

# Wylie Library Advisory Board Regular Meeting

July 25, 2022 – 7:00 PM

Council Chambers - 300 Country Club Rd., Bldg. 100 Wylie, TX 75098



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## CALL TO ORDER

### COMMENTS ON NON-AGENDA ITEMS

*Any member of the public may address the Board regarding an item that is not listed on the Agenda. Members of the public must fill out a form prior to the meeting in order to speak. The Board requests that comments be limited to three minutes for an individual, six minutes for a group. In addition, the Library Board is not allowed to converse, deliberate or take action on any matter presented during citizen participation.*

Introduce Lisa Galletta, Assistant Library Director and Michelle Ribiero, Administrative Assistant

### CONSENT AGENDA

*All matters listed under the Consent Agenda are considered to be routine by the Board and will be enacted by one motion. There will not be separate discussion of these items. If discussion is desired, that item will be removed from the Consent Agenda and will be considered separately.*

A. Approve the minutes from the May 23, 2022 meeting.

### REGULAR AGENDA

1. Review and approve the updated Patron Behavior Policy.

2. Review and approve the Animal Policy.

### WORK SESSION

WS1. Provide an update on staffing.

WS2. Update on FY 23 budget and the sorter.

WS3. Review the monthly report and usage statistics.

WS4. Review upcoming library programs for August 2022.

WS5. Review the items for a future agenda.

### ADJOURNMENT

### CERTIFICATION

I certify that this Notice of Meeting was posted on July 22, 2022 at 5:00 p.m. on the outside bulletin board at Wylie City Hall, 300 Country Club Road, Building 100, Wylie, Texas, a place convenient and readily accessible to the public at all times.

The Wylie Municipal Complex is wheelchair accessible. Sign interpretation or other special assistance for disabled attendees must be requested 48 hours in advance by contacting the City Secretary's Office at 972.516.6020. Hearing impaired devices are available from the City Secretary prior to each meeting.

If during the course of the meeting covered by this notice, the Board should determine that a closed or executive meeting or session of the Board or a consultation with the attorney for the City should be held or is required, then such closed or executive meeting or session or consultation with attorney as authorized by the Texas Open Meetings Act, Texas Government Code § 551.001 et. seq., will be held by the Board at the date, hour and place given in this notice as the Board may conveniently meet in such closed or executive meeting or session or consult with the attorney for the City concerning any and all subjects and for any and all purposes permitted by the Act, including, but not limited to, the following sanctions and purposes:

Texas Government Code Section:

§ 551.071 – Private consultation with an attorney for the City.

§ 551.073 – Discussing prospective gift or donation to the City.

§ 551.076 – Discussing deployment of security personnel or devices or security audit.



## Library Advisory Board Minutes

**In-person Meeting**  
**May 23, 2022 – 7:00 p.m.**  
**Council Chambers**

### **CALL TO ORDER**

*Announce the presence of a Quorum.*

Board Chair Juan Azcarate II called the meeting to order at 7:00 p.m. The following Library Board members were present: Toshia Kimball, Rosalyn Davis, Kristina Jones, Kristin Botsford & Ofilia Barrera, Board Liaison. Board member Irene Chavira arrived late. Board members not present: Carla McCullough.

### **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.*

### **PRESENTATION**

1. **Staff Spotlight: Nina Davis, Adult Services Librarian.** She has been with the library 12 years and she does adult programming as well as all of our genealogy programs. Ofilia stated that she is wonderful at research.

→ Nina introduced herself and stated that she's been with Wylie for 12 years. She worked in Ohio for 9 years and Illinois for 6 years. She is a native Texan, from Fort Worth. She described herself as a teacher's kid, a preacher's kid and a book-a-holic. She shares programming duties with the other Adult Services Librarian. They do book clubs, standing programs, sometimes in a whirlwind of activity. Recently she had to pivot a program because the presenter pulled out 24 hours before and they had to plan something else. It went really well, Fashionably Dressed was very well attended. Ofilia interjected that it was probably more popular than what the original program would have been, so good job. Genealogy is one of Nina's passions, so that is something she does for the library. Ofilia asked if anyone had any questions for Nina aside from researching your family tree.

