

## **Library Board Meeting Minutes for August 1, 2019**

**Meeting called to order by Harriet Young at 1:04 pm.**

### **Members present:**

Dave Browning  
Dorothy Renstrom  
Harriet Young  
Kristen Dikeman  
Supervisor Jim Parks, District 4 Coconino County

### **Members Excused:**

Kim Hensley-Owens

### **Staff Liaison:**

Emily Eldridge, Administrative Specialist

### **Other Staff present:**

Jared Tolman, Library Director  
Heidi Hansen, EVD Director  
Michele Brosseau, Deputy Library Director of City Services  
Will Ascarza, Deputy Library Director of County Services, County Librarian  
Steven Flanagan, Executive Assistant to Supervisor Parks

### **Public Participation:**

None

### **Approval of minutes from May 2019 meeting**

Minutes approved unanimously, without corrections needed.

### **Library Director's Report- Jared Tolman, Library Director**

1. Construction updates- Both libraries are currently under construction. At East Flagstaff Community Library (EFCL) they are building a new family public restroom. Downtown they are working on a new conference room and the new IT Manager office. These projects should be finished within the next few weeks.
2. Upcoming construction- EFCL will be getting their public restrooms renovated and refreshed. Downtown is in the process of replacing the large skylights (they leak), the boiler, and the windows.
3. New community room- Currently Library staff is working on the community room policy. The policy currently states that all meetings need to be open to the public, and that is something that is specifically being addressed so that private groups, and other groups besides non-profits, can also utilize the room. Eventually there may be a fee associated with reserving the room. What is the board's input on these changes? Harriet shares that she would support these changes as she has held meetings before and at times found the public participation to disrupt the meeting. Dave also agrees and suggested opening it up to for-profit organizations as well. Harriet added that it should be easy and clear on how to book the room. Jared agrees that we want to make this process as

easy as possible and that we should take a look at our software.

4. Future projects- The Library is partnering with the Beautification and Public Arts Commissions to alter the outdoor ramp Downtown so it will be ADA compliant and more accessible. A slide of a ramp design example is shown. One idea is to sell bricks and lay them in the entryway somehow. Possibly a partnership with the Library Foundation. Also being added are more bike spots, with the added convenience and hope that they will eliminate the current blind spot by the book drop.

5. Periodical management- Currently staff is gathering data on how much use periodicals get. After 6 months the Library will also issue a survey for patrons. The goal is to move towards digital subscriptions, and ultimately to add more subscriptions, while saving money.

6. Changing our hours- This month the Library will be sending out a patron survey to ask about the hours of operation at both libraries. We see that not very many people are using the building in the last hour, but we have long lines of people waiting to get in before opening in the morning. Both email and paper surveys will be sent out. At EFCL in particular, there were many requests to increase the weekend hours.

7. Summer Reading Challenge was well attended and just had their end-of-year party. Another successful summer.

8. Information regarding the Museum Fire has been posted on the doors of the Library. With that said, it does bring up new ideas about how the Library chooses to display community information. Right now we are looking into getting a new display monitor that will be hung facing out the Library front entrance so it is a clearer and sharper presentation of information for the public. Harriet suggested also adding the website link to this display, and having information also update on our website. Although it is not currently known to the public, the Library is currently in the process of updating the website, including those types of information and announcements. We are partnering with different groups in the community to help promote their information as well. Displays like this will go at both Libraries.

#### **Growth Needs of the Libraries, Affiliates, and Branches-Will Ascarza, Deputy Library Director of County Services:**

1. Concerns with IT support have been expressed. We have four IT staff members that are currently covering 18,000 square miles of county Libraries, and while they are doing an excellent job, the department could possibly use one added staff member in the future. Mark Cesare is back in the IT Manager position and it is good to have him back. In order to add more staff, the Library would need to justify why to the county. The County has suggested we work on a 5-Year Plan, which would include changes and requests such as this. Library staff have already began work on the plan. Ideally, a fifth IT person would be able to go out to the county Libraries more frequently to address their needs.

2. Cataloging changes are coming to all Libraries. There have been issues with quality control and records in the catalog. Over the last 18 months, all cataloging has been moved to the Downtown Library successfully. Staff handle cataloging and acquisitions while a courier sends the materials out to their respective Libraries. It allows for improved accuracy and frees up other Library staff to do things like programming. Because of this change there was an increase in both

the Tuba City Public Library's (TCPL) and Forest Lakes Community Library's (FCLC) Summer Reading Program numbers. Since this very time consuming portion of the job has been removed they can focus on more patron interaction and such. Some of these Libraries are only run by a small number of staff, so we want to lift the burden as much as we can. Additionally we plan to take it a step further and will offer cataloging help to the Affiliate Libraries, in Page, Williams, and Fredonia.

3. The Williams Library Director will be retiring soon and the search is on. We contacted Williams Human Resources department and asked how we could assist with this. Their HR has agreed to let Flagstaff staff members sit in on the hiring panel, and work on marketing the position together. This is the first time we have worked with the Affiliate Libraries to find staff this way.

4. At the Page Library we have reached out to assist with concerns related to staffing cuts and general changes. The City of Page City Manager has considered moving the Library staff around the City of Page, in areas like Parks and Recreation and Tourism. There is an emphasis on Library programming relating to tourism and bringing visitors through the door. Page hasn't renewed their City Manager's contract so they will soon be looking for a new one.

