown Library, June 5-18. The theme will be Beach Reads, including paperback fiction and children's books. Future pop-up sales include Movies, Music and More in August, Vintage in October and Holidays in December.

Tara Anglin, Library Outreach Coordinator, asked Mary to hand out volunteer applications to all Board Members so she can get their names in the system. The hours the Board members provide volunteering on the Board are recorded can be used as volunteer credit hours. Also, if there are any other volunteer hours that they perform, like community outreach or assistance with book sales, please let Tara know so that she can record the time.

Maria Munoz inquired about volunteering at the book sales. Mary thinks the new pop-up book sales have been working very well for the volunteers.

Arman Sidhu inquired why there are not enough tutors for the English as a Second Language (ESL) classes. Mary stated that it is mostly due to the number of tutors. It is a big commitment for volunteers. Tara uses Match Maker software and holds volunteer orientations on a regular basis to try to recruit new volunteers. Mary asked the Board if they know of anyone they think would like to volunteer to send them our way.

Tim Wiant inquired on details for the expansion of the MakerSpace area at the downtown library. He heard from the Arts Commission there will be renovation to create more space for youth MakerSpace programming. Mary informed the Board about the new project of switching the current youth staff workspace with the current Cactus room, which is an interior space used as a program room. As part of this renovation, we'll need to create a door and remove the mural that is considered public art, which will need to be decommissioned in order to move forward. We will also create a media space for film and video editing. The current Pandora's Box study room will also be repurposed as part of the new space. This switch will make it more convenient for patrons.

Tim asked what the timeline for the project is. Mary's response was hopeful for the end of the summer to the middle of the next fiscal year. It is difficult to say with all of the different people and approvals that go into a project of this size, including the decommissioning of the mural.

Members Comments/Announcements

- a. None

Information Items

- a. Mary Sagar provided Board and Commission handbooks for everyone to take and read. There is still one Library Board vacancy we are hoping to fill, so next time we meet we should have a full Board.

Calendar

- a. Library Board Meeting: Tuesday, September 17, 2019 in the Downtown Library Conference Room 254
- b. Friends of the Library Meeting: Tuesday, May 28, 2019 in the Downtown Library Cotton Room.

Adjournment:

Motion to adjourn made by Shanesha Davis, Dimal Patel seconded. Motion passed. Meeting was adjourned at 7:08 p.m.


Board Chair


Board Secretary

**Chandler Public Library Board
Regular Meeting
Minutes, September 17, 2019**

Meeting was called to order at 6:34 p.m. at the Downtown Library.

Members Present: Shanesha Davis – President, Maria Munoz, Arman Sidhu, Karla Palafox, Timothy Wiant. Roman Orona. Dimal Patel was absent.

Others Present: Mary Sagar, Acting Library Manager; Andy Bass, Community Services Director; Kris Sherman, Assistant Library Manager; Courtney Allen, Management Assistant and Board Secretary.

Approval of Minutes: Minutes of the May 21, 2019 meeting

a. Motion was made by Maria Munoz to approve, Arman Sidhu seconded. Motion passed.

Scheduled/Unscheduled Public Appearances/Call to Public

a. None

Action Items

a. Collection Management Policy Update – Gifts/Donated Materials Addition
Library Management is proposing one addition to the Gifts/Donated Materials section on page three of the policy, 'If materials in languages other than English are donated, Library staff will work with an established community group to evaluate these materials for possible inclusion in the world language collection.' If a group or individual would like to donate books that are in a language other than English, the Library will work with an established community group that has knowledge of the language.

Maria Munoz asked how we find or vet these groups. Mary responded stating that we would ask the group/person who donated the books if they have any contacts in the community. We would also like to find a group that has representation in the community.

Tim Wiant asked who is responsible for vetting the groups. Mary responded stating that our Administrative Librarian Marybeth Gardner, Cataloging Librarian Charles Jean and Assistant Library Managers Kris Sherman and Mary Sagar will be responsible for meeting with the groups.

Shanesha Davis asked what will happen to the books if they are turned away. Mary responded stating the books will be donated to the Friends of the Library to be sold on the online bookstore or in-house. If the books are not sold they would be recycled.

Maria Munoz asked if there needs to be a minimum number of people in the community group in order for them to be considered. Mary responded stating there is not a minimum as long as they are a credible community group with the ability to vet the materials.

