

Library Board Meeting Minutes for October 7, 2021

I. Called to order at by Dorothy Renstrom at 1:01

II. Members present:

Dave Browning
Dorothy Renstrom
Catherine Moor
Meredith Heller
Carmenlita Chief
Kim Hensley-Owens

Members absent:

Harriet Young

Other staff present:

Jared Tolman, Library Director
Richard Tutwiler, Deputy Library Director of City Services
Will Ascarza, Deputy Director of County Services, County Librarian
Mark Cesare, IT Manager
Emily Cain, Administrative Specialist

Others present:

Judy Begay, Coconino County District 4 Supervisor

III. Intro of new Library Board members:

All members with the exception of Meredith Heller made verbal introductions. Meredith will introduce herself next month.

- **Carmenlita-** She has a background in public health and research, is from Kayenta, and has worked at NAU for the Center for Health and Equity Research.
- **Judy-** She has worked in the public sector for 47 years, 16 years was a school board member for Tuba City Unified School District, and has also worked in infrastructure management. She is a caretaker for her family and life-long resident of Coconino County. She is the District 4 Supervisor for Coconino County.

IV. 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.

V. Public participation: none

VI. Approval of minutes from June 2021- Minutes approved without comments. Approved by Kim, Dave, Dorothy, Meredith, and Dave. Carmenlita abstained.

VII. Reports:

Jared Tolman, Library Director's Report:

Re-Entry- When the board last met, the Library had a re-entry plan in place that as cases continue to decline, services would be added. On July 20, 2021, the City of Flagstaff responded to CDC requirements, instituting a mask requirement for staff. The Library was about to lift that requirement but did not do so after the mandate. The mandate continues and we are still requiring masks in all Library buildings. We wanted to return to all 65 hours of service, but then four weeks of COVID-19 increasing cases in Coconino County caused us to pause our re-entry plan. We will not move forward with that plan until we see significant cases declining. Our current hours are: Downtown, Monday-Friday, 10-4pm; East Flagstaff Community Library Monday-Thursday 2-6pm, Saturday 10-2pm.

Statistics- In almost every area we are seeing a continual increase of services being used and needed. The Library has more than doubled our door count numbers, along with our reference questions. People are still continuing to use our services.

Library entrance project- The current outdoor front entry ramp is being corrected to make it ADA accessible. This will likely begin in March or April of next year, as we are waiting for the winter weather to pass. The doors will be replaced. They are currently pull doors and we have issues with them closing and locking properly. Staff are currently discussing automatic doors to be more user-friendly. Catherine comments that she agrees with the addition of automatic doors. Kim, Dave, Carmenlita, and Dorothy also agree. Cement in the front also needs to be torn up.

Friends of the Library Book Sale-the book sale took place over this past weekend. One of the days of the sale was during the farmers market in the City Hall parking lot. There was a good turnout and a 30% increase in funds Friends brought in from the 2019 book sale, which was the last sale they had. The Library received a large donation from Ms. Lucy Walkup, left to the Library in her will. Staff met with her family to discuss funds use. Lucy would love to make our library more accessible. We are replacing tables that are not

ADA accessible with these funds, and putting blackbirds on those tables so we can note those were tables made in her honor/donation.

End of 2020 ADA complaint: The Library received a complaint to the Department of Education regarding ADA issues. They did an investigation at East Flagstaff Community Library to see what the Library provides and how so. Very fortunately, the findings reported that the Library is in compliance. There are a few outstanding things, such as the Main ramp, but most of the changes needed are small. Some examples of small changes are lowering door handles and adding Braille restroom signs. Hardware has been ordered and is in the process of being installed and replaced. As part of the investigation, staff wanted to do their best to ensure there are no issues moving forward with accessibility. The Library reached out to third party vendor that looks at facility reports and issues for ADA compliance and they produced reports for both Libraries.

Richard Tutwiler, Deputy Director of City Services:

Summer Reading Challenge- the Library was thrilled to see numbers for the Summer Reading Challenge were dramatically up this year. 332 adults enrolled and 124 of them finished the program. The total adult minutes read was almost at 600,000. 732 child participants enrolled and 415 of them completed the program.

Story times- To accommodate patrons during the pandemic, staff began doing outside story times. The Library did this to be as public health conscious as possible. What was done out of necessity turned out to boom engagement. Outside story time numbers are through the roof. Virtual story time hasn't gone as well so staff are looking into different avenues. The Library has also provided/provides take-home activity kits so that young patrons can engage safely while supporting the Libraries goals.

Halloweek Halloween program with the City- the Library is being conscious of all COVID-19 restrictions. This will be an after-hours Halloween program where small groups of children and their parents will be "Locked in the Library" to take a tour of the Library and hear tales of ghosts and the paranormal. This event is sign-up only.

Dorothy asks about the drag story times at Bookman's and the turnout. We received some patron complaints a month after the program had taken place. It was virtual only and there were 15 people in attendance, which was a good turnout. There was a social media induced event that sparked expressing these concerns. Those who attended the program were very supportive and had wonderful things to say.

