



# Library Advisory Board

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## Minutes

### In-person Meeting

July 12, 2021 – 7:00 p.m.  
Library Conference Room

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#### CALL TO ORDER

*Announce the presence of a Quorum.*

Board Liaison Ofilia Barrera called the meeting to order at 7:06pm. The following Library Board members were present: Juan Azcarate III, Toshia Kimball, Carla McCullough, Kristina Jones, Kristin Botsford, Ofilia Barrera, Board Liaison. Irene Chavira & Rosalynn Davis were absent

#### 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.*

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#### PRESENTATION

*No presentations were given at the meeting.*

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#### REGULAR AGENDA

##### 1. Nominate and vote on a new Chair of the Board

###### Board Action:

- The board was waiting for another member to arrive to have enough people to vote for a new chair.

##### 2. Welcome to Kristina Jones and Kristin Botsford

###### Board Action:

- Ofilia asked the members to say a few things about themselves and how long they have been on the board.
- ◆ Juan said he just started his 3rd term on the board. He is a Risk Manager in Fort Worth.
  - ◆ Carla just started her 2nd term on the board. She is a retired school teacher and now teaches a bible school class on Wednesdays and hangs out with her 2 kids & 2 grandkids.
  - ◆ Toshia is in her 1st term. She lives in Wylie and has 2 girls who love gymnastics, and has just started working back in the office at DART today.
  - ◆ Ofilia has been with the library for 14 years next month. She has been the director for a little over a year and worked in the Plano Library system for 5 years before coming to Wylie.
  - ◆ Kristina is new to the board; recently started a new job at Region 10. She is a mom of 4 kids, she has chickens and visits the library frequently.
  - ◆ Kristin runs a homeschool group in Wylie. She is a mom of 3 boys whom she also homeschools.

**3. Consider and act upon approval of the Minutes of the May 10, 2021 Library Board Meeting.**

**Board Action:**

- The Library Board Minutes of Monday, June 14, 2021, a few grammatical errors with dates and spacing, Yvonne to correct.
- ◆ Juan asked about the Assistant Director position
  - Ofilia informed the board that with big budget requests, directors will send requests to the City Manager's office, where they will look them over and approve or deny the request.
    - New sliding doors were another item that the library requested, however that request was turned down.
  - The Assistant Director request started out as a request to move the Electronic Service Librarian to a supervisor to help Ofilia. However City Managers felt what was needed was an Assistant Director not another supervisor.
    - The City Manager will compile the requests together and present it to the city council at tomorrow's Council meeting.
- ◆ Kristin asked how large the staff at the library was.
  - Ofilia stated there are 32 total staff: 15 full time staff members and the rest are part time.
- ◆ Kristin said she was sad that she didn't get a chance to meet the staff who attended the board meetings in the past for Staff Spotlight.
  - Staff Spotlight will resume next meeting, with a new employee and the previous employees will cycle through again.
- ◆ Kristin asked what departments does the library have?
  - Youth Services, Adult Services, Circulation & Technical Services.
    - Circulation handles the front of house check in & outs, shelving and drive thru. Tech Services handles the books back of house by giving barcodes, labels, and putting the new books in the library system. Both departments work closely together.
- ◆ Carla made a motion to approve the minutes.
- ◆ Juan 2nd the motion, all approved.

**4. Review, Discuss and Act upon the 2021-2024 Smith Public Library Strategic Plan**

**Board Action:**

- Strategic plans are normally 5 years long, but Covid has changed many things within the library, so many libraries are changing their plans to 3 year plans.
  - ◆ Each category, Inspire Inform Interact, has a core services section since many patrons were asking for services that the library provided pre-pandemic.
    - The categories may seem broad but there is a working document for employees with more detailed information and ideas for each category.
- Snapshot on plan showed that even with the pandemic the library was able to stay relevant and get materials out to the community, with the drive thru window.
  - ◆ Kristin asked if the drive thru window was always a plan since it was built in?
    - Yes, built with thought to do drive thru one day, but library staff was always so busy they were never able to get it set up, and only used it when the sorter would go down. The pandemic made it so we could adjust workflow to use the window.
- Carla asked about the homebound deliveries and how that process worked.
  - ◆ Megan works one on one with the participants to see what type of books they would like to read and how many they need. Just recently removed the age restriction to accommodate all homebound patrons for whatever reason. Silver Linings will deliver to the patron for as long as they need it.

