

Agenda

### SANTA FE PUBLIC LIBRARY BOARD MEETING

### Main Library 145 Washington Avenue Explore! Center

Wednesday, April 17, 2019 5:45 p.m.

- I. ROLL CALL
- II. APPROVAL OF AGENDA
- III. APPROVAL OF MINUTES March 13, 2019
- IV. PUBLIC COMMENT
- V. DIRECTOR'S REPORT
- VI. PRESIDENT'S REPORT
- VII. NEW BUSINESS
  - 1. Discussion Item Friends Board Report
- VIII. OLD BUSINESS
  - Discussion Item Update on Library Planning Study
- VIIII. DATE OF NEXT BOARD MEETING
  - X. ADJOURNMENT

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6520, five (5) working days prior to meeting date.

RECEIVED AT THE CITY CLERK'S OFFICE

DATE: April 10, 2019

TIME: 4:36 PM

### MINUTES OF THE CITY OF SANTA FE PUBLIC LIBRARY BOARD MEETING April 17, 2019 Santa Fe, New Mexico

### **PROCEDURES**

A regular meeting of the City of Santa Fe Public Library Board was called to order on this date by President David Wagner at approximately 5:55 p.m., in the Community Room, at the Main Library, 145 Washington Avenue.

### Roll Call

Roll call indicated the presence of a quorum as follows:

### **Members Present**

David Wagner, President Rebecca Allahyari, Vice President Carlo Brady Rebecca Phillips Marie Schow Elizabeth Alarid

### **Excused**

### **Staff Present**

Kyra Ochoa, Community Services Department Director Jeffrey Donlan, Interim Library Division Director Brita Sauer, Library Services Director Christina Stephenson, Library Services Director Ann Bentley, Library Section Manager Alison Aran, Librarian Maria Finley, Recorder

### Guests

Jaap Vermeulen, Friends Representative Moira Gehring, Friends Treasurer Eli Guinnee, NM State Librarian Dick Waters, Principal Consultant with Godfrey's Consultant Brad Waters, Architect and Associate with Godfrey's Consultant Elizabeth Martinez, Godfrey's Consultant

### **APPROVAL OF AGENDA**

Rebecca Phillips made a motion to approve the April 17, 2019 agenda, seconded by Rebecca Allahyari, which passed unanimously by voice vote.

### **APPROVAL OF MINUTES**

Marie made a motion to approve the March 13, 2019 minutes, seconded by Rebecca Phillips, which passed unanimously by voice vote.

### **DIRECTOR'S REPORT**

Jeff reported that they hope to have the Library Division Director position posted soon. He is also working with staff to meet budget deadlines for the end of the fiscal year spending.

### PRESIDENT'S REPORT

No report.

### **NEW BUSINESS**

No report from the Friends.

### **OLD BUSINESS**

Dick Waters introduced himself as the principal consultant with Godfrey's Associates. He said they are based in Dallas. He introduced Brad Waters, an architect and associate with Godfrey's, and Elizabeth Martinez, who is a resident in Santa Fe and part of their team.

Dick presented the Library Board report which is attached herewith to these minutes. He discussed what they believe to be the strengths of the Library which include the collections, service to children, staff and community connections, and the Friends of the Library. The improvements that they believe are needed include marketing, staffing, small business support, collections, Midtown Library, Downtown Library, and Southside Library. In regards to a Midtown Library, he said the opportunity exists on the sixty-three acres of land where the University used to be, and is now primarily vacant. He said that La Farge Library is not listed on the slide shown because that would be the Midtown Library.

Dick brought up staffing and said the library is not understaffed. He said according to the last annual report the library has eighteen MLS on staff, nineteen and a half fall under librarians, and other staff total twenty-eight. He said the staffing issue is not to hire more staff, but to get vacancies filled.

Dick brought up collections and said the library has one of the largest collections in the state per capita. He said the problem is that there is too much money being spent in the collection procurement process. There are too many people away from the public doing backhouse kinds of things. He explained that library materials can be processed and catalogued prior to being shipped to the library. When the materials are delivered, all that would need to be done is to unpack the books and make sure that the books in the boxes match the packing slip and then they are ready to be shelved. He said a strong recommendation will be to outsource because that is  $21^{st}$  century library collection development.

