Library Board Meeting Minutes for September 5, 2019

Meeting called to order by Dorothy Renstrom at 1:05 pm.

Members present:
Dave Browning
Dorothy Renstrom
Kristen Dikeman
Kim Hensley-Owens

Members Excused:
Harriet Young
Jim Parks, District 4 Coconino County Supervisor

Staff Liaison:
Emily Eldridge, Administrative Specialist

Other Staff present:
Jared Tolman, Library Director
Michele Brosseau, Deputy Library Director of City Services
Will Ascarza, Deputy Library Director of County Services, County Librarian
Mark Cesare, Library IT Manager

Public Participation:
None

Approval of minutes from August 2019 meeting
Minutes approved unanimously, without corrections needed.

Library Director's Report- Jared Tolman, Library Director
1. Update on ramp- The Library met with the Commission on Inclusive and Adaptive Living to show them the plans for the new, ADA-accessible ramp at the Downtown Library. They were thrilled with the new design. We are now moving on to the next phase of the project.
2. We have a new NAU internship. The intern is from the Masters of Social Work program. Their role is to provide support to patrons. We hope this will provide patrons with the resources they need while also being able to fill the needed hours required for the student's internship. Dorothy asks what the needs of the student are. Michele- Reference staff currently has approximately 5-10 minutes to help a patron. Staff has access to a general resource guide they can provide patrons with, which lists different community resources available for various needs such as shelter services, healthcare, etc. Unfortunately it's still a short amount of time we have to work with that demographic. The intern will be able to dedicate more time and work with a patron one on one to tailor recommendations to their needs. The intern's supervisor told Library staff that people experiencing homelessness tend to steer away from seeking help. We aim to provide a more comfortable environment for this population to seek help. It is exciting for us because Libraries across the country are starting to utilize social workers in their buildings, so we are staying with Library trends. The intern will serve two semesters for 15 hours a week. Dave asks how we

identify homeless veterans. Now it is not necessarily a Reference staff question but this could be something the social worker could ask. Dave recommends using terms other than "veteran" as some may not recognize it. Michele will pass this information along to the intern.

3. Patron account security- Staff is in talks to add photographs to patron accounts. It adds to security measures in case an account is compromised. Currently there is a gap in the system where someone could technically set up another account without rectifying fees incurred from a past account. Another example is accounts being shared or even stolen between individuals. Having the photo available could ensure that the person using the account is who they say they are. It wouldn't be mandatory but instead a choice staff would encourage for the betterment of security. Dorothy comments that it should be optional because some patrons may not want their picture taken for personal reasons. Kim asks if there is data or information showing how often these incidents happen, or if the Library knows the financial loss that is associated with stolen account information. Currently there is not but we could gather this data if needed in the future. The photo wouldn't be on the card, just the computer account. Kristen asks if this is a Library trend, and it is. Kim asks if we will be asking patrons on their opinion yet, and we will now that we have already approached the Library Board.

4. Digital streaming services- The Library is considering adding two new streaming services, Hoopla and Canopy. Canopy is more of a documentary and educational film service, while Hoopla provides a variety of materials such as comics, movies, tv, etc. The difference between the current services and these new ones is how we choose what gets added to the collection. Currently, we have to pick and purchase the materials we think patrons will be interested in ahead of time. The new services you get the entirety of the collections they offer, and we only pay once the material has been checked out by a patron. Currently we run the risk of buying materials that no one ever ends up checking out or aren't as popular as predicted. The benefit of the current systems is we know what we pay each year already. We would have to restrict how many materials a patron could check out so that we make sure we don't go over our allotted funds. Hoopla and Canopy are able to provide us information on how much a Library of our size is spending during the negotiation process. We feel that based on this information we can reasonably implement this program without it affecting our budget. Kim adds that some patrons will be more likely to use these services than others, which could affect how many materials they are allowed to check out. We would save money by not purchasing things that may only get used once or not at all. E-books are traditionally very expensive. Kim asks if it would replace Overdrive, and at the moment we do not have any plans to drop Overdrive. We are working to stretch the dollar and add more services where we can, rather than replacing anything or spending more money.

5. Staff training- Because of the Museum Fire and new flooding risk, we are reevaluating what we do when there are emergencies in the Library. We are also adding training to align with national safety concerns such as Active Shooter. We want staff to be informed and safe.