- Planning process started last year in July, after all information was collected. We found 6 categories that were used to organize the plan. Then used our mission statement to organize the rest of the information.
- Juan had a comment on the sorter. He wanted to know if it was going to need to be replaced soon or if it was going to be pushed a few years.
  - ◆ Ofilia stated that there is a need for it to be updated, the sorter is almost 11 years old and out of date and no longer in production. When things go wrong with it the vendor has to find an old one and remove parts from it to fix ours.
    - Sorters are very expensive and running around \$120,000, so Ofilia and a team are working closely with vendors to find the right sorter and not pick something quickly.
      - Many vendors are wanting to cut into the stone or knock out walls so trying to work with what the library can do.
        - ◆ Today the sorter just stopped and would not come back up, Cheryl had to do a hard reset and it came back up.
          - Juan asked if when it goes down can IT help with it; No, the vendor has to be called in to fix it, and since it's so old it takes a while to find spare parts.
    - Kristin asked if we had 2 sorters; Only the drive thru is a sorter; it has 5 bins; the inside chute is a smart chute which will check in the book but it will not sort it just drops into a bin. \*Field trip was made to see both the sorter and the chute after the meeting.
- Toshia asked if we have thought about adding a credit card reader to the copiers and printers.
  - ◆ Ofilia informed the board that not being able to pay for prints/copies with a card is the 2nd biggest complaint the library receives. With the #1 complaint being noise.
    - It is something that we are looking into and is on page 8 of Strategic Plan. A plan was started to get a credit card vendor but the Finance department was not aware of it and it could not be done at the time. The new plan would have Finance involved from the beginning.
- Carla asked about Interact Objectives under customer service: What exactly that bullet was in regard to?
  - ◆ Ofilia said it was things like notary service, passport picture/assistant. Some of those services at other libraries are free or charge or for a small fee.
- Kristin wanted to revisit the comment that Ofilia made about noise being the #1 complaint.
  - ◆ Ofilia explained that many people say that the library is too noisy and makes it hard for them to study, especially on Tuesday mornings in the summer or during Storytime.
    - Staff tries to give them options to use the Bluebonnet Room which is a designated quiet space or a study room, but many just want the whole library to be quiet.
      - Next idea to try for noise is sound barriers in the lobby to prevent the noise from traveling throughout the library.
- Juan asked about the different language collections of Spanish, Vietnamese & French. He wanted to know if Spanish was the biggest language and if we saw a lot of Vietnamese being checked out.
  - ◆ Ofilia answered that Vietnamese was the 2nd most spoken language in Wylie at one point but doesn't believe that it is anymore. Now as of last year it is an African language, but it could have also changed again. Ofilia will have to talk to Ian at Wylie ISD to see what it currently is.
    - Vietnamese selections are hard to find so the collection is small and not many people know that the selection is there.
    - French was a language that many people were asking about, so we have some popular titles in French.