Motion was made by Timothy Wiant, Arman Sidhu seconded. Motion passed.

Briefing Items

a. Mary Sagar, Acting Library Manager, presented the Library Manager's report. Mary informed the Board of the open positions at the Library. The search for the new Library Manager is still going and there should be a decision by October. There are three librarian positions that will be filled soon: a Teen Librarian at the Downtown Library and an Instructional Specialist and Adult Librarian at the Basha Library. Interviews should begin soon.

The Library received \$10,000 from the City of Chandler Acts of Kindness (A-OK) grant to provide for a Literacy Associate position. This is supplemented by an award of \$8,320

from the Friends of the Library to allow for a 19 hour per week position for 40 weeks. The Chandler City Council also awarded the Library \$12,000 to hire another Literacy Associate at 10 hours per week to support the work of Read on Chandler. These positions will be going out into the community spreading the word about early literacy and encouraging people to come to the Library to utilize the resources.

Shanesha Davis asked if the candidates are already Library employees. Mary responded stating we have received approximately 60 applications but we haven't seen a list yet. The list comes from Human Resources after reviewing the applicants who met the minimum qualifications. We then look through those applications and setup phone interviews for an initial screening and invite those successful candidates for in person interviews. That process has not yet begun. These are temporary/grant funded positions which do not include City benefits so our current City employees would be giving up their benefits to take either of these positions, but our Techno Clerks and Pages are temporary employees so they may want to apply for these positions.

Arman Sidhu asked if the Literacy Associate is working primarily in the schools. Mary responded stating there will be some work in schools, but not in the classrooms. Last year this was done at Galveston Elementary. The Literacy Associate worked with the school and teachers to advertise the programs by sending home information stating the Library is coming to do the programs at the school. We have also offered the programs at AZCEND and the Jewish Community Center.

Maria Munoz asked when the deadline to apply for the positions is. Mary responded stating the position closed Sunday, September 15. Human resources is just getting the applications to review so we are hoping to have the list to set up interviews in two weeks.

Shanesha Davis asked if the information provided to the schools and community is provided digitally. Mary responded stating we do have Facebook and Pintrest posts with Early Literacy information as well as a High Five Blog. We also send out High Five @ Your Fingertips texting. People need to subscribe to receive the texts, in English or Spanish, to receive parent pointers. We also have early literacy cards we give out at storytimes which are posted on Pintrest.

Mary provided a year in review for fiscal year 2018/19.

The Chandler Library had a good year. We served 926,838 Library visitors in 2018/19. Although this is a decrease of 2,872 from the previous year, we believe that we are servicing our customers electronically, such as with ebooks.

The total number of items borrowed in 2018/19 was 1,282,071, an increase of 21,655 items over the previous year. This increase is due to the increased checkout of ebooks, eaudio, and digital materials from Kanopy (movies), Freegal (music), and Flipster (magazines).

A total of 134,650 customers attended a program or event at the Library in 2018/19. This is a decrease of 9,253, but there were also 166 fewer programs offered, (5,960 in 2017/18 vs. 5,794 in 2018/19). This is due to the focus on improving the quality of programs rather than quantity.

At the end of June, we had 60,847 active users, which is an increase of 5,549 over last year's total number. Active users are users who used their cards in the past two years.

Our volunteer program continues to be successful. Our volunteers contributed 20,552 volunteer hours for a cost equivalent of \$522,637, based on the current Independent Sector value of volunteer time of \$25.43/hour.

Maria Munoz asked if the volunteer numbers includes both youth/teens and adult. Mary responded stating yes, this is all of the Library volunteers of every age.

Arman Sidhu asked if the visitor counts included the high school students. Mary responded stating yes, the count is all visitors including high school students at Basha and Hamilton.

Mary informed the Board of the grants the Library received in fiscal year 2018/19. The Library receives an annual grant of \$180,000 from Intel for technology. We also receive State Grants in Aid (SGIA) on an ongoing basis. In 2018/19 we received \$12,234 for staff training and development. The American Dream Dollar General grant for \$11,000 went towards new books and iPads for the adult education program.

Maria Munoz asked if the students get to keep the new materials. Mary responded stating no, all of the materials stay at the Library but the students can make copies.