6. 2020 Census- The Library is working with the State Library, City, and County on preparing for the 2020 Census. The challenge is finding out how to best reach the rural areas in the County or even City limits. The overall goal is to improve on the 2010 Census results. This is the first year the Census will also be online. We are starting this discussion now to get a jump on community

partnerships and resources. Dorothy asks why the Library is involved in this process. The Library is a place where people go to get information so it makes sense to assist in this program. The State Library is working on providing tablets and laptops so people can come in and easily enter their information.

Growth Needs of the Libraries, Affiliates, and Branches
1. New ILS- Integrated Library System. Every patron material that comes in is entered into the ILS. We have had our current ILS for 19 years. There are a lot of current features that newer ILS systems offer. As things move to be more cloud-based we have to ask if it is time to make a change. One benefit of switching is saving about $67,000. We will be going through the proposal process with a few new ILS vendors and want to ask the Library Board if they feel this is appropriate. Kristen clarifies that this is the Libraries recommendation moving forward, and it is. Jared has used some of these services in his previous Libraries. Dave asks what some of new features offered are. There are many. One is that patrons would be able to see how much money they have saved themselves by using their Library. It also offers staff multiple ways to print receipts, which we do not have currently. It could assist with staff work load. For example, presently staff cannot easily go in and reclassify a section of items without it being an arduous process. A newer system could do that in minutes, saving valuable staff time and enabling them to focus on other tasks such as programming. As a patron if you are interested in an item that comes in a series, you could view the items entire series and related items. It also encourages patrons to request materials they want, like if they see the Library doesn't already have one of the items in the series in the collection. You can do that in our current system, but Library IT staff had to write separate code to make this possible, whereas new systems would be able to do this out-of-the-box. Another issue is catalog sharing. Currently the Downtown and East Flagstaff Community Libraries have a shared catalog that can be viewed online. At other Libraries in the County we don't shared that information and would like to. A new ILS could separate out the collection by all locations. It is surprising how many programs that do not already do this. It's also easier on staff because the ability to be cloud-based means no support needed on the back end with storage, security, etc. as it will be automatically built in. This frees up more staff IT time which is needed all over the County. In some of the smaller Libraries this will greatly impact the use of staff time. The model of new ILS systems compared to our current system is different. You can buy add-ons with our current system but new programs include everything.
2. County Library budget- The majority of the County (not in Flagstaff) overspent on their budgets last year. In the future we will discuss changes and cutting costs to fix this. This is another reason why we are looking at more fiscally responsible resources and creative ways to work with what we have. Dave asks if we have looked into the reasons for why Libraries are overspending and it is different for each location. Tuba City had some break-ins that added to costs for example. Part of Jared's responsibility is to make sure there is awareness of the budget and staying on track, while also being good stewards of tax payer money and getting the most for what we are paying. Currently Flagstaff monitors all spending. Affiliate Libraries manage their own budget. Affiliates- Williams, Sedona, Page, Fredonia. Branches- Grand Canyon, Tuba City, Jail, Forest Lakes, Law Library, Bookmobile.

3. Will Ascarza, Library renovation project- Tuba City is using funding from the Navajo Hopi Land Commission to make some much needed changes at their Library. The funds need to be spent out by February 2020. The County Project Manager who got us set up has resigned and they are in the process of hiring another person, hopefully in the next few weeks. The benefit of this is having a little extra time to plan. The entire project should take about 5 weeks. There will be upgrades made to security, landscaping and exterior aesthetics, layout, and the unused stairwell. The Library is having a meeting soon with the National Park Service to discuss setting up high speed phone lines and internet. At Downtown, in house digitization for records and documents relating to the Flagstaff Airport have been completed and are now available on the website. It is also being added to the Arizona Memory Project.

4. Kristen inquires on the changing of hours at the Library. Online and paper surveys are coming in and results seem to be somewhat even. We are finding that there are different responses based on which survey patrons fill out. The surveys will be out until September 13. The goal is to fill the hours we are open, and move around hours that aren't busy, such as taking the last hour the Library is open and adding it to opening. We will be presenting the surveys, statistics, and budgetary changes to Council. For East Flagstaff Community Library there will definitely be budget changes because they need more weekend hours (highly requested) and staff to work these times.

Informational Items from Board Members
None

The next Library Board meeting is October 3, 2019.

Meeting adjourned by Dorothy Renstrom at 1:54pm.