

City of Glendale  
Library Advisory Board Meeting  
Foothills Branch Library, Hummingbird Room  
19055 N. 57<sup>th</sup> Ave.  
Glendale Arizona, 85308

Wednesday, February 12, 2014  
6:00 p.m.

## MINUTES

- I. **Call to Order**      The meeting was called to order at 6:10pm.

Roll Call – Board members Collette, Fallucca (departed at 7:34pm), Wilson, Shelly, Bolognini, Sommer, and Chairperson Aborne were present. Board members Mackay and Rada were an excused absence.

**City Staff** – Ms. Cheryl Kennedy, Chief Librarian, and Karen Reed, Library Manager.

- II. **Approval of Minutes – December 11, 2013 and January 11, 2014 Retreat Minutes**  
Board member Sommer made a motion to approve the minutes of December 11, 2013. Board member Wilson seconded the motion, which passed unanimously.

A correction was noted on page 3, Library Future Trends, 9) product-based company is how it should read. Board member Bolognini made a motion to approve the minutes of January 11, 2014. Board member Shelly seconded the motion, which passed unanimously.

- III. **Business from the Floor**      Chairperson Aborne called for Business From The Floor. There was none.

- IV. **Foothills Branch Library Service Desk Restructuring**      Ms. Kennedy, Chief Librarian, stated in July 1, 2013, the three libraries were in the process of reorganizing and restructuring the customer service points in order to continue to provide excellent customer service with the reduction in staff force. She said as a result of this process library staff will provide a tour of the Foothill Branch Library and explain the changes that have taken place.

Ms. Karen Reed, Library Manager, provided the tour from 6:18pm to 6:43pm.

- V. **Library Advisory 2014-2015 Action Plan**      The Board discussed its 2014-2015 Action Plan. Ms. Kennedy distributed a listing of action items, which resulted from the Brainstorming Session at the Board Retreat.

Board member Sommer said the Board has developed their own letterhead so that item could be considered as completed.

Chairperson Aborne suggested the items should be grouped into similar topics.

Board member Sommer suggested sustainability and budget and budget presentation should be in one group. The budget presentation would be a detailed presentation regarding library funds only.

Board member Wilson suggested the calendar of events and the tool kit could be categorized together.

The Board agreed the GCC portal and exploring schools and education should be in one group.

Board member Bolognini suggested VIP card expansion and forging strong bonds with businesses should be in one category.

After some discussion, the Board agreed that expanding the VIP card program to other areas would not be good use of the Board's time. They agreed not to pursue this endeavor.

Chairperson Aborne reminded the Board that they should meet with their respective councilmember annually.

Board member Wilson volunteered to draft the thank you letter to Westgate for use of the suite where the Glendale Gallery is located. It was noted the Gallery opened in April 2013.

Ms. Kennedy said the Board may form subcommittees to discuss, develop, and research how to forge strong bonds with the business community. The subcommittee should report to the Board with their findings.

Board member Collette asked if testimonials could be included on the library's main page. Ms. Kennedy said this was done previously and could be done again.

**VI. Annual Library Survey** Ms. Kennedy said each year the library gains input from library customers through an annual library survey during the spring timeframe. Several questions are asked relating to their experiences and resources that are available to them. The Library Advisory Board members reviewed the annual survey and suggested changes.

The Board members made their suggestions on how to improve the survey. It was noted to state "example" rather than "i.e." to make it easier to understand. Another suggestion was to distinguish between a service and a program.

Board member Shelly suggested adding more lines and boxes may help the person completing the survey to follow across the rows. She believed the survey did not flow very well. She asked why question #5 asked how far someone would drive to a library. Board member Shelly said she did not like the layout of the survey. She suggested under #9, the word "digital" be changed to "electronic" for easier understanding. She believed #10 is a good question.

Board member Wilson believed the library would receive the information they are trying to obtain through this survey.

Board member Wilson asked where the survey was located. Ms. Kennedy said currently, it is only at the libraries and online. Board member Wilson suggested having the survey available to those persons visiting City Hall at the customer service office where they make their water payments. She also suggested on the second page rather than library “catalog” it should read “materials” to make it clearer.

Board member Shelly said she would like to read stories on how the library is important to patrons.

**Board member Wilson made a motion to update the library survey. Board member Shelly seconded the motion, which passed unanimously.**

**VII. Library Director Update**

The Chief Librarian provided the Board with updates regarding Library activities, operations and projects. Ms. Kennedy said the library staff would submit two LSTA grants. One grant is for \$20,609 to begin a youth e-book collection and the second is to purchase six tablets for the libraries. The second grant is program related centered around library users creating, connecting and collaborating at the three libraries.

Ms. Kennedy stated that Zinio (digital magazines) is available for library users to with their mobile devices.

She provided a brief update on the Create, Connect, Collaborate Space located within the libraries and noted that the opening is March 17<sup>th</sup>.

Ms. Kennedy added there were four artists scheduled to provide instruction during the month of March.

She stated that Friends of Glendale Public Library had a 50/50 raffle, which profited \$93; there was a silent auction of donated items which profited \$100; and the fry bread vendor located at Murphy Park donated 10% of his profits.

**VIII. Library Advisory Board Comments and Suggestions**

Board member Wilson stated and provided information regarding a Business Forum she had attended at the Main Library.

Chairperson Aborne said she was hopeful with the Superbowl coming to Glendale the NFL would make a donation to the libraries. She suggested a donation of small tote bags for the WeeReaders program.

**IX. Adjournment**

With no further business Board member Sommer made a motion to adjourn. The motion was seconded by Board member Bolognini, which was approved unanimously. The meeting adjourned at 8:01pm.

The next regular meeting will be in the Large Meeting Room at the **Main Library** on **Wednesday, March 12 at 6pm.**