The Library Services and Technology Act (LSTA) grant for \$78,000 was used for the early literacy spaces at all of the branches. The A-OK grant of \$16,427 paid the salary of the Literacy Associate. Arizona Humanities awarded a grant for \$3,500 to use for the One World Many Voices programs. Arizona Community Foundation provided a \$9,430 grant for the installation of a hearing loop system at Sunset. We are hoping to receive another grant to install the same looping system at the Downtown branch in the future.

Mary asked the Board members if they are interested in any outreach at any of the City events. Tara Anglin, Outreach Coordinator, will train anyone interested. Shaneshia Davis asked who to contact. Mary responded stating everyone can email her directly and she will set them up with Tara. Karla Palafox asked if the outreach would be at events. Mary responded stating yes, it would be at City sponsored events including Woofstock, Day of Play and many others.

b. Mary gave an overview of the very successful Summer Reading Challenge (SRC) that just concluded in August, 2019. The theme of this year's nation-wide program was "A Universe of Stories", which focused on space exploration in celebration of the 50th anniversary of the Apollo Moon Landing. Programs included *Make a Lunar Module*, *All About Stars*, and *Our Stories: America Goes to the Moon*. As a special feature, the Library partnered with KJZZ's mobile recording studio, Soundbite, to give community members the opportunity to record what they enjoy about the Library and living in Chandler. The Soundbite truck helped to promote the SRC at several kickoff events. A total of 10,741 Library customers participated in the SRC, an increase of more than 400 participants over last year. The program completion rate also saw an increase, with 52.5% of participants reading for 1,000 minutes and receiving a free book as a final prize. Last year the completion rate was 48% so we are very proud of the increase. Of those who participated in the program, 1,341 were pre-readers (birth to 4 years), 5,231 were children (5 to 11 years), 1,515 were teens (12 to 17 years) and 2,654 were adults. Chandler Public Library offered 73 programs in June and July that were specific to the Summer Reading Program, with 4,412 individuals attending. These programs reinforced literacy and reading, as well as encouraged attendees to check out books.

c. Mary gave an update about the Library Capital Improvement Projects (CIP). The Sunset Library tree and concrete removal project is complete. Trees were removed at the main entrance to Sunset Library due to heaving of concrete, which caused a tripping hazard. The concrete was replaced, and a new tree was planted. The project cost was \$33,381.67.

Maria Munoz asked if the Library purchased the tree or if it was donated in memory of anyone. Mary responded stating the contractor purchased the tree as part of the project.

Courtney Allen informed the Board there is a Living Tree donation program through the Parks Division.

Tim Wiant informed the Board that the Arts Commission received a request to add art at the location, but it is not in the budget at this time so they suggested to look into grants.

Another future Library CIP project is the Downtown Library Cactus Room renovation. The Library will repurpose two existing rooms on the second floor of the Downtown Library. The current youth staff workspace will become a programming space, and the existing program space, Cactus Room, will become a staff work space. This switch improves wayfinding and provides a multipurpose, flexible area for teen and tween activities such as crafts, STEAM projects and coding. In addition to the room switch, the project also includes modifications to two existing storage rooms to create a production studio and a maker lab, enabling customers to use photographic equipment, a green screen, and AV production software. An existing tutor room will be modified to create a workspace for the youth supervisor. As part of this project, a downstairs interior window will be removed to allow for an additional data space. We are hoping to bring this to the November 7th Council meeting and begin construction in December or January.

d. Kris Sherman provided the Friends of the Library report
In fiscal year 2018/19, the Amazon online book store brought in \$23,468 net, with \$38,045 gross. The goal for the year was \$20,000 net so there was a large profit over the estimate. The first year the online store began, the Friends netted \$10,000 and the second year it was \$15,000. This past spring, the Friends added eBay selling for items that can't be sold on Amazon, such as DVDs, CDs, certain comic books and graphic novels. The Friends sold a \$400 CD music set on eBay in July which they would not have been able to sell on Amazon. In-house book sales brought in \$40,603, and the goal was \$35,000. The Friends have gone from having large onsite book sales to pop-up sales which have proved to be very successful. Some of the pop-up sale themes included movies, music, children's, vintage and holiday.