→ Ofilia stated that Nina had just completed a very successful genealogy mini-camp and asked Nina to talk about the patron that emailed her afterward. Nina said that was the first time she had something like this happen. The camp was virtual and so many resources are online. Because of this people from all over the country participated. We got an email from a lady in Missouri who said she really enjoyed the camp. She was looking forward to some of our summer programs, but she felt bad because she's not a resident so she wasn't paying for the programs. She wanted to donate to the library so she could feel like she was contributing. Nina directed her to our Friends of the Library page so she could make a donation.

→ Ofilia explained that while genealogy has remained online, some book clubs are back in person and some are hybrid. Nina explained that the Senior Book Club is a hybrid and Booked on Fridays is still virtual. We had about 60 attendees at the genealogy camp, about 20 at each session.

◆ Roz asked about attendance at Booked on Fridays. Nina replied it is doing well and has come

a long way. They average about 9-10 people.

→ Roz said that was good and she has not been able to make it due to other priorities, but stated Nina had a good thing going there.

◆ Toshia asked what Nina was working on now?

→ Nina replied we have pivoted to summer. She is working on a virtual tour of the Tower of London. We have a Blue Badge guide, a prestigious guide group, that goes through extensive training to offer tours of some of the national trust sites, so he has first-hand experience having done it. We are bringing the cupcake challenge back, which is a blast. The teens have done it for a few years, so why not grown-ups? It's an intro to decorating tips but in a framework of Iron Chef Cupcake Wars. Hands-on-Design teaches them basics and then they have to decorate based on a surprise theme. It's difficult to judge as there are very talented people in this town.

◆ Roz asked where it is held?

→ Nina answered at the Library.

◆ Roz asked if we have to limit the participants?

→ Nina said yes we do for various reasons, costs being one because we pay for it out of our program budget. Also, we have to consider how many people that person can handle in a class-type setting. And we're still trying to space people out a little bit.

Ofilia asked if anyone else had any questions for Nina?

◆ Roz stated we need an audience for cupcake wars as she thinks it'd be fun just to come to watch.

◆ Juan reminded Nina that he had reached out to her about the Cemetery Board. He said not to be surprised if they reached out to her.

→ Nina said she was looking forward to it.

Ofilia thanked Nina for her time.

## **CONSENT AGENDA**

### **1. Consider and act upon approval of the Minutes of the April 25, 2022 Library Board Meeting.**

#### **Board Action:**

→ The Library Board Minutes of Monday, April 25, 2022.

◆ Roz asked about page 3 where it states "human resources had advised." She wasn't sure we wanted a statement like that in our minutes. Ofilia said we are very open about it, but that the tense was incorrect. The "r" needed to be capitalized and "had" should be "has."

◆ Toshia stated page 1 number 1 second sentence where it says "with the library for nine years She" is missing a period. And then on the bullet below "Carla asked how many we had. It says Irene asked how long you get to keep them once they check out." That's a question, so it needs a question mark. Those were the two corrections she saw.

→ Kristin made a motion to approve the minutes.

○ Roz 2nd the motion, all in favor.

Ofilia informed everyone that the question that came up last time if you weren't at the meeting, can you make a motion? And the answer is yes because all you are doing is making a motion to admit the minutes into the record you are not testifying to what happened at the meeting.

