



**PRESCOTT VALLEY PUBLIC LIBRARY  
BOARD OF TRUSTEES  
MEETING MINUTES  
October 1, 2019  
2<sup>nd</sup> Floor Admin Conference Room**

## 1. Call to Order

The meeting was called to order by Vice President, Diane LeMont at 9:00 a.m. at the Prescott Valley Public Library, PC Lab, Second Floor.

*Note: Diane had to preside over the meeting in the absence of President Kathy Derry who had to leave to attend to an urgent matter.*

## 2. Roll Call

Present: Mary Jo Dhein ( on conference phone), Diane LeMont, Lucila Mangels, Donna Morgan, Ann Rowland, Casey Van Haren, Library Director, Robert Kieren, Public Services Manager, Joslyn Joseph, Circulation and Cataloging Manager, Sharon Peterson, FOL President, Tess Willis, Administrative Supervisor, Shannon Schinagl, Community Engagement Librarian, Karen Conaway, Library Assistant, ILL

## 3. Review and Approval of Minutes

Review of the September 3, 2019 meeting minutes. After a review of the minutes, Diane LeMont, Vice President, asked for a motion to approve the September 3, 2019 minutes. Donna Morgan made a motion to approve the September 3, 2019 minutes and Ann Rowland seconded. Voting was recorded as:

Yea:

Mary Jo Dhein  
Diane LeMont  
Lucila Mangels  
Donna Morgan  
Ann Rowland

Nay:

Absent: Kathy Derry

The motion to approve the September 3, 2019 minutes was passed.

#### 4. Correspondence

Ann reported that Kathy Derry, President, drafted the letter addressed to Joe T. Larive informing him that due to his inability to meet the attendance requirement as stipulated in the Board's Bylaws, his position was being opened for replacement. Joe was further advised that he is welcome to re-apply if a position becomes available in the future and his schedule permits. Both Ann and Tess Willis, Administrative Supervisor reviewed the letter before it was finalized and mailed.

#### 5. Financial Review

a. **Budgets** – Nothing to report.

b. **Grants** – Casey Van Haren, Library Director, reported that the “Be Creative” grant program is doing very well and has generated high interest. The number of participants allowed is limited to 10 people which has caused dissatisfaction among some patrons because everyone wants to attend the entire series but the program is on a first come-first served basis and the number of participants need to be controlled due to space and materials limitations and there is only one instructor.

Casey also reported that the Wi-Fi Hotspot grant ends today. This grant program has been one of the most successful as evidenced by the long hold list (23 on average). Casey stated that the library has allocated a portion of its operational budget to ensure continuance of this service. Michele Hjorting, Adult Services Librarian and author of the grant will re-apply for an extension of the grant next year. Casey believes that this program is addressing a specific demographic need and helping improve quality of life.

c. **Monthly Reports-** Casey stated that the monthly report for August is looking positive in general. She cited that the New Patron registration went up considerably. The Yavapai Library Network (YLN) is coming out soon and will be able to confirm the numbers. Casey added that she has communicated to Jeff Howick, Young Adult Librarian, Lynette Christensen, Children's Librarian, and Michele Hjorting, Adult Services Librarian, to format their respective monthly reports showing alignment to the 3 key strategic initiatives. Casey and Joslyn are going to review how these can be incorporated into the monthly report. Donna commented that this is a great idea.

Diane inquired if the reported numbers can now be considered stable and accurate. Casey responded that most of them are except for the *Lost Item Paid* section. Joslyn added that *Lost Item Paid* will always fluctuate. This report shows the amount patrons have paid for a particular month. The amounts will vary and is not necessarily an indication of an upward or downward trend.

6. **Management Report** - Casey inquired if it would be possible to move up the item on Security for the Building under the Management report section. Tess will consult with Legal if it is possible to make the change without having to amend the Bylaws and having it reviewed by Legal and obtaining council consent since it is just an administrative item.

Casey shared that she met with Karen Smith, Assistant Town Manager, Atty. Steven Zraik, Town lawyer, Bill Osbourne, Capital Projects Coordinator concerning the ongoing litigation versus Richard + Bauer, Building Architect and Barton Malow, General Contractor. The complaint was filed last 2016 and after a good number of visits from forensic teams from both sides, it was determined that there were 52 major issues in the building that need to be fixed. A trial date has been scheduled on June, 2020.

