



Minutes LIBRARY ADVISORY BOARD Wednesday, May 6, 2020

Minutes of the LIBRARY ADVISORY BOARD virtual meeting recorded at 6 p.m. on Wednesday, May 6, 2020, held via Cisco WebEx Events.

(MEMBERS) Present:

Christopher Watts (Chair)
Carrie Taylor (Vice-Chair)
Marie Brown
Marissa Dailey
Felicia Durden
Teri Metros
Chris Sar

(MEMBERS) Absent:

None

City Staff Present:

Rachael Brickner, Sr. Management Assistant - Community Services Administration
Keith Burke, Director - Community Services Department
Kathy Husser, Deputy Community Services Director - Library Services Division

General Public Present:

Larry Conway, President - Friends of the Tempe Public Library

Agenda Item 1 - Call to Order:

- Christopher Watts, Library Advisory Board Chair, called the meeting to order at 6:02 p.m.

Agenda Item 2 - Call to the Audience:

- No public comment.

Agenda Item 3 - Approval of the March 4, 2020, Library Advisory Board Meeting Minutes:

APPROVED

- Christopher Watts, Library Advisory Board (Board) Chair, asked the Board members to review the unapproved meeting minutes document dated March 4, 2020.
 - No edits noted or requested.

MOTION: Teri Metros moved to approve the March 4, 2020, Library Advisory Board Meeting Minutes as presented.

SECOND: Marie Brown seconded.

DECISION: Motion approved, 7-0.

Ayes: Christopher Watts (Chair), Carrie Taylor (Vice-Chair), Marie Brown, Marissa Dailey, Felicia Durden, Teri Metros, Chris Sar

Nays: None

Absent: None

Agenda Item 4 - Friends of the Tempe Public Library Report

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, introduced Larry Conway, Friends of the Tempe Public Library President, and welcomed L. Conway to the Library Advisory Board (Board) meeting.
- L. Conway provided the following report on behalf of Friends of the Tempe Public Library (Friends of the Library):
 - Friends of the Library is eager to return to the Tempe Public Library (Library) and anxiously awaits additional information specific to a return to service date;
 - Osher Lifelong Learning Institute (OLLI) programming has transferred to the virtual platform Zoom Video Communications, Inc. (Zoom), and will continue through the remainder of the spring season;
 - OLLI programming will resume in fall via Zoom;
 - Friends of the Library will rely on the sale of online books through the COVID-19 event;
 - There have been no occurrences of illness specific to Friends of the Library leadership and membership.
- Christopher Watts, Library Advisory Board Chair, thanked L. Conway for his report.

Agenda Item 5 - Staff Report:

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, announced that Macmillan ended its E-book embargo on Friday, March 20.
 - Restrictions are being placed on library E-book sales; there will no longer be an existing embargo on the purchase of E-book titles.
 - Free access has been given to all library systems to purchase what they need; in the past, libraries were only able to purchase one title in six months.
- K. Husser reported that the Tempe Public Library's annual Staff Training Day occurred on Wednesday, March 5.

- K. Husser confirmed that the keynote speaker was Jonae Harrison, City of Tempe Equity and Inclusion Manager.
- K. Husser further explained that the Staff Training Day ran smoothly and included Polaris software system tips and tricks, customer service enhancement, strategic planning and team-building exercises.
- K. Husser provided the following updates specific to Tempe Public Library's response to COVID-19:
 - Representatives from local municipal and county library systems communicate regularly to discuss reopening plans;
 - Tempe Public Library will pursue a phased approach to reopening in accordance with the CDC, State of Arizona guidelines and recommended guidelines established by the City of Tempe's Reopening and Recovery committees;
 - Similar to the Tempe Public Library, many library systems have furloughed their part-time temporary employees;
 - Tempe Public Library will return with adjusted operating hours and alternative service delivery including curbside pick-up and virtual programming;
 - In alignment with Maricopa County Library District, Tempe Public Library will not offer any in-person programming related to its Summer Reading Program;
 - Tempe Public Library will move its Summer Reading Program online and all books and final prizes will be made available for pick-up;
 - Personal interviews have occurred in lieu of the previously scheduled public forums to gather partner and public feedback specific to Tempe Public Library's Strategic Plan;
 - Strategic Plan input has been received from 72 individuals, Tempe Chamber of Commerce, Library Advisory Board members, Friends of Tempe Public Library Board members, Arizona State University professors and program partners;
 - Tempe Public Library (Library) staff will work to amend service protocol appropriately;
 - Circulation of the Library's digital resources is soaring including a 200% increase in use of E-content and the issuance of 328 new online Library cards;
 - Ancestry.com has made its platform (library edition) available through the end of May 2020 for all online customers;
 - OverDrive RLA, the Library's reciprocal lending agreement, is now live, and grants Tempe patrons access to over 46,000 titles from Yuma County Public Libraries, the Southwest Valley Library Consortium and Little Libraries that Could, in addition to existing access to

Tempe's collection of 30,000+ titles.

- K. Husser provided the following Fine-Free follow-up update report as requested by the Library Advisory Board (Library Board) in October 2019:
 - Tempe Public Library hosts two Fine-Free events every year;
 - An average of 13-to-14% of all fines are waived monthly per Library Board policy;
 - Materials more than three weeks overdue become replacement cost fees;
 - Materials more than seven weeks overdue become Unique accounts;
 - Any fees greater than \$10.01 will block patrons from computer use;
 - Fine-Free causes disruption of other Tempe Public Library services;
 - Tempe Public Library nets a little over \$60,000 in overdue fines each year, equivalent to 1.5%;
 - 12% of patrons have blocked accounts currently exceeding \$10.01;
 - 11,732 accounts equate to \$691,619.70 in fees collected, and of those patron accounts, 35 owe \$26,487.66;
 - 3.6% of cardholders retain an average bill of \$756.

Agenda Item 6 - Member Announcements/Future Agenda Items

- No announcements/future agenda items reported.

Agenda Item 7 - Adjournment

- Christopher Watts, Library Advisory Board Chair, adjourned the meeting at 6:45 p.m.

The next meeting of the Library Advisory Board is scheduled to occur at 6 p.m. on Wednesday, June 3, 2020, via Cisco WebEx Events.

Prepared by: Rachael Brickner; Reviewed by: Kathy Husser



5/6/2020

Approval Signature: Library Advisory Board Member