



Library Advisory Board Minutes

In-person Meeting
November 28, 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 7:00 p.m. The following Library Board members were present: Kristin Botsford, Roz Davis, Kristina Jones, Toshia Kimball, Carla McCullough, Justin Strauch & Ofilia Barrera, Board Liaison. All Board members were present.

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 addresses. The 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: Andrea Tyler, Youth Services Librarian

→Ofilia introduced Andrea Tyler, our Youth Services Librarian who has a long history with the library. Andrea introduced herself and said she started as an adult volunteer shelving books in our library and then in 2017 during her practicum for her MLS degree, she worked in Adult Services. During that time she got a job as a shelfer and then after graduating, she worked as a Reference Assistant, giving her some work experience in our library. She left and pursued a job in Melissa as their Children's Librarian. She came back in January of 2021 to work as our Children's Librarian here in Wylie where she lives and has children in school.

◆Ofilia asked Andrea to tell the Board about her programs and collections.

→Andrea explained her role as the Tween Librarian (4th thru 6th grade), her role in the BeTween Book Club for this age group, and the Idea Lab which is part of the STEAM initiative. She also described her outreach program with the Wylie ISD which includes visiting the intermediate schools and running Bluebonnet book discussions with kids who want to be involved in reading. She stated she purchases all of the chapter books, series, and graphic novels for the juvenile department (2nd-8th grade).

◆Toshia asked how Andrea chooses age-appropriate material.

→Andrea explained she sticks to the collection development policy that we have. She uses the recommendations from our book vendor Ingram, verifies the age group, and looks for positive reviews of the books, to verify age-appropriate material in the books.

◆Justin asked for clarification on the age group.

→Andrea stated she buys early chapter books for 2nd grade through 12 years old (6th grade) depending on reading interest and reading levels. She mentioned age 12 can be a transitional period for reading.

◆Justin asked if the Wylie ISD outreach had been well accepted.

→Andrea stated everything she has experienced has been positive. She mentioned the elementary school librarians who are participating love it, and it has been popular. She said they perceive it as an additional resource and would not be surprised if more of them would participate next year.

◆Justin asked for other ways the librarians can support these programs.

→Andrea spoke of our collaboration with the group of librarians in Wylie ISD a few times a year. She encouraged Justin to encourage librarians to promote the library's location in Wylie, and the fact that books are free. She said getting the word out about our programs would inform kids that the library exists and encourage them to use the resources.

→Ofilia added Andrea could use help promoting the digital resources because people are always surprised about how much there is to offer in the audiobooks and downloadables that Andrea provides to the collection. She also added clarification that the juvenile section does reach 8th grade because homework-help-type books are housed there due to a limited amount of space in the teen room. Teen Room collections contain teen interest books and not so much

homework-related books. She said she has full confidence this team of 4 youth librarians is choosing the right material. She said they discuss the books, and work together on where they should be placed. Debbie the supervisor is involved, and they present lots of justification.

- ◆Carla asked if Andrea had received any negative feedback.

→Andrea answered she had not.

- ◆Juan asked if there had been an increase in usage since the pandemic.

→Andrea stated that when she started, the programs were still virtual and that lately, it is feeling like a pre-pandemic level of people in the library.

→Ofilia added that we had 250 people for the Thanksgiving craft last week, and agreed there has been a definite increase in patrons coming in.

- ◆Juan asked if there was any feedback.

- ◆Justin stated he is a seventh-grade teacher and nailing down their interests can be hard. He expressed an appreciation for the efforts and the desire to understand the needs and wants of the age group.

→Ofilia and Juan thanked Andrea for attending.

CONSENT AGENDA

1. Consider and act upon approval of the Minutes of the October 24, 2022 Library Board Meeting.

Board Action:

The Library Board Minutes of October 24, 2022.

- ◆ Juan asked for feedback after taking time to review the minutes, and there were no changes or questions related to the minutes.

→ Kristin made a motion to approve the minutes.

- ◆ Carla seconded the motion, all in favor 6-0.

WORK SESSION - DISCUSSION ITEMS

1. Assistant Director, Lisa Galletta, to review our new KultureCity certification

→Lisa greeted the Board and introduced the process of the library becoming sensory certified. She shared a look at items that would be placed in a sensory bag located at the desks in the library, as well as signs to be used to mark quiet places within the building. There are fidget tools for overstimulation, and lanyards to identify people with these needs. She explained that Kulture City's mission is to create accessibility and inclusion for people with invisible disabilities. She said there are 1 in 5 people who may need some assistance with a sensory-processing need such as PTSD, Autism, and Stroke victims. Lisa mentioned our staff has also received online training in the form of a 30-40 minute video with a quiz for certification. She said it brings to light the experience some people have with light, smells, noise, etc. She stated the hope in training the staff is so they are aware of these needs and can work to create a welcoming environment.

- ◆ Ofilia asked Lisa to share details of the upcoming training requirement as well.

→Lisa described an annual requirement for training for this three-year subscription.