The Friends are hosting another book drive and curbside drop off event on October 5th from 10am–12pm at all four Chandler Public Libraries. All donations help build stock for the online and in-house book sales. Proceeds from used book sales are used to fund Library programs and services. Teen volunteers will be on hand to help customers unload book donations from their cars.

Kris invited the Board to attend the Friends annual meeting that will be held on Tuesday, October 22 at 2pm in the downtown Library Copper Room. The meeting is intended to bring together Library advocates and educate them on how the Friends organization supports the Library and inform everyone about upcoming sales and the online store. Attendees will also get a sneak peek at the upcoming refreshed look of the downstairs Friends book sale area. Anyone who RSVPs will be entered for a chance to spin the prize wheel.

Maria Munoz asked why the meeting is in the afternoon opposed to evening as it has been in the past. Kris responded stating the Friends are trying something different in hopes of attracting more people.

Kris informed the Board about new software the Library and the Friends of the Library have implemented. For 19 years the Library and the Friends of the Library used MatchMaker Fund Development Software for adult volunteer management and Friends donations and memberships. The system provided basic reporting, but lacked newer communication options, online applications, scheduling and remote access. During that timeframe, the teen volunteer hours were tracked in an Excel spreadsheet and reporting was limited to hours served. In researching new volunteer management systems that

would lend themselves to both the teen and adult volunteer programs, we found we would be better served to work with a system that was designed specifically for the needs of a volunteer program, rather than a fundraising software with limited volunteer management capabilities. Volgistics became the Library's volunteer management system and Little Green Light is now used by the Friends of the Library for fund-development. All 19 years of adult volunteer history has been migrated to Volgistics. The Library's volunteer program has great longevity with many of its volunteers and we didn't want to lose record of individual contributions. Through Volgistics, the Library now has online application submission, remote access for staff and volunteers, computerized timekeeping, texting capabilities, document storage and increased access for staff to volunteer emergency contact information for both adult and teen volunteers. We continue to learn how Volgistics can improve the Library's volunteer program and have been asked to assist other City divisions with implementing Volgistics and sharing best practices for working with volunteers.

The Friends worked with the local company State Forty Eight to create stickers and shirts to sell for fundraising. The first order was 100 shirts, of which 64 have sold for \$20. The stickers sell for \$2.

Members Comments/Announcements

- a. Karla Palafox is a teacher in the Chandler Unified School District. She wanted to share that Jo-el Miller, Chandler Outreach Library Assistant, came in to her classroom to share information about the Library resources with the students and set them up with Library cards.
- b. Tim Wiant was at the Library 2019 SRC kick-off and finale in costume as a Clone Trooper. He commented on how highly attended both events were.
- c. Tim Wiant inquired on the Makerspace development due to his involvement of the Arts Commission. The wall has been decommissioned in order for the CIP renovation project of the Cactus room and youth staff workspace.
- d. Tim Wiant inquired on recruiting for community involvement for donations or potential sponsors for SRC 2020. Mary informed Tim and the Board of all of the sponsors from SRC 2019, including Rubios, Bahama Bucks, Culvers, AZ State Parks, Skateland, Uptown Jungle, Peter Piper Pizza and Black Bear Diner. For adult prizes there were gift certificates donated from Alamo Draft House, Changing Hands Bookstore, Harkins, Crayola Experience, Sibley West, Chandler Center for the Arts, Chandler Ice Den and Diamondbacks. There is a SRC committee that usually begins researching vendors for donations in February. If there are any thoughts of potential partnerships or donations, please let us know.

Information Items

- a. Andy Bass, Community Services Director, introduced himself. He invited Board members to participate on the interview panel for the Library Manager position.
- b. Tim Wiant informed the Board of the Non-Traditional Art Expo that will be held at the Library this Saturday, September 21 from 12-4pm. Tim will be volunteering at the event.

Calendar

- a. Library Board Meeting: Tuesday, November 19, 2019 in the Downtown Library Conference Room 254
- b. Friends of the Library Meeting: Tuesday, October 22, 2019 in the Downtown Library Copper Room.

Adjournment:

Motion to adjourn made by Tim Wiant, Maria Munoz seconded. Motion passed. Meeting was adjourned at 7:48 p.m.