Will Ascarza, Deputy Director of County Services and County Librarian:

There is a new Collections Management Supervisor in CMS, and that is Amelia Mason. She comes from the Administration office and started her new position this week. She will be working closely with the county libraries in acquisitions, budget, and more. At Grand Canyon we are doing a remodel of the facility. The hope is to acquire some additional square footage. This will help us to finally conduct Library programs on-site. We are removing a partition, have purchased new furniture, and enhanced internet speed. We should be breaking ground by the end of the year on what has not been completed yet. Jared and Will are going to meet with the Tusayan Town Manager to discuss the possible opening of a Library in Tusayan. At our Jail Library staff are actively adding materials into our new ILS and COHA systems. The Tuba City Library started a seed library that is grant funded. Due to the cases and how hard COVID-19 hit the reservation, the Tuba City Public Library is still not open to the public yet. There is a possibility the Library could re-open in the early part of 2022. Forest Lakes completed a \$100,000 renovation funded by the Chevelon Butte School District. There is a new book drop, the entry way looks different, and it has a new sign and it is looking great. There is easier access now. Many patrons have been impressed with all the positive changes. The Williams library has a new director. We are working with them at establishing materials distribution with them because we help with their cataloging. Lisa Findley at Fredonia is retiring this month. There is yet to be word of a replacement.

VIII. Action Items:

- A. Review of the Behavioral policy discussed at June 2021 meeting- There are some questions about patrons sleeping in the Library and if they may have a medical condition. Dave brought up the chain of command and asked if there has been any progress on implementing these changes. Those changes were made. The language about motorized vehicles was amended slightly to reinforce mobility impairments being used are acceptable. With the sleeping policy, staff will check on everyone sleeping to determine if there is a medical emergency taking place.
- B. Laptop Usage policy review- Some changes have been made. This policy governs the ability of the public to access Library use and the laptops. These laptops must remain in the building. The fine for damage to the laptop has been lowered to \$400. The reason for that number comes from an assessment of the laptops we have and their current market worth. Dorothy asks for a motion to accept or revise. Carmenlita suggests developing consent forms for people to participate. There would be an emphasis on readability of the language used in the forms. In the policy she notices advanced vocabulary and

makes a request to revise that language so the literacy for the average person is increased. The example given was a patron being the “responsibility party” and perhaps finding a way to simplify that statement and enhance the communication plainly. She also mentions there are different types of applications online that can review problematic or confusing terminology. Another example is the wording in the laptop policy that states patrons that damage a laptop may be “subject to substantial fees if the laptop is lost or damaged”. She wonders if we could insert a range for those fees, from the minimum to maximum funds the person would be responsible for if a laptop is broken. To Richard’s knowledge, a laptop hasn’t been lost so far. The reason the fee was lowered to \$400 (from \$2,000 initially) is because we did not want people to be scared to check the laptops out. We have not up to this point implemented a range for damages. Small fixes are replaced at no charge. Mark adds that we’ve only have one broken laptop. Fortunately it is not a frequent occurrence. When we are able to, we will be able to replace laptops with Microsoft Surface Pros at a cheaper expense (currently there is a nation-wide chip shortage preventing purchasing). If the loss becomes greater over time then we would already want to have a policy like this in place. It was an accident and we didn’t charge them for it. Carmenlita summarizes that we need to be straightforward and think ahead regarding past experiences with laptops in the past. The Board asks that staff revise and reflect on the policy, and Kim suggest we look at the Behavioral policy through the same lens. Both of these policies will be reviewed at the next meeting.

C. New Board Chairperson:

Dorothy is our current Chairperson and has been for several years. The Chairperson is responsible for showing up consistently and running the meetings. Dave brings up that he will likely be stepping down after his term is complete and is not interested in the position. Discussion regarding this position will continue monthly until we have a new Chairperson.

IX. Informational items for board members:

- Catherine wants to know how the board vacancies are, they are all full and ready to go. All vacancies have been filled on the Library Board at this time
- Dorothy asks the Board if they have any questions or concerns regarding re-opening and COVID-19 restrictions. Kim asks if the policies were made when we didn’t have vaccines, and asks if we need to revise the current policies with the new vaccines and case numbers. These policies

were implemented on a City-wide level. Jared is happy to look into this and revise and make changes, as long as we get approval from the City. The City needs to see a 4-week decline in cases before we can move forward with our changes. Dave brings up the challenge of staffing. The Library has had vacancies over COVID and it took some time to fill those. Jared and Richard met about extending hours with re-entry team. Staff is being asked where departments are at and if they feel they have the staffing to expand hours. That is currently in process.

- X.** Agenda for Future Meetings
 - a. Behavioral Policy review
 - b. Laptop policy review
 - c. New Library chair-person
 - d. Follow-up on Library re-entry opening hours, extending hours, and staffing

The next board meeting is November 4, 2021 at 1:00pm.

Adjourned at by Dorothy Renstrom at 2:17pm

Motion to accept by Kim Hensley-Owens, seconded by Dave Browning