



Library Advisory Board Minutes

In-person Meeting
September 26, 2022 – 7:00 p.m.
Council Chambers

CALL TO ORDER

Announce the presence of a Quorum.

Board Chair Juan Azcarate called the meeting to order at 7:01 p.m. The following Library Board members were present: Kristin Botsford, Kristina Jones, Toshia Kimball, Carla McCullough, Justin Strauch & Ofilia Barrera, Board Liaison. Board members not present: Roz Davis

CITIZEN'S COMMENTS ON NON-AGENDA ITEMS

Residents may address the Board regarding an item that is not listed on the Agenda. Residents must provide their names 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:** Ofilia introduced David Toye, one of the Adult Services Librarians who came to us from Mesquite. He said hello and she explained that David has been working in the library for a few years now on programs, our new Dungeon and Dragon games for adults who saw how much fun the teens were having, summer presenters, and community outreach. David told the Board he was excited about how popular the D&D game has become, to the point where we did not have room in the first round of games. For that reason, he said we are doing a second round of games. He told us a little bit about the Device Drop-In outreach he has been doing once per month at the Senior Center. He also talked about an upcoming public speaking event which seems to be well-received. He said he orders books for the collection, answers tech questions, and works with the Adult Services Team on programming and presenters.

◆ Toshia asked David what part he plays in the services offered to adults.

→ David talked about collaborating with his team and also said they can independently come up with ideas. He said he did push for the D&D program. He has a presenter coming in November about rare birds in Texas and the bird census. He plans programs from start to finish.

◆ Toshia asked if he ever received feedback from patrons on ideas or needs.

→ David said they do survey the patrons often. He talked about the most recent end-of-the-summer survey which asks patrons for feedback and thoughts on future programs. He said they are always looking for ideas and have many conversations inside the library with patrons who come in and offer feedback.

◆ Ofilia says sometimes we poach ideas from other libraries and David agreed.

◆ Juan asked David how often he was going to the Senior Center.

→ David replied he is there once a month.

◆ Ofilia talked about the huge turnout and mentioned that people are waiting for them when they arrive.

→ David mentioned we advertise the program and are there on the second Thursday of every month. They are there for an hour or an hour and a half depending on the size of the crowd. Seniors know in advance and David says he has people who consistently come, but he also sees new faces as well.

◆ Justin asked about whether or not we could take volunteers with us to the Senior Center.

→ David said right now we have two staff members involved and we might look at expanding to volunteers. He wouldn't be opposed to that.

◆ Ofilia mentioned we may have an issue with liability since we are handling people's personal phones. She said using volunteers would require background checks, etc... She is not opposed either, but it would be a process.

→ David mentioned sometimes people ask for help with banking and he and the other staff have to decline to help in these areas, because we don't deal with that level of personal information. He said whoever helps would need to be trained on the library's policies.

- ◆ Carla asked David why he believed Dungeons and Dragons would be a good program.
- David said it had a resurgence in popularity with shows like Stranger Things. Other libraries had started running programs. David said he ran games in college and thought we would try it. We got a huge response and did not have enough room in the first round of programming. We are offering it again.
- ◆ Ofilia mentioned adults were asking to join the teen group which started first. It added the fuel we needed to offer an adult game.
- ◆ Justin said he loves what's happening with the D&D groups. He said there is lots of interest in his middle school students. The manager at Game Trade has employees and customers that are excited about this. Justin appreciates the library's efforts to offer this tabletop game to the public.
- David said he would like to see it expand and thinks board games in general are of interest to people. He can see the potential of its popularity.
- ◆ Juan and Ofilia thanked David for coming and sharing his experiences.

CONSENT AGENDA

1. Consider and act upon approval of the Minutes of the August 22, 2022 Library Board Meeting.

Board Action:

- The Library Board Minutes of Monday, August 22, 2022.
 - ◆ Carla mentioned on page 5 in the 5th and 6th paragraphs we have those pesky question marks again after statements are made.
 - ◆ Juan mentioned his name is the III and asked that we just get away from using that. He said Kristin's name is spelled differently in two places. Ofilia offered an apology and a search and replace for the correct spelling of her name.
 - ◆ Justin asked to clarify on page 6 the correct title for the Secondary Coordinator, and he clarified Dr. Davis's title as well.
 - ◆ Carla said on page 3 there is one question mark in bullet two that does not need to be there.
 - ◆ Toshia mentioned on page 6 above number 3 may not need an exclamation mark.
- Ofilia said she would take care of those things and thanked everyone. Justin made a motion to approve the minutes with the changes made.
 - Toshia seconded the motion, all in favor 6-0.