Board Chair



Board Secretary

**Chandler Public Library Board
Regular Meeting
Minutes, November 19, 2019**

Meeting was called to order at 6:36 p.m. at the Downtown Library.

Members Present: Shaneshia Davis – President, Maria Munoz, Arman Sidhu, Karla Palafox, Timothy Wiant. Roman Orona. Dimal Patel was absent.

Others Present: Mary Sagar, Acting Library Manager; Andy Bass, Community Services Director; Kris Sherman, Assistant Library Manager; Courtney Allen, Management Assistant and Board Secretary; Joshua Wright, Assistant City Manager; Abigail Nersesian, Administrative Librarian.

Approval of Minutes: Minutes of the September 17, 2019 meeting

a. Motion was made by Maria Munoz to approve, Karla Palafox seconded. Motion passed.

Scheduled/Unscheduled Public Appearances/Call to Public

a. None

Action Items

a. None

Briefing Items

a. Mary Sagar, Acting Library Manager, presented the Library Manager's report. The search for the new Library Manager has been reopened and should be posted soon. Basha has hired a new Librarian/Instructional Specialist, internal candidate Anna Jahnke. This position works with the teachers and the school district to help with instruction. Downtown has interviewed three candidates for a Teen Librarian and a decision should be made soon. The Teen Librarian will be involved in the new Makerspace area, The Makery. The Downtown and Basha branches also have Adult Librarian vacancies, with interviews to be held within a month. Two part-time Temporary Library Associates have been hired to provide early literacy services to the community, especially in outreach. The Library received \$10,000 from the City of Chandler Acts of Kindness (A-OK) grant to provide for one of the Literacy Associate positions, which is supplemented by an award of \$8,320 from the Friends of the Library, to allow for a 19 hour per week position for 40 weeks. The Chandler City Council also awarded the Library \$12,000 to hire another Literacy Associate at 10 hours per week to support the work of Read on Chandler.

Shaneshia Davis asked if the Librarian positions will be opened up to internal candidates before going external. Mary responded stating yes, the positions are open to the internal employees first for a transfer opportunity, then an internal posting, and if neither of those fill then the position is posted externally.

The photography exhibit, "1000 Words", which features photos of adult students who have been enrolled in the Library's small group English language learning classes, has been purchased by the Friends of the Chandler Public Library and is on display in the Downtown Library's computer Lab.

The Library will repurpose two existing rooms on the second floor of the Downtown Library. The current Youth staff workspace will become programming space, and the

existing program space, the Cactus Room, will become a staff work space. This switch will improve wayfinding and provide a multipurpose, flexible area for teen and tween activities such as crafts, STEAM projects, and coding. In addition to the room switch, the project also includes modifications to two existing storage rooms to create a production studio and a maker lab, enabling customers to use photographic equipment, a green screen, and A/V production software. An existing tutor room will be modified to create a workspace for the Youth Supervisor. The first phase of the project, the demoing of the existing staff offices, is scheduled for the week of November 25. A PowerPoint presentation of the renovation areas and the new Makery was provided.

Maria Munoz asked who will be supervising all of the new equipment in The Makery. Mary responded stating the new Teen Librarian and our Branch Manager, Abigail Nersesian, will primarily oversee the space and equipment.

The Chandler Public Library (CPL) has shifted to align with changing usage patterns of our community. These usage patterns are not unique to Chandler, but are similar to patterns other libraries throughout the country are experiencing. CPL has decreased the number of physical items within the library, but has increased the digital resources for the community. A 2018/19 Library collection statistics and current trends infographic was provided. Mary also provided the following highlights in addition to the statistics in the infographic.

- 28% of active CPL cardholders use electronic/cloudLibrary resources, averaging over 5,000 unique users each month.
- 41% of CPL's cloudLibrary is metered access, and this is expected to increase, as all major publishers have now adopted the metered access model. Publishers of ebooks and digital audiobooks allow libraries to either own or lease titles ("metered access"). While metered access titles can be less expensive, they require libraries to continually repurchase their licenses to keep them in the collection, which can result in larger lifetime costs for popular titles.
- In fiscal year 2018/19, Chandler customers borrowed 30,696 items from partner cloudLink libraries. CPL partners with other libraries across the state of Arizona (currently Mesa, Morenci, Navajo County, Pinal County, and Tempe) who utilize the cloudLibrary eBook platform to expand and share the collection of digital materials through a platform called cloudLink.
- 15% of total circulation occurs within the cloudLibrary.
- 62% of total circulation is physical youth materials (including teen fiction).

