



Minutes LIBRARY ADVISORY BOARD Wednesday, June 3, 2020

Minutes of the LIBRARY ADVISORY BOARD virtual meeting recorded at 6 p.m. on Wednesday, June 3, 2020, held via Cisco WebEx Events.

(MEMBERS) Present:

Christopher Watts (Chair)
Marie Brown
Marissa Dailey
Felicia Durden
Teri Metros
Chris Sar

(MEMBERS) Absent:

Carrie Taylor (Vice-Chair)

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:

Jolene Gosling, Executive Director - 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 p.m.

Agenda Item 2 - Call to the Audience:

- No public comment.

Agenda Item 3 - Approval of the May 6, 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 May 6, 2020.
 - No edits noted or requested.

MOTION: Teri Metros moved to approve the May 6, 2020 Library Advisory Board Meeting Minutes as presented.

SECOND: Chris Sar seconded.

DECISION: Motion approved, 6-0.

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

Nays: None

Absent: Carrie Taylor (Vice-Chair)

Agenda Item 4 - Friends of the Tempe Public Library Report:

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, introduced Jolene Gosling, Friends of the Tempe Public Library Executive Director, and welcomed J. Gosling to the Library Advisory Board (Board) meeting.
- J. Gosling provided the following report on behalf of Friends of the Tempe Public Library (Friends of the Library):
 - Friends of the Library (Friends) is a committed group of 60+ volunteers who are eager to return to the Tempe Public Library (Library) and anxiously await additional information specific to a return to service date;
 - While the Tempe Public Library remains closed to the public, a dedicated group of 15 Friends volunteers meets regularly at Joyce Park;
 - Several members of the Friends pooled together fabric resources to craft and create book covers, sling bags and steering wheel covers;
 - Friends' Connections Café operations are on-hold, while the Friends of the Library continues to rely on book donations throughout the COVID-19 event in order to maintain its online book sales;
 - All 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 summer season;
 - OLLI programming will resume in fall via Zoom after successful spring and summer seasons of hosting 70+ well-attended, fee-based classes;
 - There have been no occurrences of illness specific to Friends' leadership and membership.
- Christopher Watts, Library Advisory Board Chair, thanked J. Gosling for her report.

Agenda Item 5 - Staff Report:

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, announced that Tempe Public Library released an e-newsletter to patrons on June 1 to relay the following information:
 - Tempe Public Library (Library) will reopen in phases for the health and safety of the Tempe community and staff;

- The Library Book Drop opened May 27 and all materials were quarantined for four days before re-shelving;
- The Library will have modifications to physical capacity, services and hours to promote physical distancing including the installation of plexiglass barriers to establish adequate space between employees and patrons;
- Face coverings are strongly recommended for anyone entering the Library, and hand sanitizer will be available at all public entrance points;
- Sanitation measures in the Library will be visible as you enter, and signage near stairwells, elevators and other confined spaces will state protocols including limits to occupants and safe distance guidelines to promote safe social distancing.
- K. Husser reported that the following Phase One reopening services will be available at the Library beginning June 8:
 - Exterior book return;
 - Existing holds pick-up in the Library's lobby from 9 a.m. to 5 p.m., Monday through Friday;
 - Online Library cards;
 - Online checkout of digital materials;
 - Multi-generational virtual programming.
- K. Husser noted that the Library will move to Phase Two of its reopening at a date to be determined, and acknowledged that the following services will be made available:
 - Browsing the Library's collection from 9 a.m. to 5 p.m., Monday through Friday;
 - Public computer use regulated to 60 minutes per day per person;
 - Self-service copying, scanning and printing;
 - Staff assistance at a six-foot distance.
- K. Husser reiterated that social distancing, face coverings and short visits are encouraged at the Library in accordance with Centers for Disease Control (CDC) guidelines, and confirmed that the following services are postponed until further notice to ensure the health and safety of patrons and staff:
 - Meeting room and study room reservations;
 - Book donations;
 - Culture Pass program;
 - In-person programming and events.

- Tempe Public Library has moved its Summer Reading Program online and all books and final prizes will be made available for pick-up;
- K. Husser reminded the Library Advisory Board (Library Board) members that the Library continues its efforts to craft and finalize its Strategic Plan;
 - 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;
 - A draft of the Library's Strategic Plan will be presented to the Library Board members at the next meeting scheduled to occur on Wednesday, September 2.
- K. Husser gave the following Fine-Free update report:
 - Pima County (Tucson) Public Library system voted to go fine-free beginning June 1;
 - Scottsdale, Phoenix and Maricopa County Public Library systems are also fine-free as of June 1;
 - Prior to COVID-19, 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;
 - All dollar amounts are a "snapshot" in time of current fees and change with checkouts and the return of materials.

Agenda Item 6 - Member Announcements/Future Agenda Items:

- No announcements/future agenda items reported.

Library Advisory Board
June 3, 2020

Agenda Item 7 - Adjournment:

- Christopher Watts, Library Advisory Board Chair, adjourned the meeting at 6:30 p.m.

The next meeting of the Library Advisory Board is scheduled to occur at 6 p.m. on Wednesday, September 2, 2020, via Cisco WebEx Events.

Prepared by: Rachael Brickner; Reviewed by: Kathy Husser



September 2, 2020

Approval Signature: Library Advisory Board Member