



Library Advisory Board

Minutes

In-person Meeting
April 25, 2022 – 7:00 p.m.
Council Chambers

CALL TO ORDER

Announce the presence of a Quorum.

Board Member Rosalynn Davis, called the meeting to order at 7:00pm. The following Library Board members were present: Irene Chavira, Toshia Kimball, Kristina Jones, Kristin Botsford, Carla McCullough & Ofilia Barrera, Board Liaison. Board members not present: Juan Azcarate III

CITIZENS COMMENTS ON NON-AGENDA ITEMS

Residents may address Board regarding an item that is not listed on the Agenda. Residents must provide their name and address. Board requests that comments be limited to three (3) minutes. In addition, the Board is not allowed to converse, deliberate, or take action on any matter presented during citizen participation.

No citizens were present at the meeting.

PRESENTATION

1. Staff Spotlight: Carmen Ramirez, Library Technician in the Circulation Department. Carmen has been with the library for nine years She helps make sure everything in circulation runs smoothly.

→ Carmen stated that she does a lot of work in the back of the library, but she also helps out by signing people up for library cards, which she considers your first step to adventure because of all the things the library has to offer such as hotspots, apps and streaming services.

- ◆ Roz asked what working in the back entails. Carmen replied dealing with returns and the drive-thru window.
- ◆ Ofilia mentioned that Carmen is usually the one that trains new staff on how to shelve.
- ◆ Carla asked when we began offering hotspots. Carmen thought it was recently and Ofilia answered that it has been a little over a year because we bought them with TSLAC funds, but they have become very popular in the past few months. People have discovered them and now it is not unusual to have a hold list for them.

- Carla asked how many we had. Ofilia answered 25.

- ◆ Irene asked how long you get to keep them once they are checked out. Carmen answered three weeks maximum. Ofilia said they are often used by patrons when traveling.
- ◆ Carla asked how we are advertising the hotspots. Ofilia replied it's on the website and through signage in the library. When we first got them we did a social media campaign about them.

- Carmen added that when people sign up for a card, they advertise it to them at that point too.

CONSENT AGENDA

1. Consider and act upon approval of the Minutes of the March 28, 2022 Library Board Meeting.

Board Action:

- The Library Board Minutes of Monday, March 28, 2022.
 - ◆ Roz asked that the punctuation around the word “however” be checked to ensure proper usage.
 - ◆ Irene asked a procedural question. She wanted to make a motion to approve the minutes; however, she was not present at the last meeting, so she cannot vouch for the accuracy of the minutes. Ofilia said she would have to find out the proper procedure and report back next month.
 - Kristin made a motion to approve the minutes from March 28, 2022, once corrections were made.
 - Kristina 2nd the motion, all in favor

REGULAR AGENDA – DISCUSSION ITEMS

1. Review and approve the updated Display and Exhibit Policy

- Ofilia informed the board that the policy is still the same, however, the wording has been cleaned up and simplified.
 - ◆ We added verbiage about displays as recommended at a webinar Ofilia attended about book challenges.
 - ◆ We also expanded the release form to allow for additional information.
 - ◆ Ofilia gave the example of the current quilt display on loan from Mrs. Stafford as an example.
 - ◆ Roz asked if the release form goes along with the Policy. Ofilia explained that typically we give the person lending the items a copy of the Policy and they fill out the form for the library to keep.
- Carla made a motion to approve the Display and Exhibit Policy.
 - ◆ Kristin 2nd the motion, all in favor.

WORK SESSION – DISCUSSION ITEMS

1. Updates on staffing.

- Ofilia stated that we have made an offer to a candidate for the Administrative Assistant position. We have not yet heard if she has accepted.
- For the Assistant Director position, we have completed a third and final interview for one candidate last week and we have another candidate scheduled for tomorrow morning. We have two candidates we are considering.
 - ◆ Roz asked if they were both outside candidates. Ofilia confirmed that yes, both were outside candidates. The Admin Assistant candidate is currently employed at Plano I.S.D. The Assistant Director candidates are both at other public libraries in the area.
- Ofilia informed the board that our 18-hour part-time library technician is leaving for a full-time position. One of our shelvers is moving into that position, so we do have a 20-hour shelver position open.

