

**City of Glendale
Library Advisory Board Meeting
Glendale Public Library, Main Library, Large Meeting Room
5959 W. Brown Street
Glendale, Arizona 85302**

Wednesday, July 13, 2016 6:00 p.m.

I. Call to Order and Introductions

The meeting was called to order at approximately 6:00pm.

Present: Board members Kocur, Ndavu, Johnson, Lund, Vice Chairperson Collett, and Chairperson Koory were present. Board Member Aborne was absent and excused.

II. Approval of Minutes – May 11, 2016

Chairperson Koory called for a motion to approve the minutes. Board Member Lund made a motion to approve the minutes as written. Vice Chairperson Collett seconded the motion, which was approved unanimously.

III. Business from the Floor

Chairperson Koory called for any Business from the Floor. There was no one present wishing to address the Board.

IV. Loyalty Oath of Office and Library Board Member Recognitions

Chairperson Koory called for this item. Mr. Beck asked newly appointed Library Advisory Board Members Kocur and Johnson, to take the Loyalty Oath of Office. Vice Chairperson Collett took the Board and Commission Oath.

The Board welcomed and congratulated the members.

V. Glendale-IDEA Small Business & Entrepreneurial Center

Chairperson Koory called for this item. Mr. Beck introduced Mr. Michael Schor, Business Librarian. He said IDEA is an acronym for Innovation Development and Entrepreneurship Assistance Center. Mr. Beck said anyone interested can come into the Library if they wish to meet with mentors, check out books regarding how to begin a business, use the equipment which could be needed to develop a business, among many other things.

Mr. Schor gave a presentation regarding potential plans and services for the Main Library's Glendale-IDEA (Innovation Development and

Entrepreneurship Assistance) Center. He said there is much to offer in the Center such as writing your resume, how to start up your own business, how to advertise or market that business, and many other helpful tools. Mr. Schor reviewed some of the software programs available to those interested.

Mr. Schor provided a list of community partners. He added that the library is working with the City's Economic Development Department and with Arizona State University.

In response to a question from Chairperson Koory, Mr. Beck explained where the Center was located in the main library and noted it was previously the teen center area.

Board Member Lund asked where classes would be held. Mr. Schor said they will utilize the conference rooms for larger classes. Mr. Beck added that laptops and other electronics are not affixed to walls therefore it can be relocated to an area where training or classes can be held.

Board Member Ndavu asked if there was an age restriction to use the Center. Mr. Beck said he was not aware of a minimum age, however, he added the Library does provide training classes on the equipment in order to explain how to use the equipment properly. He said young children would need parental supervision.

For example, Mr. Schor said some younger participants might be interested in using the "green screen" and for this technology they would need a parent to be in attendance.

Mr. Beck said all programs will be free to those interested. He added that because of the flexibility and mobility of the equipment, it could be relocated to another part of the library or even different library for programming, if there is interest.

Board Member Ndavu asked if there might be social media classes. Mr. Schor said yes. He said the use of social media is very important to a business. A business's online reputation is very important as well and this is something that sometimes needs to be taught.

Mr. Beck said there is a database called "Reference USA". This is used for market research and will allow an entrepreneur to do research for a potential business.

Mr. Schor described how the new Center will go through a facelift and when it is ready, there will be an unveiling or grand opening. Mr. Beck added they anticipate this to take place late fall.

Mr. Schor continued the presentation by displaying how the area will be renovated and which equipment will be included.

Mr. Beck added that the Center and its equipment may be used by anyone and is not limited to Glendale residents since public libraries are open to all.

Chairperson Koory asked if Mr. Schor would be located in the Center. Mr. Beck said not for the immediate future, the Center is in close proximity of the main desk. A patron may visit the main desk if they are in need assistance.

Chairperson Koory said it is very important for someone to be located in the Center. She explained that when you use the computers at Velma Teague and you have a question or a problem, you must wait in line at the desk to receive assistance as there is no one located in the immediate area.

Board Member Lund said she was concerned and stated the equipment, which may be unfamiliar to patrons, is very costly and needs to be protected.

Chairperson Koory said this is expensive equipment and it could possibly be damaged.

Mr. Schor said there are glass walls which make it possible for the city staff to see what type of activity is taking place within the Center. He added the media equipment room will be locked unless it is in use.

Board Member Ndavu asked if the Thunderbird School of International Management, recently purchased by Arizona State University, could still partner with the City as previously indicated. Mr. Schor said yes.

Chairperson Koory asked if this is the same program that ASU has with the City of Goodyear. Mr. Beck said yes.