Jeff said it is interesting to see that the collection is a strength and also needs improvement. In response to Jeff's question if it is the physical collection that needs improvement, Dick said the only thing wrong with the physical collection is the shelving and that the shelves are beyond capacity.

Kyra asked if it is a weakness of the collection. Dick said it is a weakness of the facility size relative to the collection the library has. He said in all of the libraries, in particular La Farge and Main, the collection should have never been allowed to get that big. There should have been more extensive weeding and careful management of the collection.

Moira brought up the Midtown Library and asked if part of the end product will be a price comparison between a new facility or the renovation of Fogelson. Brad said that the contract requires that they give capital cost information. They will give total project costs for not only construction, but also for furniture, equipment, design fees, etc. He said that more important than capital costs is the operating costs. They will also look at staffing and give an idea of those costs because the most expensive capital option may be the less expensive operational option which means it will save money in the long run.

In response to Rebecca Phillips question about gathering information from non-users, Dick said that he had a strong sense that most everybody they talked to is a user of the Library. He said they haven't sought non-users. He said there is a way to get non-user information and they have not done that yet because they have been dealing with the technology and staffing issues. He said if they can get that solved while they are still under contract, they will. He said generally the reasons people don't use the library is because they don't know what is there and sometimes they don't know where it is at. He said libraries in general do a poor job marketing. Another reason is mode of transportation.

Brad explained that part of the team that they work with is the Buxton Company. He said they will take the library's cardholder database, with names removed, and compare it with data that they purchase.

After the slideshow presentation, discussion was held. In response to a question about a follow-up, Brad said that they will document what has been said to facilitate the writing of a strategic plan. They will provide a report on what they have done and ideas of what other places do. They can also send out examples of other libraries' strategic plans.

Moira asked if there will be any focus groups with the public. She shared that the Friends have money to do a boosted Facebook post if that is something they are interested in. Brad said he will talk with the steering committee to see what their priorities are and let the Friends know.

### DATE OF NEXT BOARD MEETING

The next regularly scheduled meeting will be held on May 15, 2019 in the Pick Room, Main Library, 145 Washington Avenue, Santa Fe, at 5:45 p.m.

The library has received no requests for patron information and library usage through the Homeland Security act or other agencies.

### ADJOURNMENT

Rebecca Phillips made a motion to adjourn, seconded by Carlo, which passed unanimously by voice vote. The meeting adjourned at approximately 8:05 p.m.

ACCEPTED BY

David Wagner, President

Maria Finley, Recorder

# Library Board Report

21ST CENTURY PLAN STEERING COMMITTEE

APRIL 17, 2019

### Agenda

### Community Needs

- Housing
- Job Skills Training & Employment
- Social Services
- Library/Schools Partnership
- Internet Access
- Infrastructure

### Santa Fe Public Library Strengths

- Collections
- Service to Children
- Staff/Community Connections
- Friends of the Library

## Santa Fe Public Library Improvements

- Library Marketing
- **Library Staffing**
- **Small Business Support**
- Collections
- Midtown Library
- Downtown Library
- Southside Library

### **Split Into Groups**

- 2 Library Board Members
- 1 each Library Staff & Friends

## Community Needs

CITY & COUNTY

### General Comments

- cost to develop real estate, all interrelated to the high cost of doing business in Santa Fe. keeping the water running, highest water rates motivate user to conserve. Housing problem, Garbage trucks cost \$1 million each, land fill,
- Bilingual is needed Spanish
- County-wide Bookmobile
- Ethnicity, housing discrepancies & inequalities.
- Cultural/political/economics centers of gravity south, mid-town & north.

- Santa Fe is a large city, not small town anymore. Libraries have a role in pulling north & south shine light on Southside & housing shortage together. South feels left out. Mayor trying to
- Issues facing City: 1) Divide in housing, income, ethnicity, newcomers – some contribute, pace of budget deficit now "aspirational". change is rapid, north vs. south, New Mexico has poor boy attitude. 2) City lacks discipline,
- Community needs: 1) Affordable housing 2) jobs attracting young people 3) improved public
- Fair amount of citizen outrage but those most atrisk have the least amount of outrage.