## **WORK SESSION – DISCUSSION ITEMS**

### **1. Review the presentation made to the City Council on May 10, 2022.**

- Ofilia stated she made this presentation to the Council and these are our stats and information for fiscal year 21. It was short and sweet because it was a long agenda and we were told to keep it quick.
- Ofilia shared what was presented. We received a very positive response. Ofilia wanted to make Council aware that libraries are very much associated with books, but now they really are more like community centers and offer all kinds of things. You can see some photos there from the library garden, some lovely new furniture in the Children's Area and kids on the Story Hike.
- The most impressive slide in Ofilia's opinion is the next one The Library by the Numbers. Elizabeth created this beautiful infographic for us. You'll see 620,034 checkouts in the last fiscal year. That is insane for a library our size. This includes physical and digital items. Over half a million physical items were circulated. We only own 117,776 items, so it's as if every single item checked out 5 times. That's just crazy. This is the highest we have ever had. It's very exciting that post COVID we can report that. Our programming numbers haven't gone to pre-pandemic levels, yet, but we are working on that. With hybrid programming, we are trying to encourage participation however people are most comfortable with it. We are expecting a spectacular summer. All indications are that we are moving full speed ahead.
  - ◆ Ofilia paused to welcome Irene.
- You can see some other interesting figures there as far as how many holds staff processed, over 64,000 another record. Over 65,000 digital check-outs. That includes Kanopy and hoopla, but a very small amount for them because we got those services at the very end of fiscal year 21. When I ran the number for those two streaming services for this fiscal year, they've already almost quadrupled from what we had last year. We are expecting a big increase there next year. Kanopy is just movies. Hoopla has Ebooks, audiobooks, music—they have everything.
- Another thing we try to do proactively is build partnerships with other city departments as well as community organizations. We work with the Rec Center a lot and our biggest event is the Summer Kick-Off which is happening on June 3. We also partner with the Senior Rec Center for the Third Monday Book Club, and Nina mentioned they are doing a hybrid meeting both in-person and virtual. We also do a device drop-in there once a month so people can get help with their devices or apps. We partner with the Chamber of Commerce to do a weekly Business Card Exchange every Wednesday morning. We do various things with the library garden all year round. We host Wylie P.D. every summer. They do a Youth Enrichment Program for at-risk kids. And of course Wylie I.S.D. we partner with them as well.
  - ◆ Roz asked if more children/youth items were checked out than adult? Ofilia stated she would have to run current numbers, but typically check-out is 60% youth collection. Ofilia didn't run that particular report for this presentation, but in years past that is what it has been.
  - ◆ Juan asked if we know the breakdown of residents vs. non-residents for our cardholders? Ofilia answered she did run that report and 60% are residents. 38% are not residents and the other 2% are "other" which would include staff or online cardholders, which do not ask for residency info until they come in to make their card permanent.
- Ofilia stated there was one more slide that detailed our accomplishments for FY 21. These include our Library of Excellence Award, implementation of the 2 new streaming services, completion of a 3-year strategic plan, the funds for the sorter and the expansion of the Silver Linings delivery service. We expanded the latter to include anyone who might need help, not just senior citizens. By far 95% of those in the program are elderly.
  - ◆ Roz asked if we track the cost of that? Ofilia answered not really. We'd have to break it down in staff hours. Ofilia and Megan usually do the deliveries. Megan gathers all of the materials. We use the Rec Center van for deliveries, so we don't use our own gas. It's really a joy. Megan is so conscientious and calls to check on them. We try and bring them a treat on

birthdays or if they've just been through surgery.

- Roz asked if we have any metrics? Ofilia stated we do look at the number of deliveries and number of items delivered. We 357 items delivered for 106 residents. For Silver Linings, they do have to be residents and that's because of time constraints. We have a set two hours and that's all we can do.

## **2. Provide an update on staffing.**

- Ofilia announced that we have a new Assistant Library Director, Lisa Galletta and she comes to us from Azle Public Library. We have a new Administrative Assistant, Michelle Ribeiro and she comes to us from Plano I.S.D. They both start next Tuesday. You'll get to meet both of them at our next meeting. We are so thrilled to have them!
- Ofilia stated that Juan mentioned this earlier before we started, but there have been some staffing changes within the City. Our Interim City Manager, Brent Parker, who was formerly an Assistant City Manager was offered the position officially. Renae's title has changed to Deputy City Manager and that left an Assistant City Manager position open. Our Human Resources Director, Lety Yanez, has been promoted to that position. With that change, they reorganized everyone's departments. I used to answer to Renae, now I answer to Lety. Ofilia said she's super excited about it because she's been working with Lety on other projects for the past couple of years and they click. Not that Renae and she didn't, but she was happy either way. We're very excited to have more stability there at the top. It's very difficult to have 2 people do the job of 3. Lots of changes, but it's exciting.
- Ofilia stated we currently have 2 part-time positions open right now. One is a shelving position and one is a Youth Services Reference Assistant.
  - ◆ Roz asked if Lety and Renae are on the same level? Ofilia said if she understands correctly, Renae acts as City Manager in Brent's absence, but when they are both gone, then Lety is the acting City Manager. It's a bit confusing. Renae has seniority, so she thinks she may be a step up.
  - ◆ Toshia asked if there was an update on the Assistant Director? Ofilia confirmed that yes, her name is Lisa Galletta and she'll be attending our next meeting.
  - ◆ Juan asked for the Administrative Assistant's name? Ofilia replied Michelle Ribeiro from Plano I.S.D. She's a local Wylie resident. She said she lives 2 minutes away so she's super thrilled about the shorter commute. Michelle is going to start running the technology for the Board meetings so Ofilia can sit in the middle and be more accessible.
  - ◆ Roz said congratulations!