→Ofilia added the training would teach us how to approach people with needs, and how to speak with them, including exactly what to say.

- ◆Juan asked if we had a goal to train the entire staff.

→Lisa explained the staff has to watch the video before the end of the year. She said we have 50 % participation already. She went further to describe that weighted items can be calming for people with these needs. She said those items will be available as well, and the cost of these items was included in the cost of this three-year certification.

- ◆Ofilia asked Lisa to talk about the app.

→Lisa spoke about taking pictures for the app. She also talked about providing a picture story so people can see the gates that may make noise, it will show the quiet areas available, and places to use the noise-canceling headphones, etc.

- ◆Toshia stated it sounds like a good program and asked for the specific cost, and whether or not it was budgeted.

→Lisa stated the cost was \$1750 for three years.

→Ofilia stated we had funds left from something we dropped unexpectedly. She said the funds weren't initially earmarked for it but were available for this purpose.

◆Roz asked if we have seen existing patrons that need something like this.

→Lisa explained that she thinks so and stated we have seen people who display behaviors, and parents who appreciate our sensory storytime. It seemed like a good fit. Also, 7 or 8 other libraries in this area have this certification, specifically in Flower Mound. She explained that she spoke to those Assistant Directors about the training and their opinions of the program. She said she considered their experiences before we decided to pursue it.

◆Roz asked how people know that we have this available at our library.

→Lisa talked about the signage at the entrance of the library and stated she would promote it through our social media. She also said Kulture City will promote us as part of their press release and on their website.

◆Carla asked how many bags we have or need.

→Lisa said we have 5 bags and can get more for \$25 per bag. Lap pads can be bought for \$40.

◆Carla asked if we would assess that as we go, and Lisa said we would.

◆Kristin stated that sensory storytime would be a good segway to tell people about this. She also asked how do you approach a person you think could benefit from the items in the bag.

→Lisa said we may notice someone looking for a quiet place, or someone with their hands over their ears. She said you may not have to mention anything personal, and it can be easy to do.

◆Carla asked if patrons would be checking out these bags.

→Lisa stated she thought it would be a good idea to track how many times they get circulated so we can measure the need.

◆Toshia asked if there was a way to sanitize the bags.

→Lisa stated they do come with cleaning instructions and it is recommended to wipe pieces with an alcohol swab.

→Ofilia added that we do the same thing with the items in the children's play area and are familiar with that.

◆Justin said he appreciated the low cost of the program and encouraged Lisa to share information with the District. He stated that teachers go through some similar training and there are many kids with needs. He said this program may help our community, and encourage parents who know these things are available to use them here. He said he thought it was wonderful.

◆Juan asked if there are other libraries doing this.

→Lisa listed Flower Mound, Southlake, Grapevine, LakeWorth, Mansfield, Cedar Hill, Kennedale, and also it is for any venue so there are museums in Dallas and Fort Worth.

◆Juan asked if we ever had anyone ask about this program.

→Lisa said she is not sure how many people know it exists. She has never had anyone ask about it.

→Ofilia stated we had an incident over the summer with an autistic child that had a meltdown. The staff handled it well, but the mother was very sensitive. She thought we were upset, but we were trying to help. She was upset. KultureCity teaches staff that it was not personal. They give us a common language. It gives the staff options on ways to approach this, and patrons an opportunity to tell us what they need. Now, we actually have a resource to offer in the bags that are available.

◆Roz asked if this is a benefit for younger patrons or would this also benefit older patrons.

→Ofilia said we have lots of senior citizens that live with family or have memory issues. The app or website offers a map of the site that people can review before they come. Ofilia gave another example of an adult with autism who was pacing in the library. The staff reported it and he knew what he needed and was receptive to us approaching him. This training teaches all staff how to deal with this and how to approach the situation. We want to make the library welcoming to everyone and maybe this is a common denominator.

→Lisa stated the training teaches staff to ask if the patron wants help, and allows the patron to respond.

◆Justin asked if there was adult education for parents whose kids may be on the spectrum.

→Lisa said she did not know about that.

◆Justin says in his experience with parents who are gifted with children with these needs, they may not know how to handle certain situations. He asked if these training resources are available to them.

→Lisa stated the training is for library staff. However; there are many groups they are partnered with. Some are listed on the Kulturecity website. We may be able to provide the names of some of those companies.

◆Toshia asked about the training with the staff. Has there been pushback from the staff about this maybe

beyond what they are willing to do at the library.

→Lisa agreed that most librarians will agree you do not know much of what you are expected to do until you are there. She said no one tells you that you will be a mental health coordinator. Lisa shared that most people who take on this type of job just want to help.

→Ofilia added that it appears to be the opposite because they don't know what to do and are seeking answers. Our staff may look at it as a resource and additional knowledge to better equip them and prepare them for these situations.

◆Kristin asked what type of discernment is needed in identifying a person of need and/or identifying a dangerous person.