### Housing

- Homeless are welcome in the current Libraries.
   County is buying land in and outside the City to Santa Fe has a home-insecure population. Kids move multiple times in a year – temporary
- City does not put enough into resources for the Salvation Army is almost downtown, along with shortage workers who live outside of town - not SFPL displaced members of the community. Lots of library users. 5,000 to 6,000 rental unit
- Anecdotes on remote workers leaving the city.

- transitioning of homeless into affordable build affordable housing. See Austin's
- a homeless shelter, compact development &
- Historic restrictions on housing/density. Living in inhibiting equity. expenses contribute as much as housing costs

# Job Skills Training & Employment

- Losing 20 somethings, Santa Fe now a "retirement community", little night life, lost the University.
- Public schools have parenting education –
   Community College does job training.
- Saturday morning coding school at the library can be a pathway to jobs.
- Santa Fe is designated as a tech jobs area.
   Tech-related businesses are starved for employees.
- Community College has 2 good intern programs.

- Tech Works has an intern program for coders, several programs in Albuquerque – all trying to create entry-level coders. Mid-level & upper-level positions are difficult to fill.
- Common challenges how to hire mid-skill level positions in tech & service industries.
- Look at MIX, Meow Wolfe all immersive art experience – art collective backed by producer of Game of Thrones.

### Social Services

- No connection with City services there are budget & space deficiencies. No one talks about addressing all these issues.
- City Human Services committee may begin breaking down silos of services. Library staff could support the process, participate in community resource connections & engage homeless in a meaningful way.
- A social worker in the Library? Intent was a Community Health Worker via Affordable Care Act. Library staff could be trained to assist.
- One-stop shop for Community Services is needed. Large urban libraries have established the model e.g. San Francisco, LA, etc. Memphis was making referrals to the proper service providers years ago.
- National \_? for Medicine has toolkits for public health education.

# Library/Schools Partnership, 1 of 2

- enough books & Schools. Southside schools do not have
- All 3<sup>rd</sup> graders should receive a library card. Nobody to drive the kids to get a card.
- Denver just announced no ID needed to get a Partnership is to share non-fiction books, If the Library will allow Outreach, it will make a world of difference. don't require card on the person at all times. "loss". Charge a small fee for lost card, but library card. The loss of materials is worth the Library card. Get sponsors for the "School"
- No formal relationship between Public Library Get 'em when they're kids & you got them entire families out of the library for years replacement or fines are barriers that keeps forever – parents will follow. Cost of card
- Two-way bridge, Santa Fe Schools have not supported its own libraries. SFPL is not mentioned as a community partner.
- rotating sets are shared. discuss priorities, borrow a box of books
- FOL is collecting good kid's books they do not store inventory. want to sell - it takes lots of people & space to

# Library/Schools Partnership, 2 of 2

- 7th graders have access to digital materials with their own device to take home. Others have device access during school day.
- Only 2 public schools in Santa Fe are not Title 1 –
  does not correlate with perception. Middle school
  kids go to private schools. Public school is not
  changing with the demographics kids in one
  school want computer sciences, not arts.
- School Board passed increased access to computer curriculum in 5 years – driving support of vision, not dictating solutions. Pockets of innovation – trending to a District of innovation.

- Schools have 21<sup>st</sup> century after school programs.
   Libraries were no food zones until snacks after school were provided to support learning. You can serve healthy snacks at the library.
- Library has not had cooperation w/ school system.
- Low teacher pay is being reviewed at the State level – some changes in August. Kids: "We want a good Science teacher." They had only substitutes all year.
- Hungry children, home challenged children, are also part of the problem.
- School districts are dependent on State legislature, with strict funding formulas.