## **3. Review summer 2022 brochure program information.**

- Ofilia said instead of providing a summary of upcoming programs, we are reviewing the summer booklet. The youth theme is "Ocean of Possibilities" and the adult theme is "Dive In." The reading portion of it started today. For kids, we are doing everything electronically because of retention rules, anytime we create any sort of log and take it back, we have to hold on to it for 2 years. With kids, you get 2500+ reading logs, which is a lot of paper. Since the pandemic, we've done everything electronically and it has worked really well. For our senior adults, we do have some printed out because it's easier on them. Eventually, that will be all transitioning to electronic as well.
- Ofilia said you can go to the website to turn in your logs. You can start picking up prizes beginning June 13.
- Ofilia stated we have something for every age level from newborn to 104. We've got you covered. Every level has grand prizes.

- Ofilia pointed out adult book clubs are ongoing, but there are also some fun, special programs for adults like D&D. We have a group for teens, but we had several adults say they wanted to do it too. Nina mentioned the Tower of London tour, which is virtual, but the first four on the page are all in person.
- Ofilia pointed out Family Fun programs, musical programs, storytimes and kids' performers. On June 30 everyone is excited about the BMX Riders. The whole Public Works department is really excited about it because they are setting up the barricades for us.
- Ofilia said the Tween programs are for 4th-6th graders only. No younger siblings, which makes them feel special.
- Ofilia said the Cupcake Wars for teens happens twice because it's so popular.
  - ◆ Juan said it's a lot.
- Ofilia pointed out the Friends of the Library Book Sale and the Harry Potter Party details. Ofilia said the Kick-Off is Christmas and Harry Potter's Birthday Party is New Year's Eve. It's all back in person.
  - ◆ Roz asked if there was a contingency plan if there is a resurgence of COVID?
    - Ofilia said she felt we were very prepared as the likelihood of being shut down is very slim. We've worked it out for the past two years, so we are feeling very confident. A lot of the performers have a contingency clause in their contract that if we have to go virtual, we can.
    - ◆ Roz said it sounded fun.

#### **4. Review the monthly report and usage statistics.**

- Ofilia reminded everyone that in May we take a break from programming, which is why those numbers are low this month. Our outreach number is huge as we have been doing a lot of field trips. A lot of school visits, schools visiting us. We had 300 5th graders last week, which has been a lot of fun. It's been keeping us busy.
- Ofilia did want to mention that the Libby numbers were wrong due to an incorrect setting. If you go back and look at the agenda from last month the February and March numbers are wrong. It's just the unique users that were incorrect. Ofilia apologized, but that has been fixed. These are the corrected numbers.
- Ofilia reviewed usage on Libby, hoopla and Kanopy. We expect hoopla usage to go up this summer because we have been talking it up. Kanopy numbers aren't up by much, but that may be because we have been focusing on promoting hoopla. Plus Kanopy has a more limited selection and their kid content is geared towards a younger audience.
- Ofilia pointed out the selected meetings staff attended. The sorter is still in process, but we are very close to being able to talk about it. We've been participating in many City events, like Fire Station 4 opening, so it has been very busy.
  - ◆ Juan stated it was very crowded at the opening on Saturday. Ofilia stated she went on Friday and it was crazy.
  - ◆ Roz asked how the Friends of the Library are doing? Ofilia stated they are working on the book sale. They are doing a special preview sale on the Friday evening before the big sale for Friends members as a way to build membership. On book sale day, SMOs Donuts will be back. We invited Ferris Wheel coffee, but they are short-staffed and cannot make it. We are going to talk to Esperanza Bakery downtown to see if they'll do coffee.
    - Roz said that Dutch Bros. would be opening soon. Black Rock Coffee also came up. Ofilia stated those are national chains, so it is harder to get them to participate in community events. Local vendors are more receptive. Shoemaker's is great, but they are so established, that they don't need to do extra events.

