



## **Minutes Library Advisory Board October 6, 2008**

**Minutes of the Library Advisory Board held on October 6, at 7:00 pm, in the Board Room of the Tempe Public Library**

**(MEMBERS) Present:**

Ira King, Chair  
Dorothy Sisulak, Co-Chair  
Lisa Gudahl  
Kirk Deem  
Jeanette Daane  
Kathy Hayden

**(MEMBERS) Absent:**

Cyndi Newburn

**City Staff Present:**

Teri Metros – Deputy Community Services Manager-Library  
Dora Chavez – Admin. Assistant II

**Guests Present:**

**Meeting convened at 7:00 pm.**

Ira King called the meeting to order.

**Agenda 1 - Consideration of Meeting Minutes, September 8, 2008 (Motion Required)**

**MOTION:** Kirk Deem moved to approve the meeting minutes of September 8, 2008

**SECOND:** Kathy Hayden

**DECISION:** Cyndi Newburn approved motion to pass with revision to September minutes.

## **Agenda 2 - Monthly Activity Reports for August 2008.**

Teri stated the statistics show a 16% increase in door count from last year and an 18% increase in Reference, a significant increase as this number has been on the decline for many years. This increase is indicative of the economical impact. The statistics also show YTD public computer usage up by 50%. Program attendance continues to grow, up nearly 40%, electronic resources use up by 7.6% and a 90% increase in the number of docs retrieved.

## **Agenda 3 - Council Committees**

Teri discussed the memo from City Clerk Jan Hort regarding the participation of Boards and Commissions with Council Committees. No action was required, but she asked the Board to read through the memo and think about the Council Committees that could benefit from input from the Library Advisory Board. Teri noted that the Sports, Recreation, Arts and Cultural Development Committee's work plan does include the library renovation capital project. This committee is comprised of Council members Mark Mitchell (Chair) and, Onnie Shekerjian. Parks and Recreation Manager Mark Richwine is the staff liaison.

## **Agenda 4 - LEAP Team Overview—Clay Workman, Technical Operations Supervisor**

Teri introduced Clay Workman, who is overseeing the LEAP Team (Library Experiences Amazing the Public). Clay stated the LEAP Team's mission is to create an extraordinary customer service experience for patrons of the Tempe Public Library.

Clay informed the Board that the Leap Team was started in April and is comprised of eight Library employees, both supervisors and front-line staff. Their charge is to create a patron centered model of service; create a system that fosters a team approach for service at all levels; and to use technology when possible to enhance services and improve efficiencies

In the course of their work, they have studied best practices of other libraries and have taken field trips to Scottsdale and Glendale libraries. The team has also conducted extensive research, and members have attended classes and seminars on changing models of library customer service. They are currently reviewing the library's policies and procedures, and will be crossing training staff in the new service model. The team has also been involved in library design meetings to insure that the remodel works effectively with the new service model. One of their goals is to have the Library seen as a place not only for information but a center for transformation as well.

## **Agenda 5 - Library Remodel Update**

Teri mentioned that City and Library Staff had two days of intensive meetings with the project architect from Engberg Anderson. The goal is to have the design development phase completed by the end of November. She also mentioned the City is in the process of evaluating proposals from over twenty contractors. It is estimated that construction could begin in May 2009.

### **Agenda 6 - Friends of the Tempe Public Library Report**

The Friends continue to generate monthly revenue through the book sales. The Friends mailed the Fall Newsletter to members on October 7, 2008

The Friends will have the fall book sale on October 25<sup>th</sup>. From 9 am to 10 am, the sale is open to members only. Memberships may be purchased at the door. The sale will be open to the general public from 10 am to 2 pm.

The Friends are beginning discussions to combine the Connections and Friends Boards. The Friends will have a presence at the Tempe Tardeada on October 12. The Teen Friends will be selling Spanish language books.

### **Announcement of Next Meeting: November 3, 2008**

**The meeting adjourned at 8:30 pm.**

Prepared by: Dora Chavez, Administrative Assistant II

Reviewed by: Teri Metros, Deputy Community Services Manager - Library

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Authorized Signature  
Position/Title