### Internet Access

- City WAN is not all fiber. People drive to library parking lot for downloading due to slow speeds. 16% of residents do not have high speed Internet. Library is the gateway to computer accessible resources. Schools are doing WAN project with e-rate funds.
- WiFi on some school buses, tutors on some, check-out hotspots, etc. Century Link offers \$9.99 package – schools never fully expended their fund (need sponsors).
- City does not have fiber everywhere (WAN) which affects people's attitude about the Library.

### Infrastructure

- board. Roads need work.
- County might give money to Espanola Library, Imagination Library, not sure about Edgewood Library. El Dorado Library gets money.
- City & County policymakers do not seem to should meet with City to discuss regional issues County Manager in New Mexico. County wealthy, well-run machine with the best want to meet to discuss issues. County a is
- Water co-run by County & City, metro planning Historic Village cannot be and does not want expired, but County still funds services more land. All City-County agreements have to be annexed into City. City should not annex
- City cannot provide as good a service as the County can for rural residents
- County Strategic Plan 2018 (see Finance) is ambitious for constituents. City/County Managers are the reason for success

# City & County Demographics

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24.6	24.6		37.0	34.8	3.6	County %	55.3	Соиппу %	0.5	62.4	60.9	33.8	County %	50.9	21.9	1.6	1.3	75.1	County %	

## Library Strengths

THE VALUE OF PUBLIC LIBRARIES

### Strengths

### Santa Fe Public Library Strengths

- Collections
- Service to Children
- Staff/Community Connections
- Friends of the Library
- Midtown Library
- Downtown Library
- Southside Library

## Peer Library Comparisons

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Debris from New Mexico State Library's Associationy's State Library States for FY2517 Thurston of Librarium's a the number of paid staff members with the potrible Thurston's Librarium's a the numbers for paid staff members with the potrible above contends audio & victor, detectations, and professional states and the formal states and the first contends of the formal states and the first contends and the first

<sup>&</sup>quot;Total Collection Unit I notaclini. Physical considera, eactions material unit and electronic information retrieve

## Library Improvements

STRENGTHENING PUBLIC LIBRARIES

## Potential Improvements

## Santa Fe Public Library Improvements

- Library Marketing
- Outreach
- Library Staffing
- Small Business Support
- Collections
- Midtown Library
- Downtown Library
- Southside Library

## Four-Year Trends in Metrics

Service	Library	FY2015	FY2016	FY2017	FY2018	2015-2018	2015-2018 comments
Library Visits	Main	326,064	279,014	288,223	283.446	42.618	-13.07%
•	La Farge	234.422	245,029	229.847	213,770	20,652	6.81% *
	Southaide	170,668	189634	204.052	173.501	2833	1.66%
	Totals	731,154	713,677	72,12	6/0/17	-60,437	-827%
Registered Borrowers	otal	62,806	39,655	52,830	58,525 525	4,281	6.82%
New Barrowers (County)	Total	1,032	978	1,128	1,020	-12	-1.16%
Circulation	Man	253,933	26.92	276 173	270 129	ਲ 196	6.38%
	La Fange	240,376	219,191	193,991	202.514	37,962	-15.75%
	Southside	195,999	187,688	183,066 183,066	184,881	-11.118	-567%
	Totals	690,308	663,620	653,224	65/,524	-32,784	4.75%
Adult Circulation		176,604	185 218	198 27 17	95 48 88	18.876	10.69
	La farge	180,269	162.741	146,943	153,295	-26,974	-14.96%
	Southside	116,414	109,894	110,236	112,965	-3,449	-296%
	Totals	475,287	457,853	456,502	461,740	-13,547	-2.85%
YA Circulation		7,260	689	6. 8	5.876	384	-19.06%
	La Farge	6,651	5,286	3.596 3.596	5,370	-1,281	-19.26%
	Southaide	7,629	7,292	5 <u>9</u> 93	5,841	-1,788	-23.44%
	Totals	21,540	19,269	15,989	17,087	4,453	-20.67%
Children's Circulation		61,910	58,547	64.216	23 245	936	151%
	La Farge	£3,456	51,164	43,452	43,849	-9, <del>6</del> 07	-17.97%
	Southaide	71,956	70.502	66,829	66,075	-5.881	-8.17%
	Totals	187,322	180,213	174,497	172,770	-14,552	-7.77%
Digital Circulation	Total	25,638	34,508	82,860	91,037	65,386	255,09%
Self Check Out	War.	47,216	51.789	79,993	80.881	33. 86.	71.30%
	La Farge	31.983 31.983	3 E3	3, <u>5</u>	37,387	5.5	16,90%
	otals	100.5/6	148,561	35.972	199,293	38,717	56,36%
#Reference Questions	Main	67772	<b>60</b> 037	<b>35</b>	49 708	18.062	28.65%
	La Farge	73,048	£	56,247	£6.736	26.340	36.06%
	Southaide	59,295	48,456	47/224	50,550	-8,745	-14.75%
	Otak	200 115	175 597	JAK 5.21	122.20	£37 £2	7027 3C