## **7. Friends of the Library Liaison**

- a. Sharon Peterson, Friends of the Library President, reported that the Friends have 3 main events going on. The big one is the book sale which starts on Friday, October 4 between 9:00 a.m.-9:30p.m. Non-fiction books will be displayed at the Crystal room and Fiction books will be at the Glassford Hill room. A Silent Auction for special and miscellaneous items will also be held which has not been done before. A beautiful Quilt that was donated last year will be raffled off and tickets are for sale until the Board meeting in November at which time the drawing will be held. Tickets sell for \$3.00/ticket or 2 for \$5.00. A membership drive campaign is also planned for the whole month of October to coordinate with National Friends of the Libraries week. Anyone who signs up or renews their membership will have a chance to win a \$50 Amazon gift card. Casey and Bobby pledged to renew their membership. Sharon also announced that the Friends will be doing their budget planning soon and will need input from Casey on what library programs need funding support.

## **8. Policy Committee**

- a. Code of Conduct Policy – Mary Jo Dhein stated that she wanted the Board to know that Bobby and Joslyn did a lot of extensive communication with the staff to gather feedback particularly on specific incidents that they have gone through pertaining to the code of conduct policy. Mary Jo said that she is pleased that they were able to add these inputs to the policy as these are necessary to support the staff when these issues come up in the future. Casey mentioned that when the code of conduct policy was written up in 2014, there were a lot of things that did not cover current scenarios as no one would ever think of them becoming an issue. An example is the recent incident where a couple of gentlemen came into the library without shoes on. As a matter of public health safety and concern, this type of issue had to be covered in the policy. The policy is being written up such that it is broad in scope and content but as new scenarios/issues arise, there may be a need to adjust the policy.

On page 2 under item “*The following vehicles are prohibited from being brought into all public facilities*”, Mary Jo wanted to address the wording to ensure that the introductory sentence is clear that the act of bicycling, skating, etc. is not permitted and not just the item itself that is being prohibited.

On page 1 under item 12 “*Disturbing or harassing staff, volunteers or patrons...*” Donna suggested the use of the word “such as” to make it more open. Donna believes that “staring fixedly or leering” may be difficult to define and enforce and suggested to add the verbiage “Engaging in behavior with the sole intent of annoying or that is disturbing to another person such as (cite examples)....” which leaves it more open-ended.

Page 2 under item 17 *“Leaving personal belongings unattended”* Donna inquired if a Lost and Found policy is in place. Joslyn confirmed that it is.

Page 2 under item 18 *“Use of Library telephones”* – This pertains to non-use of telephones used by staff. Patrons, however, are allowed to use a designated public phone.

Page 2 under *“The following items are prohibited from being brought into all public facilities”*, Donna inquired what the policy is on guns. Casey responded that guns are not included as an example because Arizona is a permit-less concealed gun carry or Constitutional carry state.

Page 2 under item 2, *“Library staff may temporarily restrict access to ....”* Donna wanted to know if this covers the 4<sup>th</sup> floor viewing deck. The answer was yes. Donna suggested to change verbiage to *“Library staff may temporarily restrict access to or close certain areas of the library”* Joslyn suggested the phrase *“and/or close”* to make it more encompassing.

Page 3 under item 10, Donna inquired if the statement *“criminal charges may be filed”* can be added. Casey responded that it does not seem necessary since it is already prefaced by *“This policy may be enforced in accordance with any applicable law”*. This is evidenced by several incidents in the past where the library had to press charges to those who committed damage to library property (e.g. kids who put rocks in the sorter conveyor and ruined the machine and the young adult who urinated all over the bathroom floor)

All changes made to the policies will have to be submitted for review by Legal and reviewed a second time by the Board before they can be adopted.

b. Unattended Children and Special Needs Individual Policy

Casey stated that this policy impacts the Children’s library the most because of recent incidents where minor kids are left alone without the parent or caregiver present. Lynette, Children’s librarian originally wanted the age of the caregiver capped at 16 years old but Casey thought that would be very restrictive and may pose some issues considering the socio-economic status of patrons who come to the library, therefore the required age for caregivers was set at 12 years old. 12 years old is also the babysitting certification prescribed age. If there are behavioral issues which violates the code of conduct policy, then the parents will be called and the issue will be addressed accordingly.

