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**Minutes  
LIBRARY ADVISORY BOARD  
October 5, 2009**

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**Minutes of the Library Advisory Board (LAB) recorded at 6:30 p.m. on Oct. 5, 2009, in the Tempe Public Library Board Room, 3500 S. Rural Road, Tempe, AZ.**

**(MEMBERS) Present:**

Kirk Deem, Chair  
Cyndi Newburn, Vice Chair  
Patricia (Trish) DeGraaf  
Kathy Hayden  
Paul Hubbell  
Ira King, Jr.

**(MEMBERS) Absent:**

Jeanette Daane

**City Staff Present:**

Rachael Peterson, Administrative Assistant – Cultural Services Division  
Adrienne Richwine, Deputy Community Services Manager - Library & Cultural Services Division

**Guests Present:**

Rebecca Bond, Executive Director – Friends of the Tempe Public Library

**Agenda Item 1 – Call to Order**

- Kirk Deem, Library Advisory Board (LAB) Chair, called the meeting to order at 6:30 p.m.
- Adrienne Richwine, Deputy Community Services Manager – Library and Cultural Services Division, introduced Rachael Peterson, Administrative Assistant – Cultural Services Division, and further reported that R. Peterson will be taking minutes at the Library Advisory Board meetings for an extended period of time.
- K. Deem welcomed R. Peterson to the meeting.

**Agenda Item 2 – Approval of the Sept. 14, 2009, Board Minutes**

- Trish DeGraaf indicated that her last name was misspelled within the Sept. 14, 2009, LAB minutes document. Rachael Peterson stated that she would amend the Sept. 14 minutes document to reflect the correct spelling of T. DeGraaf's last name.

- **MOTION:** Trish DeGraaf moved to approve the minutes as amended.
- **SECOND:** Cyndi Newburn seconded.
- **DECISION:** Minutes approved.

### **Agenda Item 3 - Monthly Activity Report for Aug. & Sept., 2009**

- Adrienne Richwine reported that the Sept. 2009 library statistics document will be available for review online on Oct. 12; Richwine encouraged the board members to visit the following link to view the statistics document:  
<http://www1.tempe.gov/library/ts/stats.htm>.
- A. Richwine further encouraged the board members to view the Aug. 2009 statistics document located in their meeting packet; Richwine acknowledged the following:
  - Library door count numbers increased by approximately 1500 patrons in Aug. 2009
  - Circulation counts are higher than normal due to the bundling of multiple sources; students may be utilizing the resource packages for school projects
  - Online usage of reserves increased in Aug. 2009
  - Adult reference transactions increased in Aug. 2009; patrons are actively utilizing the multiple resources offered by the Tempe Public Library (library)
- Kirk Deem proposed that the library statistics be presented by library staff in a different format.
- Cyndi Newburn requested clarification in regards to the youth reference transactions; A. Richwine stated that the "youth" heading applies to teens as well as elementary-school-aged children.
- Kathy Hayden inquired about the Aug. 2009 card renewal statistics; A. Richwine confirmed that library card renewal decreased in Aug. 2009 and further reported that card renewal may have decreased due to the Tempe Public Library Renovation Project.
- C. Newburn expressed concern that the library may not have an adequate amount of large print books in its collection to meet the needs of the library patrons.
- Kirk Deem inquired about the annual survey; Deem questioned whether or not the Library's 99% satisfaction report included patron feedback regarding the library's current large print book collection. Richwine confirmed that the report did include the large print book collection.
- Paul Hubbell requested clarification on the acronym "CAC;" A. Richwine stated that CAC was an acronym for the library's Computer Access Center.
- Trish DeGraaf stated that she'd like additional information related to the library's online tutoring program; A. Richwine suggested that the tutoring program be part of the Library Advisory Board's Nov. 2009 meeting agenda.

### **Agenda Item 4 – Library Update - Adrienne Richwine, Deputy Community Services Manager - Library & Cultural Services Division**

- A. Richwine distributed copies of the current Tempe Public Library Staff Organization Chart to the board members.
- A. Richwine announced that interviews were held to fill a vacant Librarian I position; Richwine explained that an internal candidate was selected to fill the position. Richwine

further explained that the selection of the internal candidate creates an additional position vacancy within the library.

- A. Richwine reported that the Library Administrator position recruitment process continues to move forward; Richwine stated that vacant position announcements are posted by the City of Tempe (COT) Human Resources Department on Tuesdays and Thursdays. Richwine added that she expects the position to post within the next couple of weeks.
- A. Richwine stated that the Tempe Public Library Renovation Project continues to move forward on schedule; Richwine explained that the library staff and renovation team have been actively participating in fire drills and have created specific exit plans for library staff members and patrons should a fire occur in the library building.
- A. Richwine announced that the main floor of the library will be reconfigured again in mid-Oct., 2009; Richwine stated that a wall will be placed near the public restrooms that will extend to the circulation desk. Richwine added that the public access computers will be placed along the new, reconfigured wall.
- A. Richwine reported that the library staff members are set to participate in a customer care training program on Oct. 14; representatives from COT Housing Services will be on site to filter questions in regards to the library's transient patrons. Richwine added that the library staff will be introduced to additional information related to housing and employment resources that the staff members may distribute to library patrons.
- Cyndi Newburn inquired about the possibility of making the Customer Care training courses available to the Tempe Community Center Complex security guards; Richwine confirmed that the training courses will be made available to the security staff.
- A. Richwine reported that cross-training sessions are being made available to reference and circulation desk staff members; Richwine explained that the training courses are being facilitated by Dorothy Stewart, COT Librarian.
- A. Richwine stated that she is working with the Tempe Community Center Complex's custodial team to maintain cleanliness and sanitation in high-traffic areas within the library.
- A. Richwine distributed Clay Workman's publication titled, "The Hard Times," to the board members.
- Kirk Deem praised C. Workman, COT Library Operations Supervisor, for facilitating a thorough construction presentation at the Sept. 14 LAB meeting.
- A. Richwine questioned the board members to see if they were interested in participating in a hard hat tour highlighting the progress of the Tempe Public Library Renovation Project at the Library Advisory Board's regularly-scheduled meeting set to take place at 6:30 p.m. on Nov. 2 in the Tempe Public Library Board Room. Richwine further confirmed the interest of the board members to participate in the tour.
- A. Richwine distributed an information circulation to the board members highlighting author visits to the Tempe Public Library; Richwine announced that mystery author Deborah Crombie is set to visit the library (Connections Café Program Room) at 3:30 p.m. on Oct. 8.
- A. Richwine reported that the Tempe Public Library (2<sup>ND</sup> Floor) is playing host to the Tempe Historical Society's "Tree of Lights" display beginning in December.
- A. Richwine provided the board with an update related to the COT response to the H1N1 virus; Richwine stated that antibacterial wipes have been made available for library