Karla Palafox asked if it is the publisher not the library who implements the metered access. Mary responded stating yes, the publisher decides how many books will be released and for how long, not the library.

Maria Munoz asked what the most popular circulating items are. Mary responded stating the most popular circulations are juvenile fiction (JF), which is typically third through sixth grade. Children's readers are also very popular.

At the January 21 Board meeting, there will be a presentation on Open Meeting Law for City Boards.

b. Mary Sagar, Acting Library Manager, presented the Fine Free proposal.

Mary provided an article on the Salt Lake City Library going fine free as well as a PowerPoint presentation of the Chandler Library's fine free proposal and the City of Chandler's 2019-2024 Strategic Framework. The Chandler Library will need to determine the community and operational impact of overdue fine elimination. Chandler Public Library's mission is to provide learning and education opportunities, while fostering literacy and an appreciation of reading. The Library is committed to providing equal access to all customers, regardless of status. Many surrounding libraries have either gone fine free or will be doing so soon; Phoenix, Gilbert, Queen Creek, Sun Lakes and the Tempe library. Scottsdale, Mesa and Glendale libraries have not gone fine free yet, but they are also doing impact studies to assist in making the determination. Nationally, many large libraries have gone fine free as well, including Salt Lake City and Chicago. Stakeholders should consider fine elimination in the context of the City of Chandler's 2019-2024 Strategic Framework to determine if such action aligns with City values and future planning. The American Library Association (ALA) asked libraries to begin the conversation and look at the process of going fine free. Research has shown that fines don't influence behavior and books tend to be returned in the same amount of time whether or not a fine will be charged. Studies have also shown that economically disadvantaged areas have lower circulation rates than middle class areas. Data from libraries which have eliminated overdue fines indicates that there have been no significant increases in late returns, longer hold times, or reduced selection of materials. The Chandler Library has 3,660 active accounts that are blocked due to overdue fines and an additional 2,807 inactive accounts with fines. If fines are eliminated, those card holders will regain their borrowing privileges. A comparison of the Downtown and Basha branch demographic data with proficiency scores and youth accounts blocked by fines was shown. Some of the operational impacts from going fine free include an annualized decrease in revenue and \$386,312 in debt to be cancelled, but statistics show that fines that are not paid within the first six months of accrual typically do not get paid, so we may never recover that money. Mary explained the difference between fines and fees. Fines are charges applied to items not returned by the specific due date. Fees are charges for lost or damaged items, room rentals and copy fees. Fees will not be going away, we are only proposing fine free. Lost or damaged items will still incur fees. Mary explained the timeline and next steps to move forward with the fine free proposal.

Shanesha Davis asked where does the money from fines collected go? Mary responded stating all revenue from fines goes in the City's general fund.

Shanesha also asked how we could make-up for the loss of revenue if we did go fine free. Mary responded stating one idea is to cut back on the armored car cash pick-ups because there will be less deposits. Another idea would be to eliminate the credit card merchant fees that are incurred by people paying their fines by card. Mary also stated there is a possibility of increasing fees if the need arises in the future.

Shanesha asked if a patron's account will be blocked due to fees on their account. Mary responded stating that if there are fees, yes, their library account will be blocked.

Shanesha asked if the amount of books to be checked out will decrease due to the fine elimination. Mary responded stating she does not anticipate a decrease in circulation.

Karla Palafox commented that a colleague of hers, a school teacher, returned many class books back to the Gilbert Library and was pleasantly surprised that there were no late fees.

Arman Sidhu asked if the Library has to use Brinks/Dunbar armored service. Mary responded stating that it is City Wide for the safety of its employees.

Timothy Wiant asked if there will be changes to the circulation policy, other than the removal of fines, to encourage the return of materials on time. Mary responded stating there may be a change to shorten the amount of time books are due back from 35 to 25 days. It would also be made clear the \$5 processing fee will not be waived.

Shanesha Davis asked how patrons are notified of fines/fees. Abigail Nersesian responded stating the customer can be notified by text, email or mail. They will receive mail notification if their account has been sent to collection.