5. The Tuba City Public Library will be using funds from the Navajo-Hopi Land Commission to pay for renovations in the facility. The money should have been spent out this past February, but we met with the County Supervisors, Navajo Nation and Library District to approve an addendum to extend this deadline, which was successful. Plans are already being drawn and an architectural committee through the tribe will have involvement as well. We want to demolish an empty and unused stairwell to add more space, install new carpet, paint the walls, and redo the children's area while adding more Early Literacy Station computers (computers being funded by an LSTA grant). Construction is set to begin sometime in October or November and will take 4-6 weeks.

6. At the Grand Canyon Community Library, we are working to improve the Wi-Fi and internet access and acquiring more space in the current building, which is owned by the National Park Service. We would use the additional space for programming only due to the fact that the building is historic and the weight of installing new stacks could compromise the building how it currently is. This would be great to add because currently there is very little programming at this Library.

7. The Forest Lakes Community Library is also going to be undergoing building renovations. The building is owned by the Chevelon Butte School District.

8. The County Bookmobile is adding two more stops-one out on Fort Valley Road and one at Flagstaff Senior Meadows. It will bring the Bookmobile to over 40 stops on the monthly calendar. We are also adding to the Bookmobile collection. We received \$4,000 from the State Library specifically for Navajo materials, to be shared between the Tuba City Public Library and the Bookmobile.

9. Harriet adds she has spoken with the Northern Arizona Museum book store manager about the impact of providing Native American children's materials. Michele Brosseau speaks on this subject further- we received an LSTA grant to make lots of changes at the East Flagstaff Community Library. Apart of this funding is meant to go towards the Library being more inclusive of our diverse community. The Library purchased Navajo, Hopi, LGBTQ+, and

Language materials. Representation is very important to the Library, because when a child sees themselves reflected in the materials they consume, it normalizes their experience and helps them connect with others on a larger scale. The NAZ Museum book store manager shared with Harriet that certain pictures send certain messaging to children, which is why it is so important to be inclusive of all cultures and backgrounds. As the Library is able to find these resources and materials and offer them to patrons, we are able to turn around and give better services back to the community. Usage numbers increase whenever we do things like this. The more information we get, the more help we can offer.

### **Role of the Library Board:**

There will be many changes coming to multiple Libraries across the county. Through those changes we want to make sure we are consulting with the Library Board. We need the Board's input as a voice from the community to move forward. It will especially help with the fine tuning of small details. When we do present these changes to the City, or County, or anyone, we want to make sure we are fairly representing patron and community needs. Libraries build strong communities and we want to be that resource community members use so they can better their lives. Dave agrees the Board needs to have a say in modifying policies and representing Library patrons. Harriet adds that while the Library Board hasn't always exercised this voice, moving forward the Board should be more involved, as members are all apart of different community groups and can provide lots of constructive feedback.

A good example of a project we would consult the Board on would be periodical changes. We really want to know what the community wants, physical, digital or both. Dorothy adds we want to stay with Library trends across the country.

### **Information items from Board members:**

1. Jim Parks and the County Supervisors office received a complaint last week from a patron named Andy Fernandez. Heidi Hansen speaks further on this, as her office also received the same complaint. He does write to us often and lets us know about his experience frequently. This was related to an IT issue, which we are also on top of. We do have some IT issues, but this is something that is recognized but not in our capacity at the moment. Every time Andy has had an issue with computers it has been directly addressed with him. Sometimes there isn't an issue but instead that Mr. Fernandez hasn't gotten the services he expected. Heidi also spoke with County Supervisor Jimmy Jane regarding this complaint. Because of the many people trying to use our free Wi-Fi, at times it can get a little congested and may not work as effectively as usual. These issues can be out of our control at times. Our IT staff works to address any issue as quickly as possible. It will not be until the next budget cycle that recommendations such as adding another IT staff member will be considered. Jim appreciates the information and the City being on top of this, we he has seen interactions with Andy before. Heidi also mentions that Mr. Fernandez is good at providing positive feedback as well.

Dave asks how we normally respond to complaints or problems such as these. Heidi normally lets the Director of the respective department handle the matter. Because this particular feedback was in writing, we may respond in writing as well, possibly with a follow up phone call. The

preference is that citizens to not start at the top, such as reaching out to the Mayor's office or the County Manager's office first. It can be very ineffective because we haven't had the opportunity to reach out to staff that can actually help assess the issue. As a Board member, if community members express opinions or issues they want to share with the Library, send them to Jared first.

2. Jim provides information regarding the Museum Fire. Containment is currently at 91%. Fire crews are in the steepest part of the area. Aviation crews have left except for one helicopter to drop water. The biggest concern at this time is flooding as a result of the burn scar. Many sand bags and concrete barriers have been set up in the Sunnyside area to combat flooding, which could be a concern for quite some time, even years. There hasn't been any flooding yet because there hasn't been enough rain. Killip Elementary have set up an emergency shelter area for the homeless. There are about 300 people in the shelters. Most of them have moved in from the woods. Even though there hasn't been much rain so far, a bigger storm could really affect this area. The soil has been so severely burned that none of the moisture will be able to soak into the ground. Fire crews have done an excellent job and the community has been responsive and appreciative of the emergency response crews. This type of incident has been dreaded for the past 25 years, and now we are responding to it.

3. Kristen asks how Better Bucks has been received by the public. Jared responds that the program has been going very well and we are putting in requests to the Friends of the Library to add to this program. We ran out very quickly. We also want to expand to the EFCL since it has been so successful.

**The next Library Board meeting is on September 5, 2019, at 1:00pm in Council Chambers.**

**Meeting adjourned by Harriet Young at 2:07pm pm.**