- Toshia asked if the information on how to become a member was on the Friends of the Library page of the website?
  - ◆ Ofilia confirmed that it was. It's the very first option on their page.
- Juan stated that it looks like there is not a meeting next month because Ofilia is at a Conference.
  - ◆ Ofilia confirmed that this is correct. We will not be meeting again until July 25th.
- Juan stated that at the July meeting is when they would be meeting the new Assistant Director and the new Administrative Assistant.
  - ◆ Ofilia confirmed that this is correct. She stated she will be attending the American Library Association's National Conference in Washington D.C.
    - Roz said that date is her anniversary so she will most likely miss the July meeting, so she will not get to meet them at that time.
- Juan asked if it was July when the Boards start their new term?
  - ◆ Ofilia replied she thought it was August. She asked Kristen and Kristina if they started in July last year? Kristina stated she was almost certain they started in July last year. Irene explained that she didn't know she could reapply, so this may be her last meeting. She is going to check to see if she can still apply. Toshia confirmed she did reapply.

## 5. Review items for future agenda.

- Juan asked about the budget dates.
  - ◆ Ofilia confirmed that we were ready to move on to future agenda items. She said we already talked about the sorter and she hopes we'll have more details on that soon.
- Ofilia stated that we have already turned everything in for the FY 23 budget. We have meetings with City Management on June 1 & 2.
- Ofilia said that we have some policies that are coming up for review, and we are adding The Study Room Policy as it currently does not show the online option for booking the rooms.
- Ofilia stated the Summer Kick-Off is coming up on June 3 and if anyone wants to help out, we can always use more volunteers. American National Bank has donated all of the water for that. We appreciate them so much. That's so generous.
- Ofilia stated the Friends of the Library Annual Book Sale is July 23 and if anyone wants to help out with that, they are welcome. The Friends are also working on booking the Shop of Curiosities Show for October. We are still waiting on confirmation for that.
- Ofilia reiterated that there is no meeting in June and offered the Board the use of Chrome Books instead of having paper agendas. The Board indicated that they all prefer paper.
- Ofilia confirmed the work sessions with City Council are on June 14, June 28 and July 26. Ofilia recommended keeping an eye on the agendas as that can change.
  - ◆ Juan stated he wanted to focus on those key meetings where Ofilia wants the Board to be there. Ofilia stated if she was asked to present or talk about anything she would let the Board know so they can be in attendance with the caveat that the meetings have been running very late.
- Ofilia stated that by July she should have a better idea of where we stand in the budget.
  - ◆ Juan asked if we needed help at the Summer Kick-Off? Ofilia said if anyone wants to come and help they are welcome. We always need help as it is carefully controlled chaos.
  - ◆ Juan asked what time the event starts? Ofilia stated that it starts at 9:00 a.m. and ends at 11:45 a.m. She also mentioned that if they did want to help to plan on being here by 8:30 a.m. because once this parking lot is full we are closing it for everyone's safety. It is a hot and crazy day, but it is fun. Ofilia stated we have In-N-Out Burger coming this year, so that is going to add an interesting element. The Gaming Truck is also new.
  - ◆ Toshia asked if that was on a Friday? Ofilia confirmed that it was and apologized that she



can't have it on the weekend because then she wouldn't have enough staff to work during the week.  
→ Ofilia reiterated that she would let the Board know if they needed to be here for any budget meetings, but otherwise they were off for the summer until July 25.

### **ADJOURNMENT**

Kristina made a motion to adjourn the meeting. Roz 2nd motion; all approved.  
Meeting adjourned at 7:47 p.m.

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**Juan Azcarate III, Board**

**Rita and Truett Smith Public Library  
Patron Behavior Policy  
Draft July 2022**

The Rita and Truett Smith Public Library is committed to providing the best possible customer service in an open and inviting atmosphere. All Library patrons are expected to exercise reasonable care in their use of the facilities. Patrons are expected to behave in a manner that is appropriate in a shared community facility. The following guidelines are set forth to define those activities that are disruptive while on Library premises and are prohibited. Library staff will enforce these guidelines in a consistent and impartial manner. Library staff will remind patrons of the rules and may approach a patron in pairs to discuss this Policy when necessary. This Policy is subject to change.