- ◆ Spanish is by far the biggest selection we have in adult & juvenile.
  - Carla asked if the library carried Arabic books since there is a large population in Wylie.
    - Ofilia said finding Arabic books is very difficult, and as of right now it has been difficult to find books in Spanish. Since the pandemic it has been ever harder to find books with the supply chain being broken.
- Kristina asked about the “Find new ways to inform library patrons” bullet point in the Customer Service section, and what the library's ideas were to solve that problem.
  - ◆ Carla asked with that question what is the difference between the bullet point above and the bullet point “Finding ways to get details on what's happening at the library,” in the Outreach section.
    - Customer Service bullet point refers to helping customers understand all the services that are provided at the library and how to access them. Such as library cards, digital streaming platforms or tips for searching the catalog.
      - The idea for that is creating How To videos for many different things and posting them on our YouTube channel.
    - The Outreach bullet point refers to programs and events and how many people still don't know what programs the library offers.
      - Many patrons said that they got their information from Facebook, but they also answered they were not aware of the events the library was hosting. Trying to find where the disconnect is and how to fix it.
- Kristina asked if the library has seen a larger amount of students utilizing the library since Collin College moved next door.
  - ◆ Since the college opened during the pandemic it is hard to track, but there have been more students coming into the library to study.
- Kristin asked about the “Create a culture of learning for library staff” if it was in regards to promoting them to take library classes or certifications.
  - ◆ Staff currently do certifications and classes, the plan will be to be more strategic in getting all staff trained in many different categories from team building to technical training. Especially for our part time staff, full time staff normally does training.
    - Juan asked if there was a requirement for a specific amount of hours staff needs to be trained.
      - For professional staff yes, but not for paraprofessionals.
- Kristin asked how staff is trained to make recommendations to patrons especially in kids sections.
  - ◆ Due to the pandemic the library lost over half the staff and many employees are new and gaining knowledge of all the books at the library. Also staff meetings where staff would share book knowledge were not being done due to pandemic, that was where staff would gain a lot of knowledge for different genres of books. Staff meetings are finally starting again in August.
- Carla stated that she thought there was already a newsletter.
  - ◆ The current newsletter is based on if a patron has participated in an adult program in the past, and there is no way to sign up for it.
    - Plan is to change the new e-newsletter to an opt-out option as opposed to opt-in. The board was in favor of an e-newsletter.
- Juan asked if other libraries in the area were also doing civic resources (tax forms, voters registration).
  - ◆ Voter registration is actually required by the state. Anytime anyone applies for a card we are required to ask if they would like to register to vote.

- ◆ Income tax forms most libraries do because it's an easy service to provide. Many libraries work with AARP to provide tax help services to anyone who needs help filing taxes. The program takes a lot of volunteers to do, the library was all set up last year to start it, but then the pandemic hit. Going to try again next year.
- Kristin asked if tutoring was coming back this fall, and if a student needed to be going to Wylie ISD to participate.
  - ◆ The program is returning this fall and any student can sign up for tutoring. The volunteers are from Wylie ISD and Plano ISD.
- Carla inquired if the plan to add a credit card system is in the strategic plan how long would it take for it to come to fruition.
  - ◆ The strategic plan is for 3 years, meaning anything in the plan would have the goal of being implemented by 2024. The biggest hurdle for the credit card system is working it all out with finance.
- The past subject of overdue fees was brought up and doing away with them.
  - ◆ Ofilia plans to discuss the idea with Renae, the Assistant City Manager, and ask her opinion on it. Patrons would still have to pay for lost books and other services so the credit card service would still be needed.
- Kristin stated that the TV in the storytime room is a distraction, and feels like it is less interactive, than prior years.
  - ◆ The TV's have gotten compliments with many patrons liking the added visual effects to storytime. Puppets and other interactive activities have been limited due to the pandemic.
    - Carla asked if the change to a TV was because there were a lot more patrons coming to storytime and it was hard for everyone to see the book.
      - Ofilia stated that was partly the case especially if the books were small. Also a screen in the storytime room was supposed to be there from when the building opened but it never got set up. During the pandemic IT was finally able to get the TV mounted.
- Kristin also recommended that the library implement an intergenerational program, with youth interacting with elderly population, where a small kid will read to a senior or vice versa.
  - ◆ There have been programs in the past where teens will help teach the senior population how to use technology devices. We usually do it after Christmas time, since tech gifts are given and they don't know how to use it.
    - Dog therapy will be coming back eventually, the library is looking at a new therapy program right now. A mini pony is being considered with an organization called Mini Hooves of Love.
      - Toshia said there is a therapy center where she volunteers, North Texas Equestrians, and they have 2 little fat ponies.
  - ◆ As far as seniors and kids it is not something that has been done at the library before, but it can be a little tricky since there is a senior center, and we don't want to interfere with their plans.
    - Toshia suggested that the library have a senior day where they partner with the senior center and have them come out where the library has different things for them to do on that day once a month.
- Kristin had an idea doing poetry memorization challenges with the possibility of partnering with Wylie ISD english teachers. With different levels for youth, teen and adult where they could memorize 3 poems and recite it to the librarian and get a prize.
- Carla asked if there was currently a library app.
  - ◆ As of right now there is no app but it is in the works.
- The gaming systems in the teen room are outdated, so within the Strategic Plan the goal is to update the Wii to a Wii Switch, the Playstation to the Playstation 5 and the Xbox One to the Xbox Series X.
  - ◆ Asked if the gaming systems attract a lot of teens.

