

Library Board Meeting Minutes for June 3, 2021

- I. Called to order at by Dorothy Renstrom at**

- II. Members present:**
 - Dave Browning
 - Kim Hensley-Owens
 - Dorothy Renstrom
 - Catherine Moor**Members absent:**
 - Harriet Young**Other staff present:**
 - Jared Tolman, Library Director
 - Richard Tutwiler, Deputy Library Director of City Services
 - Emily Cain, Administrative Specialist**Others present:**
 - Colleen Knaggs, Coconino County Representative

- III. Recommended Protocol for Members and Other Participants in the Virtual Meeting:** cameras and mics turned off; use the raise your hand feature in Teams to speak; utilize the chat and the staff liaison will monitor the chat

- IV. Public participation:** none
 - Dorothy asked about when virtual meetings will start; this is information we will be finalizing in the next few months and will be in contact with board members.

- V. Approval of minutes from April 2021-** Minutes approved without comments. Dave motioned to accept. Kim seconded the motion.

- VI. Reports:**
 - Jared Tolman, Library Director's Report:
Last month (May) the board was unable to reach a quorum. We were wanting to present on the front entrance remodel project. We had to move on to meeting with City Council on May 11th to present our concepts for the redesign. Council did decide to go ahead with the Concept 2, which was

presented to the board. The design will keep the Library sign and memorial tree behind it; book designs, art aspect. The design will include elements of cutouts and shapes reminiscent of Flagstaff as well as art inspired by books of course. These elements will be illuminated at night to highlight them. These art pieces would be located on the west proposed seating area. The Library Foundation will oversee donations and put on something for the public to see. The donor aspect display will be incorporated into the design.

The Downtown and East Libraries both opened this week so that the general public can enter the building. Downtown will open June 1st, and East will open on June 2nd. There will be a cap of 25 people for the day, for the week. Every week it will increase by 5 per day, and so forth. The third phase of the reentry plan will have a reopening June 28. At that point 50 individuals will be let in for the day at Downtown, and 30 at East. Kim asks about numbers regarding patron usage so far. There are currently over 100 people coming into the library for the whole day, but we haven't reached our capacity record yet. We are still providing curbside service for patrons. People are using the computers and browsing the stacks now. Richard spoke about door counters and how curbside service may skew this data. On June 2nd, there were 150 people at Downtown. We haven't hit capacity but have gotten close.

June is pride month and we are collaborating with Bookman's to do a drag race story time. Council and City Hall have received a few emails and complaints from citizens. But we are bringing inclusivity into the community and it is not sexualized in any way. There are no requirements to participate in the event and it is up to the individual. Dorothy asks where will it be held, and Bookman's will be hosting the event. We are helping promote the event and we are sharing the virtual links to the event as well. It will also be live streamed. The event will be June 19, to honor the special national holiday of Juneteenth.

Richard Tutwiler, Deputy Director of City Services:

Richard is presenting on policy changes at the Library. Some of these policies are 15-20 years old and needed some updating. Three policies are being discussed now: Collection Development, Behavioral, and Circulation. The Collection Development and Behavioral policies don't have many changes, while the Circulation policy has many. The primary focus for Collection Development is placing higher emphasis on local or community retention, contribution to diversity, and cost. The Library makes decisions regarding the specific needs of the community after taking the above into account. For example, we would not add expensive text books to Collection Management

Services (CMS), even if it is requested, and this would be for budgetary reasons. Employees are to take cultural, local, diverse, and historical impacts in mind when choosing items for deselection. Another example: The Braille books cannot be removed from the collection due to lack of circulation, as a different book could be. The Library wants to retain those books so that we have inclusive resources for our community. The Behavioral policy changes focus on the volume of noise in the Library. There was an addition to exclude East Flagstaff Community Library in the policy change because of their specific needs. East can get loud after school time hours after children from surrounding schools are out of class. We want to make sure they feel included and welcome at the Library. The supervisor suggested that between 2:30-5pm the policy not be enforced. Any of this can be changed and feedback is encouraged. The other big change in the policy is now allowing light consumption of food and drink inside the Libraries, whereas before, you were not able to eat inside at all. Excessive consumption like disturbing noises, aromas, or large quantities of food (like a pizza) are not allowed for consumption inside.