The Library staff reserves the right to determine whether a particular behavior is disruptive to the operation and use of the Library. Engaging in any activity that disturbs normal activities and/or the environment for other patrons or Library staff will not be tolerated. Violations of this Policy may result in the expulsion of patrons from Library premises and/or criminal prosecution.

Admittance to the facility is allowed only during designated open hours. The Library is not responsible for any property losses or personal injury occurring on Library property.

All applicable state laws and local ordinances shall apply.

**The following list of disruptive behaviors are prohibited and are used for illustrative purposes only. This list is not comprehensive.**

- Harassment of staff or other patrons including, but not limited to:
  - Verbal abuse
  - Sexual harassment or misconduct
  - Stalking
  - Making offensive gestures
  - Cursing or using obscene, abusive, profane or threatening language
- Abusing or vandalizing Library facilities or equipment including, but not limited to:
  - Using furniture in any manner that may damage the furniture
  - Using drones or other flying objects in the building including courtyard and parking lot areas on Library premises
  - Moving furniture in study rooms
  - Mutilating library materials
  - Removing library materials from the building without checking them out
- Personal hygiene
  - Cutting or polishing nails
  - Cutting or styling hair, including facial hair
  - Using restrooms for washing clothes or bathing

- Dental hygiene in public areas
- Strong body odor or excessive use of perfume or cologne
- Illegal Acts such as
  - Gambling
  - Possession or consumption of alcoholic beverages
  - Possession or consumption of drugs
  - Smoking, vaping or use of any tobacco product (City Ordinance Section 74-3)
  - Littering
- Creating excessive noise such as:
  - Using a sound-generating device
  - Engaging in loud conversation or rowdy behavior
  - Using personal devices in a manner that disturbs other patrons
- Bringing animals into the library (except service animals authorized by law)
- Sleeping
- Spitting
- Loitering (assembling without a legitimate purpose)
- Distributing petitions, surveys, sales ads or any printed material, except as authorized
- Soliciting funds or offering goods or services for sale without proper authorization
- Using/riding roller blades, skateboards, Heelys or any other wheeled shoes on Library property

**While using the library, patrons are required to:**

- Wear appropriate attire, including shoes and shirts (no wet clothes or bathing suits).
- Be responsible for their own possessions. Bicycles must be chained to the outside bicycle rack.
- Report any Library equipment that appears broken, malfunctioning or defective to Library staff.
- Comply by all signage including, but not limited to:
  - Signs indicating any equipment is out of service or not to be used
  - Signs indicating “Staff Only” areas that patrons may not enter without permission
  - Signs indicating designated areas for food and drinks

**Supervision of children during open hours:**

Children age nine (9) and under should be supervised at all times by a responsible adult. The parent or legal guardian must remain within a reasonable distance (within eyesight) of their child(ren) at all times.

If a child age nine (9) and under is unattended and a responsible adult cannot be located, Library staff will call the police.

Adult patrons unaccompanied by children, who are not in the Children's Area to select materials or to consult with Library staff, shall be required to move to another area in the Library.

**Disruptive children during open hours:**

Disruptive children, ages 17 and under, will be asked to leave the Library. Staff will permit the child to call a parent. Depending on the severity of the situation, staff may call the police.

**Unsupervised children after closing:**

Children aged nine (9) and under who have not been picked up at closing time will be given the opportunity to call a parent. If they are unable to contact a parent or responsible adult, staff will call the police.

**Teen Services:**

Teen programs are for children in grades seventh through twelfth. Only children in seventh to twelfth grade may use the Teen Room. Any other individual who is not in the Teen Room to select materials or to consult with library staff shall be required to move to another area in the Library.

Parents may be in the Teen Room with their child if their child is between grades seven and twelve, however, younger family members are not allowed in the Teen Room for an extended period of time. Teen Room resources such as Chromebooks, board games, Makerspace materials and gaming equipment are for teen use only.

**Rita and Truett Smith Public Library  
Animals in the Library  
Draft Policy July 2022**

It is the policy of the Rita and Truett Smith Public Library to comply with the Americans with Disabilities Act (ADA), which states we must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go.