Mr. Beck added this is not only for budding entrepreneurs but for existing entrepreneurs; therefore, the opportunity to work directly with the Economic Development Department is a possibility.

Board Member Johnson stated library hours might need to be extended.

Board Member Lund said patrons might wish to use the Center but may not be able to arrive until after business hours.

The Board members thanked Mr. Schor for the presentation.

VI. Library Board Meeting Schedule FY2016-17

Chairperson Koory called for this item. Mr. Beck reviewed the draft Board meeting schedule for the upcoming fiscal year 2016-2017.

Chairperson Koory called for a motion. Board Member Lund made a motion to approve the schedule for the fiscal year 2016-2017. Vice Chairperson Collett seconded the motion, which was approved unanimously.

Mr. Beck reminded the Board that the annual retreat is scheduled for Saturday, August 27 at 9:00am to approximately noon. He said more details would be provided as the Retreat date gets near.

VII. Chief Librarian Update

Chairperson Koory called for the Chief Librarian Update.

- Community Services Departmental (CSD) Reorganization – Mr. Beck introduced Elaine Adamczyk, Interim Community Services Director. He explained that staff had previously discussed that the CSD would be divided into two departments. This was effective July 1, 2016.
- Community Restitution Volunteer Program – Mr. Beck explained this program allows court appointed volunteers, who have only committed traffic offenses and are unable to pay their fines, to volunteer at city offices such as the libraries. He said these volunteers can provide the same services that the current volunteers provided such as shelving books, cleaning windows, etc. Ms. Adamczyk said the Housing Division utilizes this type of volunteerism and this program has worked well.
- Gallery Glendale Contract renewed – Mr. Beck reminded the Board that the Arts Program is part of the Library. He said the Gallery Glendale lease has been renewed for another two years. He noted the Gallery is located at

Westgate and he offered tours to any Board members interested. Artists have the opportunity to display and sell their works at the Gallery. Mr. Beck added that Westgate provides the space at no charge.

- Library updates – The Heroes Branch Library is moving forward.
- Mr. Beck said he will be conducting interviews for the Library Administrator position. He added there was a recent compensation study that took place and the Library Manager position was retitled to Library Administrator. He said he has nine national and local candidates. It was truly a national search. The first round of interviews begins on July 17, 2016.
- Upcoming Programs – Mr. Beck said there are two summer reading programs which include our in-house program, as well as the Maricopa County Reads Program. He said both programs have seen an increase in participants over last year's programs.
- Other – Mr. Beck said a Customer Service survey is distributed each year during National Library Week. He said this is distributed through social media as well as paper copies handed out at all libraries. He reported that the customer service rating was at 92% at 'very good to excellent' satisfaction rate. He said he uses a program titled Net Promotor Score, which calculated staff's rating at 69. Mr. Beck added any score rated at '50 or higher' is considered 'excellent,' therefore the library staff has done an outstanding job.
- Mr. Beck said staff continues to have discussions as to how to increase library operation hours.
- Board Member Lund asked for an update on the automated bill pay machine. Mr. Beck said the five machines have arrived and are scheduled to be installed the week of July 25, 2016. He explained the existing machines allow patrons to pay by cash, check and credit. The new machines will take a variety of methods of payment. He added allowing patrons to pay at the automated machines also relieves staff from having to take cash payments. Mr. Beck said there will be staff and volunteers near the machines to assist patrons navigate through the screens.

VIII. Library Advisory Board Comments and Suggestions

Chairperson Koory called for any Comments and Suggestions from the Board members.

Chairperson Koory said the Maricopa County libraries are forgiving fines if you bring in canned food. She wanted to be sure that Glendale was aware in the event someone brought in canned food items to the city libraries not knowing that Glendale isn't participating.

Chairperson Koory said the new checkout machine doesn't appear to provide a list of currently checked out items. Mr. Beck said he would look into the matter.

Board Member Ndavu said he is glad to be part of the Library Advisory Board. The Board members welcomed him.

Board Member Johnson said he was thankful for the opportunity to serve on the Board.

Chairperson Koory said she noticed the teen volunteers were manning the summer reading program table at Velma Teague all the time and they were doing a very good job.

IX. Adjournment

Chairperson Koory called for a motion to adjourn.

Board Member Ndavu made a motion to adjourn the meeting. Board Member Johnson seconded the motion, which passed unanimously.

With no further business, the meeting was adjourned at 6:57pm.

The next meeting, a retreat, will be in the Fruit Packing Shed at the **Sahuaro Ranch Park** on **Saturday, August 27, 2016**, at **9:00 AM**.