→Lisa suggested that our staff members are encouraged to listen to their gut and pick up the phone to dial dispatch. She also stated there are resources in supervisors, and peers if there is a need for help.

→Ofilia referred back to the example of the autistic adult in the summer months. She said the staff reported to her, and that is how she got involved. She agreed it is hard to tell sometimes. Ofilia stated you are looking for anger, or mal intent toward staff and reiterated it is always ok to call dispatch. Wylie police has a mental health coordinator that has more skills than we do.

→Lisa mentioned we can visit the idea of providing that type of training in conjunction with this type of program. There is a resource she knows of from when she worked in Dallas called the Black Belt Librarian. We may be able to incorporate that into the next Staff Development Day possibly.

→Ofilia stated she encourages staff to communicate.

→Lisa said the staff is good about communicating to a supervisor.

2. Review monthly reports and usage statistics

→Ofilia said the report is a little off because they were generated without including the Wednesday before Thanksgiving. She promised to revise the numbers for the January meeting. She mentioned Libby/Overdrive is still going strong. Hoopla is steady which is good. She stated Kanopy is ok as well. Ofilia stated this month they promoted our digital resources given that we had a holiday, and they will do so again in December. That was in case people were taking road trips and in need of digital resources. The library is a 24/7 endeavor because even with the doors closed, everything is still available. The training, highlights, and miscellaneous information are listed. The program for the Haley photo exhibit was fun and unique. Ofilia is motivated to do more. One possibility would be for Olga to recruit students from Collin College to play music in the lobby in the new year. Kwanza and the Juneteenth committee are happening on Saturday. There is no registration. We will provide crafts, they will provide refreshments. Ofilia encouraged the group to join us at the library after going to the Arts Festival. There were no questions from the Board members.

3. Review upcoming programs for December 2022.

- The Kwanza program was mentioned again.
- Elf on the Shelf shenanigans starts Dec 1.
- BeTween Book Club is our oldest book club and has been going strong since 2007. That is Andrea's group.
- Lego Build Day Dec 21.
- Merry Grinchmas movie and craft is Dec 22.
- Winter Scavenger Hunt Dec 16-22.
- Story Hike is Dec 16-26.
- The Winter Reading Challenge will begin early in the year on January 6.

◆Juan asked for quick feedback on the Haley Photo night. Justin and Ofilia said they enjoyed it.

◆Justin asked if we do something to encompass music into our collections.

→Ofilia said Hoopla has some mainstream music. She said there has been discussion about an instrument checkout. We also have funds for the STEAM kits that we could use in this way.

◆Toshia asked for the age range for the story hike.

→Ofilia said those two books are preschool through age 6.

◆Justin asked about the age for the kid's reading challenge.

→Ofilia offered to have Kelsey send him the info on the Teen Reading Challenge.

◆Toshia asked about the tree Ofilia and Michelle decorated.

→Ofilia talked about the tree given to us on Ballard outside of the Wylie News. She described the cute ornaments bought to decorate it. The library is now represented for the first time in the trees downtown.

◆Justin spoke about the multi-cultural event that may become a district-wide event next year.

→Ofilia said she enjoyed it, and Justin was a spokesperson for the library and our language program.

4. Review items for future agenda.

- Policies up for review due to changes and challenges within the state.
 - Confidentiality of Library Records will be started next month.
 - Collection Development Policy - at the City Attorney's office to review changes.
 - 2023 Small Business Center policy will have been in place for five years and may need a quick review. Ofilia does not expect big changes here.
- Sorter Installation is on time and is expected for Dec 13-16. Tech Logic is sending its best tech to do the installation. We will plan for you to come to see the sorter event soon. It should take 3 days. The book drop will be closed. We will wait on the weather to see if we can set a station outside for service.
- Friends of the Library Events
 - Haley Photos will be here until the end of January. In February we will have art on display from a local African American Artist, Burl Washington, who is based out of Fort Worth. He is known as the "Buffalo Soldier Artist".
 - There will be a murder mystery night as well. Nina Davis, our Adult Services Librarian, is working on both of these.
- Holiday Closures
 - Christmas will be a long weekend from Dec 23-26.
 - Monday after New Years is a holiday Jan 2.
 - A reminder that MLK Day is a holiday this year Jan 16.
- Our next meeting is on January 23, 2023

◆Roz asked about the Murder Mystery details.

→ Ofilia shared that it would be a secret played out by a theater troupe who will lead it for us.

◆Juan asked how the old sorter gets disposed of.

→Ofilia told him Tech Logic would dispose of it for us.

◆Toshia asked about the books that might support Black History Month.

→Ofilia said we will have book displays in the Circ area, Teen Room, and in the Youth Dept and stated that there would be good coverage.

Ofilia thanked the Board for their service and time throughout the year. She told everyone how much the library staff appreciates all that they do.

ADJOURNMENT

Roz made the motion to adjourn and Toshia seconded that motion. Vote passed 6-0. The meeting adjourned at 7:58 PM.


Juan Azcarate, Chair