Only service animals are allowed in Library facilities, with the exception of assistance animal trainees and animals featured in programs sponsored by the Library.

### Definitions

According to ADA, service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability.

Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions:

- Is the dog a service animal required because of a disability?
- What work or task has the dog been trained to perform?

Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

In order to help maintain a pleasant, productive and safe environment for all Library users and staff, the following behavioral guidelines for service animals must be observed:

- Service animals must be in physical proximity to their handler and under handler control at all times.
- Service animals may not be left unattended by their handler at any time.
- Service animals must be on a leash or harness at all times unless the use of a leash or harness interferes with the animal's effective performance of its designated task(s). If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals or other effective means at all times.
- Animal handlers are expected to address any behavior such as barking and growling that disrupts the environment of the Library.
- Service animals must be housebroken and their handler is responsible for any upkeep or clean-up of the animal.

Allergies or fear of animals are not valid reasons for denying access to the Library facility or refusing Library service to people with service animals. The Library will do everything possible to accommodate the needs of all patrons within reason and relocate them so that they may also use the facility comfortably.

Any animal that displays aggressive behavior towards patrons or fails to comply with this policy will be asked to leave.

## Monthly Report for the Library Advisory Board

(Based on Weekly Reports sent to City Manager's office every Thursday)

**May 19 - July 20, 2022**

### Attendance at Events:

- Storytimes 2,121
- Kids Programs 4,004
- Teen Programs 231
- Adult Programs 260
- Outreach 235
- Business Card Exchange 235

### Circulation Statistics:

- Circulation (Check-outs + Renewals) 132,560
- Visitors 42,131
- New Borrowers 1,621
- Drive-Thru Transactions 622
- Number of Holds Processed 10,688

### Digital Resources Usage:

**(Presented by calendar month)**

Libby (Overdrive)				
	June 2022	May 2022	April 2022	March 2022
Unique Users	13,994	13,347	13,015	13,345
Check-Outs	56,464	59,350	51,973	55,130
Holds	24,119	21,650	20,392	21,859
Purchases	701	676	538	669

Hoopla Circulation Counts by Month:								
	Audio	Binge	Comics	Ebooks	Movies	Music	TV	Total
<b>March 2022</b>	197	5	50	101	47	11	50	461
<b>April 2022</b>	186	5	46	104	52	16	65	474
<b>May 2022</b>	258	7	79	96	48	22	18	528
<b>June 2022</b>	280	3	80	151	49	29	60	652

Kanopy				
Stats	Visits	Pages	Plays	Minutes
<b>March 2022</b>	680	991	129	3,811
<b>April 2022</b>	432	570	122	3,122
<b>May 2022</b>	588	736	126	4,526
<b>June 2022</b>	1,306	1,861	326	7,669
Plays by Device	Tablet	Desktop	Mobile	Television
<b>March 2022</b>	26.4%	24%	27.1%	22.5%
<b>April 2022</b>	24.6%	35.2%	5.7%	34.4%
<b>May 2022</b>	26.2%	22.2%	8.7%	42.9%
<b>June 2022</b>	15.6%	7.4%	48.8%	28.2%