The circulation policy has prominent changes. They are as follows:

- Creation of a temporary privilege card. – lasts one year; limited checkouts compared to full privilege cards; no ID requirements; can “upgrade to a full privilege card. This is to better serve disadvantaged community members so they still are able to access library resources.
- Blocked card restrictions- Library accounts become blocked when the total amount of unpaid fines and fees exceeds \$25.
- Proposed borrowing periods- new books can now be checked out for 21 days. Circulation supervisors saw that new books were being returned later because it is more difficult for some to read as fast, and we would like to provide them the opportunity. New DVDs can be checked out for 7 days but this may change later. Regular books, audiobooks, and magazines- 28 days. Regular DVDs- 14 days.

- Discussion, Board Q&A: Kim requests that the Circulation Policy use the singular they as a pronoun so we are using more neutral pronouns. Given the changes over the past few years, it makes more sense to use they/them pronouns consistently throughout the document instead of using his/her pronouns. It has been discussed with other employee committees, and we would like to make this change.

Catherine asks for clarification regarding holds and checkouts. The hold

policy holds the item for 7 days. Catherine expresses concern that patrons may not returning items on time, including new books. Our county is large and there could be possible transportation issues as well. Jared clarifies that the Flagstaff Library removed late fines many years ago, and was the first library in the state of Arizona to do so.

Dorothy asks if we are voting on these policies to adopt during the meeting. Dave wants to see a vote deferred for a while. We can bring this up at the August meeting. Or is there a possibility to make changes in the policy proceeding forward.

Dave motioned to accept the new Circulation policy, and Kim seconded the motion. The policy was adopted unanimously by the board.

The board would like to re-review the Behavioral policy at the September meeting, since some interested board members will not be able to attend the August meeting. Emily will add this to the September agenda.

Dave motioned to accept the Collection Management policy. Kim seconded. The policy was adopted unanimously by the board.

- Behavioral policy Discussion: Kim saw in the policy that patrons were to “obey any direct order from any library patron”, which seemed potentially overly broad. What are the parameters for this policy line? Richard answers that if we see behavior that shouldn’t be happening in the library, such as patrons harassing other patrons, a person performing jumping jacks, etc. we would ask them to leave for the day. Anyone who is disturbing the work space or does something an employee has to mediate we want to be able to point the policy. Kim asks if there is a way to accomplish that goal without opening the door to potential abuse by a library staff member, as a cautionary measure. Dave thinks the policy needs more work but would not be opposed to confirming it today. Some of the wording is ambiguous and may need to be altered, but did not see anything he outright disagreed with. Kim brings up another line in the policy mentioning possible sleeping disorders patrons may have. Do we need a specific call-out for a sleeping disability in the section about sleeping? Richard saw that as one of the more contentious lines himself. Our staff recognizes that some people may need a place to sleep because of their socioeconomic status and are compassionate to these people. However it poses a significant medical risk. Richard comes from a library where someone ultimately passed away because of it, and was not willing to make that adjustment to allow sleeping. If someone has a sleeping disorder such as narcolepsy, we would accommodate them. Kim thinks that the sentence is strangely worded and should be re-written. As an example, Richard mentions

that an alternative sentence would be something along the lines of, “If you need a reasonable accommodation please speak to library staff.”

Kim moved to adopt the new sentence, “If you require reasonable accommodation, please speak with library staff.”

Dave is not ready to adopt the sentence. Are we putting library staff at risk when assisting patrons with disabilities? They are not qualified to make those medical decisions. He does not want staff to be at risk either. Kim clarifies it is just a wording change, not a change to the policy itself. The board takes a vote to remove the sentence, “If you possess a disability that affects sleeping a reasonable accommodation may be provided by the library”. The board unanimously voted to delete the sentence.

Dave would like to add a section that lists the chain-of-command for mediating behavior issues.

VII. Action items

Brief update on board vacancy advertisement: Emily Cain, Admin. Specialist- New advertisements were created to recruit more board members. They have been posted to our social media sites and printed as flyers around the facility.

VIII. Informational items for board members- n/a

The next board meeting is August 5, 2021 at 1:00pm. (NO JULY MEETING)

Catherine motioned to adjourn the meeting, and Dave seconded the motion.

Adjourned at by Dorothy Renstrom at 2:08pm