Donna inquired why the statement *“An estimated 460,000 children are reported missing each year...”* is included in the policy introduction. Casey responded that the purpose was to provide the patrons a background on why this policy needs to be in place and impress upon them the importance of having someone look after their children while in library premises. Joslyn added that one of the greatest frustrations experienced

by staff is when parents just drop off their kids in the library as if it was a daycare center, but the library

is lacking in manpower and will not be able to police what their children are doing or who walks off with them.

## **9. Unfinished Business**

a. Library Trustee Handbook Discussion – nothing to report.

b. Trustee Attendance at Public Events

Tess Willis reminded everyone about the Active Shooter Training being conducted by the Town on October 7, 2019 at the Auditorium. There are 2 sessions – 9:30 a.m. and 1:30p.m. Anyone interested to participate must inform Tess and their preferred session. A public notice will have to be posted should a quorum be determined.

Casey announced that Larry Martin, former Trustee member will be recognized by Council for his 15 years of service as a volunteer and Trustee member on the same day as well.

Cory Christians, Yavapai County Free Library District Director and Mary Mallory, Yavapai County Supervisor, will be presenting to Council on October 10 a “giant check” with approximately \$342,000.00 representing the monetary support the county library district has extended to the Prescott Valley Public Library which will be used solely to fund library services , materials and minor equipment.

The library’s anniversary will also be on October 10 and invitations have been sent out to everyone.

c. National Trustee News Items – nothing to report.

d. Security for the Library Building - Casey reported that behavioral issues among young adults have been escalating. There is a group that frequents the 4<sup>th</sup> floor viewing deck creating all sorts of havoc and vandalism. Recently, four of the staff had to take turns going up there to break up pillow fights, causing damage to furniture and throwing water bottles. There had been times when staff closed the viewing deck but Larry Tarkowski, Town Manager, did not approve of it as it is meant to be a public area. A couple of weeks ago, police and paramedics had to be called due to a teens brawl where one kid was injured. The injured kid’s parents have decided to press charges. Casey and Bobby Kieren, Public Services Manager, met with James Edelstein, Deputy Chief of Police to seek help, however, they are also short on resources. We need help but the police cannot help. James offered some ideas and will look into the feasibility of Security guards with experience being deployed in schools. For example, Bradshaw Mountain High School has 3 security officers. These officers know the kids and they are trained how to talk and handle these type of situations. Casey added that hiring off duty police officers was also considered but the Library does not have the financial capability to do this due to budgetary constraints. This is an ongoing conversation with Karen Smith. Mary Jo inquired if there is a possibility of applying for a grant in order to cover hiring a School Resource Officer. Casey responded that Michael Myrmel is the designated School Resource Officer but he is the only one available and

oversees all the schools in the area. He just does not have the bandwidth to cover the Library on a regular basis. Donna suggested that the Board of Trustees present an appeal to the Town Council for help. The 4<sup>th</sup> floor is not just the library's responsibility, it's the Town's as well as it is a public space and support is needed to make the place safe and in order. Donna added that this is not only a public safety issue but a building infrastructure issue (i.e., uneven flooring at the 4<sup>th</sup> floor viewing deck) that presents danger.

It was suggested that a subcommittee be formed that would put together a written document to be submitted to the Council. The subcommittee will confer with Casey and Bobby and gather information on specific incidents. Diane, Donna and Anne will consist of the subcommittee. Casey will consult with Karen on what protocol should be followed once the document is written up.

- e. Library Trustee Visitations to Other Libraries – Nothing to report.
- f. Library Staff Appreciation – Nothing to report.
- g. Library Staff Visitation/Presentation –
  - i) Shannon Schinagl, Community Engagement Librarian – introduced herself as the new outreach librarian which is a new position. Shannon worked at the Circulation department for a year before this new position was opened. This position came about as a result of a year-long community needs assessment and ties in to two of its strategic initiatives namely *“Building Bright Futures and Creating Community Connections”*.

Shannon stated that she has two main goals. One is reaching out to people in the community who cannot physically access the library. These can be adults who are homebound as well as small children. Pre-school and childcare requires a long and expensive certification to allow them to bring children on field trips such as bringing them to the library.