## Four-Year Trends in Metrics

			# Other Programs				# Adult Programs				#YA Programs				# Children's Programs				#Programs				# Attendees				#Community Meetings				# Computer Sessions	service
Totals	Southaide	La Farge	X.	Totals	Southaide	La Farge	Man	Totals	Southaide	La Farge	Main	Totals	Southside	La Farge	Man	Totals	Southade	La Farge	Man	Totals	Southaide	La Farge	Main	Totals	Southside	La Farge	Main	Totals	Southaide	La Fange	Main	Library
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1316.67%	-100.00%	-25.00%	8200.00%	38,89%	-100.00%	-83.33%	300.00%	46.48%	-5.00%	-100.00%	0.00%	-23.33%	23.31%	-12.32%	-53.97%	-19.23%	-23.00%	-29.61%	-8.53%	11.22%	29.38%	-60.94%	29.23%	-61.01%	-79.83%	4.12%	-28 12%	-16.19%	-15.40%	-17.99%	-15.54%	H5-2018 2015-2018 comments

## Four-Year Trends in Metrics

Main         6,613         4,540         4,188         3,590         -3,033         -45,96%           La Fanye         4,316         4,344         3,449         4,287         -29         -0,67%           Southsade         7,022         6,305         7,620         7,585         553         7,96%           Main         0         0         0         0         0         0         NA           La Fanye         233         225         0         0         -23         -10,00%           Southsade         892         656         389         251         -8/1         -71,56%           Main         355         531         487         592         237         66,76%           La Fanye         115         88         0         14         -101         -87,83%           Southsade         683         885         525         606         -77         -1127%           Main         363         885         525         606         -77         -1127%           Main         363         885         525         606         -77         -1127%           Main         0         14         -101         -87,83%		<b>5</b> 0	vitiated February 1	ò	nemer in same	Main Library closed 18 days in January	FY 2016	<del>Kot</del> s
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6,613 4,540 4,188 3,590 3,033 4,316 4,304 3,449 4,287 29 7,032 6,305 7,820 7,585 553 17,961 15,149 15,457 31,546 13,586 0 0 0 0 0 0 23 225 0 0 0 23 892 656 389 251 541 1,125 881 388 251 574 115 88 0 14 101 213 46 39 0 2,13	-11.27%	-77	606	88	88	· <b>2</b>	Totals	
6,613 4,540 4,188 3,590 3,033 4,316 4,304 3,449 4,287 29 7,022 6,305 7,820 7,585 553 17,961 15,149 15,457 31,546 13,526 0 0 0 0 0 0 0 233 225 0 0 0 233 882 656 389 251 541 1,125 881 388 251 874 115 88 0 14 101	-100.00%	-213	0	88	85	213	Southaide	
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 29 7,032 6,305 7,820 7,585 553 17,961 15,149 15,457 31,546 13,585 0 0 0 0 0 0 0 233 225 0 0 0 0 0 233 225 0 0 0 251 -641 1,125 881 398 251 487 355 531 487 592 237	-87.83%	- <u>1</u> 01	*	0	88	3	La Farge	
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 29 7,032 6,305 7,820 7,585 553 17,961 15,149 15,457 31,546 13,585 0 0 0 0 0 0 0 233 225 0 0 0 0 0 7,233 225 0 0 0 -233 892 656 389 251 -641 1,125 881 388 251 -641	66.76%	27	592	487	531	器	X.	Adult
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 29 7,032 6,305 7,620 7,585 553 17,981 15,149 15,457 31,546 13,585 0 0 0 0 0 0 233 225 0 0 0 0 233 225 0 0 -233 892 656 389 251 -641	-77.69%	-874	<u>3</u>	38	8	123	Totals	
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 29 7,032 6,305 7,820 7,585 553 17,961 15,149 15,457 31,546 13,585 0 0 0 0 0 0 233 225 0 0 0 -233	-71.86%	<u>\$</u>	<u>5</u>	38	656 656	892	Southside	
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 29 7,032 6,305 7,020 7,585 553 17,961 15,149 15,457 31,546 13,585	-100.00%	-233	0	٥	23	23	La Farge	
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 -29 7,032 6,305 7,620 7,585 553 17,961 15,149 15,457 31,546 13,585	₹	0	0	<b>o</b> /	0	0	¥	Young Adult
6,613 4,540 4,188 3,580 -3,033 4,316 4,304 3,449 4,287 -29 7,032 6,305 7,620 7,585 553	75,64%	13,585	31,546	15.457	15,149	17,961	Totals	
6,613 4,540 4,188 3,580 3,033 4,316 4,304 3,449 4,287 29	7.86%	ජි	7,585	7,820	6,305	7,032	Soutsade	
6,613 4,540 4,188 3,580 -3,033	-0.67%	29	4,287	3,449	4,304	4,316	La Farge	
	45.86%	ယ် ည	3,580	4,188	4,540	6,613	Main	Children's
		i						Program Attendance