- During the summer there are a lot more teens that come in to use them.
- ◆ Asked if the teen room had iPads.
  - There were 2 iPads in the teen room at one point but they were never used. Ofilia's thoughts were because they have a lot of restrictions on them to be on the network, the teens couldn't use them for what they wanted them for.
- ◆ Toshia asked about the video game trucks and if the library has reached out to them. They would be a draw to the library. Ofilia to look into the trucks and see pricing and options.
- Carla stated that she didn't see anything about a partnership with Collin College
  - ◆ Ofilia stated that there is a partnership section within the plan but it was kept generic and on the working document there was a specific mention and many ideas.
- Ofilia asked if the board was done looking over the Strategic plan or if there were any corrections that needed to be made. Suggestions for programs will go on the library's working document.
  - ◆ Toshia asked about the mission statement and if it needed dots or dashes to separate the wording.
    - Kristina stated that schools mission statements are the same way with no dashes or dots. It is the new way mission statements are going.
- Kristin motioned to approve the Strategic Plan; Carla 2nd the motion; all in favor.

## **WORK SESSION – DISCUSSION ITEMS**

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### **1. Review circulation and program statistics for June**

- Ofilia showed the board the statistics for April, May & June in comparison to 2019 & 2020.
  - ◆ 2019 was included due to 2020 being skewed from the pandemic.
  - ◆ The numbers for 2021 have not quite reached pre pandemic levels but they are getting closer.
    - Adult programs numbers stayed the same for virtual and in person
    - Teens & Kid programs are better in person than virtual.
- Kristin asked if patrons who got a new library card would get a walkthrough of what they can do with it.
  - ◆ Ofilia stated that there is an info card that is given to them and has everything that they can do. A person can get a library card online to access all the digital content as well without coming in.
- Carla asked the reason for library expiration dates.
  - ◆ The main purpose is to keep contact information up to date, the process did change from expiring annually to expiring every 3 years.

### **2. Upcoming Programs**

- July is the last month for summer programs, with most schools starting August 12th.
  - ◆ Most programs are on break for the month of August, for each department to prepare for fall programs that start in September.
    - July also tends to be a little less busy than June, with many people going on vacations before school starts.
- Ofilia gave the board a list of all the upcoming programs for Kids - Adults.
- Juan asked how the Genealogy Club was progressing.
  - ◆ During the pandemic there was a big surge of people participating, the most recent meeting saw a bit of a decline, but there are still quite a few people interested in it. The event is still being done virtually.

### **3. Next Meeting**

- Next meeting will be held on August 9th.
- Bring back Staff Spotlight for the next meeting.

## **ADJOURNMENT**

Juan made a motion to adjourn the meeting. Toshia 2nd motion; all approved  
Meeting adjourned at 8:21pm.



**Juan Azcarate III, Board Member**