Karla Palafox, Arman Sidhu and Maria Munoz all commented they think fine elimination is a great idea! Mary asked the Board if there is a consensus to go ahead and explore the possibility of going fine free. All members of the Board were in favor.

c. Kris Sherman provided the Friends of the Library report
In the first four months of this fiscal year, July-October 2019, the Friends have raised \$22,900. In comparison to last year, the Amazon online book store brought in \$23,468 net, with \$38,045 gross for the entire year. Kris informed the Board about the seller tool the Friends use to check if items are a viable item to sell online. She stated Timothy Wiant has helped the Friends with the equipment. Tim asked if anyone has knowledge of any other tools to use for data mining for Amazon book sales let him know so he can survey it. Kris stated the next thing the Friends will look into is going international with their online book sales. Last fiscal year, in-house book sales brought in \$40,603, with a goal of \$35,000. The Friends have gone from having large on-site book sales to pop-up sales which have proved to be very successful. Some of the pop-up sale themes included movies, music, children's, vintage and holiday.
The Friends hosted a Book Drive and Curbside Drop Off event on October 5 at all four Chandler Libraries. The book drives help us build donation stock for our book sales in our libraries and online. In two hours 118 boxes came in with approximately 25 books per box. There were teen volunteers at all locations, two quick scanning volunteers at Downtown and two volunteer van drivers driving the library van and a fleet services van. Proceeds from used book sales are used to fund library programs and services.

Maria Munoz asked if donations can still be made year round. Kris responded stating yes, donations are accepted anytime.

Shanesha Davis asked who is in charge of the pop-up sales. Kris responded stating Tara Anglin is in charge with a lot of assistance from the volunteers.

Shanesha also asked if there have been any off-site sales. Kris responded stating no we have not had off-site sales. Taking all of the books elsewhere would require a lot of time and manpower. Maria Munoz commented that the reason to have them on-site is to bring people in to the library.

Timothy Wiant stated more advertisement needs to be done for the pop-up sales. Tim also mentioned the next pop-up sale will be close to the holidays with a kids theme.

Karla Palafox asked if the sales are posted on Facebook. Kris responded stating yes, the sales are posted on social media, in-house posters and fliers, and the electronic marquee. Arman Sidhu asked if the schools are notified of the pop-up sales. Kris responded stating yes, the outreach staff notifies the schools of the sales.

Kris showed pictures of the refurbished area and new signage of the Friends bookshop area at the Downtown library.

The Friends have donated children's books to the Salvation Army and St. Vincent de Paul.

The Friends have sold 112 State Forty Eight shirts so far. Maria asked how long it has been since we began selling the shirts. Kris responded stating we they began selling the shirts three to five months ago.

Members Comments/Announcements

a. Arman Sidhu inquired about computer science and technology programs for youth and teens. He asked if the new Makery area will be open to the kids to come and use the equipment unsupervised or if there will be staff to guide them. Mary responded stating there will be a combination of instructional time as well as open time. Mary added that the library also offers other technology programs such as Girls Who Code, Tech to You, Little Bits, and Coding Bootcamp. Arman asked if the area will be open to just youth or adults as well. Mary responded stating adults will be able to use the Makery area and equipment. There are still some logistics that need to be worked out, such as scheduling and reservations.

Roman Orona asked if the cameras are DSLR, which can do videos or photos. Mary responded stating we have not yet purchased the cameras. Roman is very knowledgeable in this area and has a lot of his own equipment so Mary commented we could have Roman give recommendations on what to purchase.

Information Items

a. None

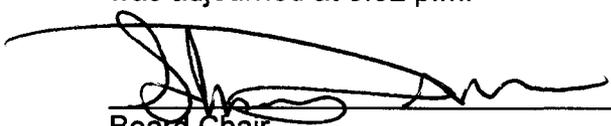
Calendar

a. Library Board Meeting: Tuesday, January 21, 2020 in the Downtown Library Conference Room 254

b. Friends of the Library Meeting: Tuesday, November 26, 2019 in the Basha program room at 12:30 p.m.

Adjournment:

Motion to adjourn made by Tim Wiant, Maria Munoz seconded. Motion passed. Meeting was adjourned at 8:02 p.m.


Board Chair


Board Secretary