F7.20 10

FY2017; FY2018 Main Library closed 18 days in January. Odio service initiated February 16.

Hospita service misused April 16.

La Fage closed 12 days in December. Southaide programs included 10-year celebration.

Wain Library closed for skylight replacement (# of days not stated).

La Fage closed for a month for ADA improvements.

Not available.

Stakeholder Group	Library's Role	Notes/Stats
Early Childhood	Promote Early Literacy	<ul> <li>Promotes School-ready</li> </ul>
(4.7% in Santa Fe)	<ul> <li>Programs such as Books for Babies, _ &amp; Preschool Story Time</li> </ul>	Students
Grade-School Ages	Support for Homework & Testing Assistance	Supports Public Schools
	<ul> <li>Technology Access (Wi-Fi &amp; software applications)</li> </ul>	Promotes Creativity
(+/-8.8%)	<ul> <li>Programs such as STREAM &amp; Summer Reading</li> </ul>	<ul> <li>Combats Summer Regress</li> </ul>
Tweens & Teens	<ul> <li>Support for Homework &amp; Testing Assistance</li> </ul>	Supports Economic Base
	Technology Access	Career Guidance
(+/-8.1%)	<ul> <li>Programs such as STREAM: Coding, Robotics, AR, VR &amp; AI</li> </ul>	<ul> <li>Analytical Thinking</li> </ul>
Adulthood	Lifelong Learning	Create vs Consume
	Technology Access	<ul> <li>12% of Santa Fe Residents</li> </ul>
	<ul> <li>Career Advancement &amp; Certification</li> </ul>	do not have a High School
(55.6%)	Small Business Incubator	Diploma
Seniors	<ul> <li>Investments</li> </ul>	Maintain Quality of Life
	Health Literacy	<ul> <li>Opportunities for</li> </ul>
(23.8%)	Social Activities	Socialization
Community	Quality of Life	Higher Educational
	Economic Growth	Attainment = Greater
400 000	Increased Earning Power	Household Income
(100.0%)	Safe Community	<ul> <li>Safe place for youth</li> </ul>

# Santa Fe Public Library Mission

the members of the community by creating and promoting access to a diversity of ideas and information, and by supporting lifelong learning and The mission of the Santa Fe Public Library is to inform, enrich and educate

cultural heritage and traditions, while preparing its community members for the future In accomplishing its mission, the library honors the community's unique



Godfrey's Associates