patrons at the library's various service stations. Richwine added that the antibacterial wipe containers have been mounted and zip-tied to the service stations in an attempt to prevent theft.

- C. Newburn advised the board that H1N1 is highly-contagious; Trish DeGraaf inquired about the cleanliness of the library's children's areas. Richwine reminded T. DeGraaf that she is working with COT Custodial Services to assess the high-traffic areas in the library and to ensure that the high-traffic areas are cleaned and sanitized on a regular basis.
- Ira King Jr. inquired about COT staff protection from H1N1; Richwine reported that flu shots are being made available for COT staff beginning on Oct. 8. Richwine added that cleaning and sanitizing supplies are also made available for COT staff on regular basis.

#### **Agenda Item 5 – Tempe Connections Overview**

- Adrienne Richwine introduced Rebecca Bond, Executive Director for the Friends of the Tempe Public Library, and welcomed R. Bond to the LAB meeting.
- R. Bond provided the board members with fact sheets in regards to Tempe Connections' programming and services. Bond further provided the board members with an update related to the wide-variety of small-fee or no-fee learning programs for adult library patrons. Bond explained that Tempe Connections partners with the Arizona State University (ASU) Osher Lifelong Learning Institute to offer short courses, lectures and workshops taught by ASU Emeritus/Emertia faculty, community college professors and career professionals; Bond cited religion, opera and art courses as being current program offerings through Tempe Connections' partnership with Osher.
- R. Bond provided the board members with additional information related to Tempe Connections' Veteran's History Project; Bond reported that the project relies on volunteers to collect and record stories of wartime service.
- R. Bond reported that Tempe Connections plays host to Experience Corps Tempe, a program that helps struggling students to improve their reading skills.
- R. Bond added that career job seekers may utilize information links posted on Tempe Connections' various websites for the following resources:
  - AARP's Work Search Program
  - Gateway Community College's Center for Workforce Transition
  - Maricopa Community College's Center for Workforce Development
- R. Bond stated that Tempe Connections' successful programming and services will continue to draw patrons to the Tempe Public Library; Bond reported that Tempe Connections partners with the Friends of the Tempe Public Library to obtain grants to off-set costs for additional programming and services administered through Tempe Connections.
- R. Bond further reported that Tempe Connections Café facilitates approximately 140 transactions per day; Bond stated that the café is self-supporting and its meeting room space is presently filling a construction niche to house several COT groups who aren't able to utilize additional spaces at the library due to the library renovation project construction.
- Kirk Deem inquired about COT staff grant writers partnering with the Friends of the Tempe Public Library and Tempe Connections; A. Richwine suggested that COT library-related grants are listed as a discussion/update item on the Nov. 2009 Library Advisory

Board meeting agenda.

**Agenda Item 6 – Friends of the Tempe Public Library Report**

- In the absence of Jan Nicpon, President of the Friends of the Tempe Public Library, Kirk Deem read a report submitted by J. Nicpon via email message.
- K. Deem reported that on behalf of the Friends of the Tempe Public Library, J. Nicpon wished to announce the following:
  - The Friends of the Tempe Public Library will be represented at Tempe Tardeada on Oct. 11
  - The Friends of the Tempe Public Library has partnered with IKEA to celebrate the 30<sup>TH</sup> anniversary of IKEA's Billy Book Shelf
  - A committee is gathering on Oct. 21 to begin the process of preparing for the new Friends of the Tempe Public Library Book Store
- K. Deem further reported that the Friends of the Tempe Public Library is looking for a large number of volunteers to assist with the opening of its new book store; Deem added that any interested volunteers may contact J. Nicpon via email message at nicpongroup@msn.com.
- Rebecca Bond added that any inquiries related to the Friends of the Tempe Public Library (or Tempe Connections) may also be directed to her; Bond stated that she may be reached via telephone call at 480.350.5490.

**Agenda Item 7 – Board Members' Announcements**

- Paul Hubbell praised the library reference desk staff for their services assisting him with locating a book at the Arizona State Library.

The next meeting is scheduled for 6:30 p.m. on Nov. 2, 2009, in the Tempe Public Library Board Room.

**Meeting adjourned at 7:35 p.m.**

Prepared by: Rachael Peterson

Reviewed by: Adrienne Richwine

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Authorized Signature  
Position/Title