WORK SESSION - DISCUSSION ITEMS

1. Provide an update on the sorter installation.

- Ofilia stated she has dates of December 13 through 16. She said we are working with the Tech Services team. We sent an item from each holding code to the installation team so we can ensure it is programmed correctly. The sorter will probably be closed for two days. There won't be books due that week. We are working to get the word out. We still plan to help people outside at the sorter if the weather is right. Ofilia is very excited.
- ◆ Kristin asked about the number of holding codes.
- Ofilia stated there are probably 100 codes for all the different sections of the collection (holiday, easy, readers, etc...) She said Tech Services is working to figure out which bin, and where in the room, each book should drop considering how popular the code is and how quickly it needs to be shelved. The company builds the machine and customizes the code using the samples we sent. Ofilia was surprised at how many codes there are and how much work that required.
- ◆ Kristin said she felt two days wasn't that long.
- Ofilia stated she will play the work by ear and see what happens. Her concern is when they bump out the hole in the building. She isn't sure when that happens or how that will work.
- ◆ Justin asked if there would be any major disruptions for patrons.
- Ofilia said it will be inconvenient when the book drop is not available in the middle of the night. However, we will have it blocked off, and signs posted everywhere. December is one of our quietest months, and Ofilia does not foresee any major interruptions.

◆Carla asked if they would be invited to see the new sorter.

→Ofilia encouraged us to have a party. She said we could do a tour before or after a meeting - whatever is convenient for them. We will be happy to show it off. The Circulation team will be doing the heavy training, because they are the staff members using it. They could give us a tour.

2. Review the draft proposal submitted by Justin to obtain cards for Wylie ISD students.

→Ofilia said Justin had the idea for kids to sign up for a library card as they register for school. Justin put together this proposal for Dr. Davis. A team met to review it last Thursday.

→ Justin stated he met with Dr. Davis, Lisa Galletta, another teacher Martha Verden, a campus librarian, the Secondary Library Coordinator Rhia Johnson, and Justin's campus Assistant Principal Mary Zucha. He said it was a really good conversation. Lisa asked some amazing questions. They discussed this idea and decided registration may not be the best way to do this. The concept and support for the partnership are there. There are some questions that need input from the Communications Department at Wylie ISD. The outcome is that closer cooperation throughout the year on programs built for specific age groups and grades provides an opportunity to have a slow drip of information to parents. There are plenty of resources in databases and digital resources the library offers to juniors and seniors. The clubs are a good resource for middle schoolers, and the kid's book clubs for youngsters are great. There are resources for pre-k and literacy. The language programs for our diverse families extend beyond what we offer in the ISD to families at the high school level. There is support for an ongoing campaign to inform parents and students about the benefits of the library and of having a library card. None of this will happen quickly, but there is a push for cooperation between us.

◆Juan asked if the questions and concerns listed there would be part of an FAQ.

→ Justin said those questions were generated in a brainstorming session with Ophelia and her staff. This proposal is a draft. Some of the questions were addressed, but not all of them. It was not designed as an FAQ.

◆Carla asked how Justin planned to address the parents that do not have a physical ID needed to get a library card.

→ Justin stated students will receive a login and pin which gives them access to all of the digital resources throughout the school year not requiring an ID for a physical card.

◆Kristin asked Justin if he knew how many students have library cards currently.

→ Justin said he does not know, but with limited outreach efforts in parent nights and library nights there are students signing up. From his 142 students he can count the number of his kids on nine fingers. The process is slow going. Middle schoolers don't drive, so the benefit in digital resources matters.

◆Toshia mentioned some errors in the layout of the proposal to be considered for change. Michelle took notes on these edits in case Justin wanted to go back and make changes.

◆Kristin asked Ofilia if she felt she could handle the influx of this many new patrons in staffing, resources, etc...

→Ofilia said it was a great question and one she had already taken directly to her staff in her consideration of Justin's proposal. She asked Justin for clarification on the numbers.

→Justin stated Wylie ISD has 18,800 students in the recent Superintendent's brief with a prediction of 21,000 by 2023.

→Ofilia said we provided access to the online resources (Hoopla, Libby, Database, etc) to specific classes with a temporary library card, called an OBR online borrower record, which gives the ability to log in without ever visiting the library. We are thinking of creating a WSD Wylie School District OBR so we can track it. They are fairly easy to process even if they come in all at once. We email the links and logins to parents. We offer an actual physical card to check things out in the library. The card doesn't expire for three years. Whereas, the OBR is only good for a school year. If they do this throughout the year, or with a rollout, and avoid the summer, that may work.

◆Toshia asked if the website had the bandwidth for it.

→Ofilia said it would be registration by Google form, so it would not overload the website.

◆ Kristin said she was picturing the summer kick-off times five and wondering if that scared Ofilia.

→ Ofilia said we are not back to pre-pandemic levels yet. Not everyone would sign up. We have scaled back on some of our programs despite summer levels being pretty close. She stated we can add things back into our services if need be. We could also go to council and ask for more money to support the thousands of new library cards.

◆ Juan asked if Ofilia wanted to take this to the staff and discuss it.