**Meetings/Training Highlights:**

- 5/19/22 Ofilia attended the Rotary Club Meeting.
- 5/19/22 Ofilia attended the final summer kick-off planning meeting.
- 5/20/22 Monthly librarians meeting.
- 5/24/22 Ofilia attended the Rotary Club sponsored Chamber luncheon.
- 5/24/22 Ofilia had a one on one with Lety.
- 5/31/22 FY 23 budget meeting with City management.
- 6/1/22 Ofilia and Debbie met to review the Summer Kick-Off schedule.
- 6/1/22 Ofilia attended Board and Commission Interview panel.
- 6/7/22 Ofilia and Debbie met with a patron about a program idea.
- 6/7/22 Ofilia participated in the HR Director interviews.
- 6/7/22 Debbie attended the Summer Kick-Off wrap up meeting.
- 6/8/22 Ofilia participated in the HR Director interviews.
- 6/8/22 Ofilia met with purchasing to review the final bid for the sorter.
- 6/8/22 Ofilia and Lisa met with the Tech Services department.
- 6/8/22 Ofilia and Veroncia attended the Library Garden Committee meeting.
- 6/9/22 Monthly supervisors meeting.
- 6/10/22 Ofilia attended the virtual PLANT meeting.
- 6/10/22 Ofilia met with Veronica to discuss garden volunteer procedures.
- 6/14/22 Ofilia and Lisa met with Ebsco Rep about new services.
- 6/14/22 Supervisory staff met to discuss library security.
- 6/17/22 Monthly librarians meeting.
- 6/17/22 Ofilia and Lisa met to review various library accounts.
- 6/21/22 Ofilia attended the Wylie Historical Society meeting.
- 6/21/22 Ofilia, Lisa and Michelle attended the monthly Friends of the Library meeting.
- 6/23/22 Ofilia and the Parks & Rec Director met with the Library Garden Committee.
- 6/28/22 Ofilia and Lisa met with IT to review possible upgrades to the MP Room sound system.
- 6/28/22 Ofilia attended the new board member reception and City Council meeting.
- 7/1/22 Ofilia, Lisa and Elizabeth met with WEDC to discuss future partnerships and programs.
- 7/5/22 Ofilia and Lisa attended a virtual demo of the TLC Go app.
- 7/5/22 Ofilia and Lisa met to discuss alarm procedures.
- 7/6/22 Ofilia had a phone meeting with the President of the Wylie Historical Society to discuss a fall fundraising idea.
- 7/6/22 Ofilia had a brief phone meeting with Rec Center Manager, Annika, to review recent incidents.
- 7/7/22 Ofilia met with patron to discuss the possibility of a series of programs about children and screens for the fall.
- 7/8/22 Supervisory team met to review Patron Behavior and Animal policies.
- 7/8/22 Ofilia and Lisa met with Katy Burton to compare and review Animal Policy.
- 7/12/22 Ofilia attended meeting about signage for the front of the building.
- 7/12/22 Ofilia attended the Wylie Historical Society planning meeting to discuss a possible fall fundraiser.
- 7/14/22 Various library staff attended HR Meet & Greet.
- 7/15/22 Library leadership staff met with Emergency Operations personnel to discuss lockdown vs. evacuation procedures.
- 7/15/22 Ofilia and Lisa met for an end of the week review.
- 7/16/22 Ofilia attended the Wylie Historical Society monthly meeting.
- 7/16/22 Ofilia and Lisa attended the monthly Friends of the Library meeting.

**Misc. Information:**

- 5/30/22 Library closed for Memorial Day.
- 5/31/22 First day for Michelle (Admin) and Lisa (Assistant Director).
- 6/24 - 6/27/22 Ofilia attended the American Library Association Annual Conference in Washington D.C.
- 7/4/22 Library closed for the holiday.

## **Upcoming Library Programs - August 2022**

### **Adults**

#### **Painting Party At The Library**

Thursday, August 18 @ 6:30 p.m.

Get an early start to fall by painting a picture of pumpkins with Painting with a Twist. The painting can be modified to add personalized touches like names, initials, or brief affirmations. This session meets in person at the library.

### **Comiclub**

#### **Saturday, August 27 @ 2:30 p.m.**

Adults can join us at the library for discussions of comics and graphic novels.

August's selection: Nimona by Noelle Stevenson & illustrated by Noelle Stevenson

### **Family**

#### **Harry Potter's Birthday Party**

**Friday, July 29 from 2:00 - 4:00 pm**

Celebrate the birthday of the "boy who lived" with Smith Public Library! Activities include a sorting hat , wand take and make, Hogwarts crafts, a costume contest, and more!

**Storytime is on a break until September 7, 2022.**

**All Kids and Teen programming is on a break to prepare for Fall.**

**July 2022 Items for Future Agenda:**

- Sorter Process
  - Timeline for installation
- FY 23 Budget
  - Adopt tax rate
  - Final budget meeting date
- Policies up for review
  - Confidentiality of Library Records (August)
  - Study Room Policy
- Friends of the Library Events
  - Results of July Book Sale
  - Shop of Curiosities Show October 25
  - Haunted downtown Wylie Tour with the Wylie Historical Society
- Next meeting Monday, August 22
  - Summer Statistics
  - Fall programs