Shannon added that she will also be reaching out to people who are able to physically come to the library but don't. Understanding why those citizens are not coming to the library, what their needs or wants are and how to get them to come to the library. A lot of people still believe that libraries are just about books and tackling this type of disinformation is what Shannon will be prioritizing.

Shannon is also working with Lynette Christensen, Children's librarian on the *“Every First Grader, a Library Card”* project. She and Lynette have agreed to each handle half of the entire school covered by the program. They have both spoken to the administration heads of the school system and next week, they plan to talk to the first grade teachers to get the program fully underway.

Shannon stated that she is now in charge of the Books on Wheels program. Volunteers deliver the books to Prescott Valley residents who are homebound patrons. Shannon will be putting out a new call for volunteers which are specifically for this program. Diane inquired if it has been determined which vehicles the volunteers will be using since this has been an issue in the past. Shannon

responded that the volunteers will use their own vehicles.

Shannon participates in community events as well. She usually sets up a tent, a table and some craft materials and does story times if it's a family event. The next event coming up is the Circle L Sanctuary Ranch Fund Raiser Event. Jeff Howick, Young Adult librarian and Shannon were also in a Backpack Giveaway Event organized by the Humboldt Unified School District recently. There were approximately 400 families from Kindergarteners to High Schoolers and they were able to take the opportunity to share a lot of information about the library including give away comic books and make connections with school teachers and other school personnel. Shannon and Lynette also went out during the Summer Free Lunch program sponsored by some schools to do story times and established good relationships with the schools.

Future projects include reaching out to Childcare and Preschool groups and figuring out how to serve them well. Another future project is reaching out to the Hispanic community. Computer classes in Spanish are already being conducted in the library for the Hispanic community. The library also hosted a Parenting Class in Spanish and gave the parents a library tour on their last day of class. Donna complimented Shannon and said she loves the various programs. Mary Jo added that the 'thank you' cards with personal notes which Shannon wrote and mailed to all Comic Con volunteers provided a special touch. Mary Jo stated that she is currently travelling and have had the chance to talk to librarians and gathered a lot of information and ideas which she will be sharing through email.

*Note: At this point, Diane had to excuse herself and requested Ann Rowland, Secretary to preside over the meeting.*

- ii) Karen Conaway, Library Assistant, Inter-Library Loans (ILL) – Karen introduced herself and said that she processes inter-library loans on top of her other duties as a library assistant. Karen inherited this job from Diane Milinkovich, previous ILL librarian when she retired. In a nut shell, the ILL process consists of borrowing from other libraries and loaning to other libraries all over the nation for free. A request from a patron normally comes through an email and auto fills a Google form. The number of request is now limited to 6 books per month per person but sometimes borrowers don't notice this limitation. The next step in the process is to search for the requested material from all over the United States from at least 6 different libraries. There are times when it is difficult to find a material and carries a shipping cost. Patrons are willing to pay for the cost but only up to a certain amount. So far, Karen has been successful in obtaining materials for free. She is also able to source expensive and hard to find materials for personal enjoyment such as the pottery book she had always wanted to read but costs close to \$100.00. Karen added that the best part of the job is making patrons happy especially when she is able to get them a book that they have always wanted. And the worst part is tracking down patrons or other libraries that do not return a particular item. Ann stated that her husband does a lot of ILL requests and is very appreciative that he is able to do it in the library.

**10. New Business**

- a. Calls to the Public Discussion – none.
- b. Spotlight – Casey stated that she forwarded all the recommended changes to the Spotlight report to Breeanya Hinkel, Infographics designer so she can make the necessary corrections. Once the changes are made, her presentation to the Council will be scheduled.

**11. Requests for Agenda Items for Next Month’s Meeting**

- a. Old – Library Trustee Handbook Discussion
- b. Old – Trustee Attendance at Public Events
- c. Old – National Trustee News Items
- d. Old – Security for the Library Building
- e. Old – Library Staff Appreciation

**12. Adjournment**

Secretary Ann called for a motion to adjourn the meeting. Donna made a motion to adjourn the meeting, seconded by Lucila. The motion passed unanimously. The meeting was adjourned at 10:45 a.m.

Respectfully Submitted,

Ann Rowland, Secretary

Tess Willis, Administrative Supervisor