→ Ofilia said she has done so with our Assistant Director Lisa and the Circulation Supervisor Cheryl. This already has a protocol, it is just not to this scale. Her concerns were more related to not overtaxing the staff, making sure the privacy policies are in place so we don't violate information confidentiality, and making sure we can track it to get numbers back to the Board.

◆ Justin stated the privacy concern was brought up with Dr. Davis in his meeting. The suggestion was made that the school resources / newsletters are used to get the word out. Justin is hoping for a steady uptick in library cards over the year due to extra marketing efforts by teachers using their tools to get the word out on resources the library offers.

◆ Carla asked if an additional 10,000 cards were needed, would Ofilia need a budget increase to cover this.

→ Ofilia stated these are printed in bulk in quantities of 5,000 so it is not an expensive effort. The more we order, the cheaper they are.

◆ Toshia asked what a STEAM kit was.

→ Ofilia explained the acronym is Science Technology Engineering, Art and Math.

◆ Carla told Justin the idea of as many children as possible having library cards is a great idea. She thanked him for his efforts and for his proposal. She said the free resources would prove to be helpful.

→ Justin re-emphasized K-12 education is a boom for the community and that as a public school educator it starts at home and at a very young age. We want families who need these opportunities to have them. It is a benefit to the community as a whole.

→ Ofilia said last week we were at Bush Elementary with their librarian and she had a corner at her desk dedicated to public library resources. It was a good feeling to see that.

◆ Juan asked if there is any kind of meeting with the Wylie ISD library staff.

→ Ofilia said we typically meet with them once a year. This year, we had two librarians reach out to them in their meeting to share information about our library. If we notice students are coming in asking for the same thing, we reach out by email a lot, and we are actively involved in outreach through meet the teacher nights, literacy night, and other events.

3. Review monthly reports and usage statistics.

→ Ofilia said this usage report spans August 19-September 21. Programs didn't start again until September 8 which is why the stats are low. Ofilia added 3-D printer stats at Justin's request. This year the printer was down for several months and that leads to lower numbers. The 3-D printer is online again. 2019 is our biggest year yet except for checkouts which was this year. Our Fiscal year is October 21- September 22. This week we close this year's budget.

◆ Justin asked about the catalog or library of 3D print jobs.

→ Ofilia said TinkerCad is online. There are a huge number of projects you can choose from. We do have parameters for the printer.

◆ Justin asked if there is a QR code somewhere to point to this catalog.

→ Ofilia said we encourage the public to see someone at the desk for help with the parameters. It is not as easy as you would think or as user-friendly as Google. It can be complicated.

◆ Carla noticed the partnership with the Haley library in the meeting highlights and Ofilia told her we are going to talk about that in the items for a future agenda.

◆ Carla then asked about the Discover Wylie social media meeting.

→ Ofilia said we talked to Ms. Carrie Lindsey who is the media expert for the Downtown Merchants

Association. They are looking for partners to expand their reach outside of talking about just downtown. She came to talk to us about the type of content she is looking for. Ofilia bragged that we already got the Carrie Lindsey bump. As soon as she posted the Haunts and History Tour for downtown it sold out. Ofilia quickly told her we would send her everything, commenting that she is very friendly and easy to work with.

◆ Juan asked about the dates of the Haunted History Tour and asked for additional comments.

◆ Carla asked about the area for Family Place.

→ Ofilia said being a Family Place library is not easy. The training is in New York, so you have to have money to do it. It requires training for several staff members. They require learning play time which we will have next spring. We did pass our audit. Ofilia promised to discuss Family Place in our next meeting.

◆ Justin was looking for the meeting with the ISD which will be on the 22nd of September which is in our next report.

4. Review upcoming fundraising events for the Friends of the Library

- The Haunted History Tour of Downtown is sold out.
- Spooky Night at the Library on October 25 from 5 to 7 will have crafts, trick or treating, and a scavenger hunt. Second Players Productions comes and does a show. To see it, families pay \$15. It is the only thing that costs money.
- North Texas Giving Day is also in September and Ofilia promised a follow-up on that.
- Friends of the Library week is coming up in October. Last year, we did the bookmark contest and it was wildly popular. We did it during the holidays and it was a little too much. This year, we will do it in the spring.

5. Review the upcoming library programs for October 2022.

◆ Justin requested posters of the Japanimation and Anime programs that he could hang in his school. He said he would have a lot of interest in these events. Ofilia promised a delivery of them.

6. Review the items for a future agenda.

- Policies up for review
 - Confidentiality of Library Records (August)
 - Collection Development Policy (additions: September)
- Partnership with Haley Library in Midland, Texas (exclusive and well respected) and a Collin College Guitar Teacher - Olga will play her original commissioned piece on the history of the West - 1st Saturday in November
 - Western History and Heritage and Photo Display - in the lobby display case
 - Cultural Events November - January (one event per month)
- Our next meeting is on October 24, 2022

ADJOURNMENT

Carla made the motion to adjourn and Justin seconded that motion. Vote passed 6-0. Meeting adjourned at 8:01 PM.

Juan Azcarate, Board President