- ◆ Kristin asked if the Assistant Director would be able to handle more of these staffing shortages so that Ofilia wouldn't have to be so involved.
 - Ofilia explained that right now she has 7 people that report to her. With the new Assistant Director, we are hoping to cut that down to 3 or 4 depending on their experience.
 - The way Ofilia sees it is the Assistant Director would take over supervising the Technical Services and Circulation departments, so yes, that person would be more involved in supporting Circulation staff in finding employees.
 - Typically, Adult and Youth Services handle their own hiring because they have professional librarians as part of their teams.
 - Circulation staff needs more support from managerial staff in regards to hiring.
- ◆ Roz asked if the library tracks the attrition/turnover rate.
 - Ofilia explained we never have because this has never happened before. Carmen is a perfect example of someone who was with us as a part-timer for about seven years before going full-time.
 - Since the pandemic, that is very different. We have never experienced so many staffing changes in such a short amount of time before.
 - Candidates that are applying with us are also getting offers from other private employers and as a municipality, we are more limited as to what we can offer them.
- ◆ Roz suggested that may be something the city should be tracking.
 - Ofilia explained that is something HR tracks city-wide, not just for the library.

2. FY 23 Budget Review.

- Ofilia reported that the City did give a general budget overview at the last City Council meeting that turned out to have more questions than answers.
 - ◆ It was confusing because City management was trying to be more open with our process, but we don't have final budget numbers yet. Department requests are in; however, all of them are not funded. At the end of the day, they balance the budget, but at the beginning of the process, it doesn't look that way.
 - ◆ Council asked that next year we not do an overview until final numbers are in to avoid confusion.
- Our budget has to be turned in by Friday, May 6. We meet with City Management June 2 & 3 to talk about department requests.
 - ◆ We are not asking for anything big this next budget year. We are still working on the sorter. Purchasing has had some challenges, but they assure me they are working on it.
 - ◆ We are asking for additional hours for existing part-time staff in order to have people in the same position working an equal amount of base hours to make all benefits even among staff in the same position. We'll be working on that in the next several years. This next year we are asking for Reference Assistants, Library Technicians after that and then Shelves after that.
 - Roz asked if the reason for the staircase requests was to make it easier on the budget. Ofilia confirmed that.
 - Human resources have advised that we are leaving ourselves open to liability if we don't address this.

3. Monthly Report and Library Usage Statistics.

- Ofilia informed everyone that this is the last week for regular programs. We take a break in May to prepare for summer and we are expecting a big summer.
 - ◆ Everything is back to normal this summer.

- For kids and teens, everything is back in person.
- For adults, we are still offering some virtual options as those have remained popular post-pandemic.
- ◆ You'll notice a bid drop in participation numbers next month because there are no storytimes, kids or teen programs.
- ◆ The outreach number is so big because we have had several Wylie I.S.D. classrooms visiting the library.
- ◆ Check-outs and renewals have been very high. That's part of the reason we feel we are on the verge of a return to normal.
- ◆ Overdrive numbers are consistent.
- ◆ Hoopla is steadily growing. People are discovering it and using it. Same with Kanopy.
- ◆ The community-wide Cyber Security Event was an impressive event with the students from Wylie High School.
 - Ideally, going forward we would like to offer it twice a year: once with the Wylie High students and once with Wylie East.
- ◆ Roz asked what the "review of the Rec Center presentation" referred to.
 - Ofilia explained that referred to the Recreation Department's presentation of the numbers that City Council asked them for at the last meeting. They wanted very specific information such as what percentage of the population has Rec passes.
 - Prior to the presentation, they had Carmen Powlen, Recreation Manager, present to staff to help her with feedback as it was her first time presenting to City Council.
 - Carla asked what the Municode Training is about. Ofilia explained that is what we use to create meeting agendas. Anytime we have to present to City Council, we have to file an agenda item through Municode to be included in the agenda packet. The training was to cover some features that we were not aware of.
- ◆ Roz asked if the interviews for the Assistant Library Director involve HR. Ofilia explained that yes, they are involved.
 - The first step is the phone interview to verify their experience and to make sure we are compatible before going further along in the process.
 - The second tier is with the HR Director, me, the Circulation Supervisor and the Technical Services Librarian.
 - Then the final interview is with me, Renae, the Assistant City Manager, the Youth Services Supervisor and the Adult Services Supervisor.
- Toshia asked if the Friends of the Library have anything new going on. Ofilia stated their focus right now is the Wylie Garden Tour that's coming up on May 7.
 - ◆ You register online and you get a link to make a donation to the garden.
 - ◆ On that day, you start at the library to pick up the map and tour our garden and talk to our knowledgeable garden committee.
- Roz commented that she saw that the Mayor did a National Library Week proclamation. She asked if we celebrated National Librarian Day. Ofilia explained that we celebrated all week with different treats for the staff each day. Librarians received chocolate on National Librarian Day.
- Ofilia spoke about the Preservation Celebration that involves the Wylie Historical Society.
 - ◆ Everyone is welcome to attend and it includes a free barbeque lunch.
 - ◆ Afterward is the Gallagher House historical marker dedication and house tour. There will be three houses to tour that day, so feel free to join us.

4. Upcoming Library Programs

- Ofilia reminded everyone that this list is short because we take a break before the hectic summer.
- We do have a program coming up this Wednesday about saving for college, so if you know of anyone who may be interested, please let them know about it.

5. Review items for future agenda

- Ofilia shared we've had some setbacks with the sorter due to staff shortages in the Purchasing department.
- The library department presentation to City Council is tentatively scheduled for May 10.
 - ◆ It's an overview of what we've accomplished over the last fiscal year.
 - ◆ We circulated over 555,000 items over the last year. We only have 117,000 items, so that's incredible for a library our size. That number doesn't include digital items.
- Roz confirmed that the presentation is May 10. Ofilia said yes and that everyone was welcome to attend, but it would be a short 10-15 presentation, so she would not recommend having to sit through a 4-hour meeting for that. You can always watch from home or even watch the recording later.
- Ofilia stated the next policy to review is Confidentiality of Library Records. This one may not be ready for the meeting next month.
- The big policy is Patron Behavior, which will most likely not be ready until August.
- The Friends of the Library have set the date for Annual Book Sale on Saturday, July 23. They are doing something different this year. For Friends members, there will be a pre-sale the Friday before from 5:00-7:00 pm.
- The Friends are also bringing back the Shop of Curiosities Show as a fundraiser in October.
- The Summer Reading Club theme is Ocean of Possibilities and Dive In. All the information will be posted on our website May 2.
 - ◆ We are expecting brochures to come in later this week.
 - ◆ Reading Club starts May 23.
 - ◆ The Kick-Off event is June 3.
 - ◆ Prizes are given out June 13 to August 6.
 - ◆ Harry Potter is back this year on Friday, July 29 from 2:00-4:00 pm.
- Toshia asked about a patron email that she received last week. She wanted to be sure that was addressed. Ofilia confirmed that Renae has already spoken to her.
 - ◆ This patron was upset about the study room policy. She wanted to reserve the room for longer than two hours.
 - ◆ Ofilia thanked Toshia for following up on that.

ADJOURNMENT

Kristin made a motion to adjourn the meeting. Irene 2nd motion; all approved.
Meeting adjourned at 7:41pm.

Juan Azcarate III, Board