Call to Order:
The meeting was called to order by Jacqulyn Dudasko at 5:45 PM.

Item 1 – Citizen Comments on Items Listed on the Agenda: Residents are invited to address the board for three (3) minutes on items that are listed on the agenda. There were 11 members of the public in attendance to speak of their concerns with the upcoming program “NTTBF Presents! Pumpkin a Virtual Author Event”. 5 citizens offered comments.

- Christopher Wolfe, 1005 McCoy Dr., Irving, TX
- Natalie Culp, 1161 Bay Side Dr., Irving, TX
- Viki Norman, 1015 N Sleepy Hollow Dr., Irving, TX
- Kimberley Burns, 1305 McHam St., Irving, TX
- Lizzy Dilg, 400 MacArthur Ct., Irving, TX

Item 2 – Approval of Minutes: Kevin Harbin made a motion to approve the April 26, 2021 minutes. Vidhya Seran seconded the motion. The minutes were approved unanimously.

Item 3 - Board President’s Report: Jacqulyn Dudasko had nothing to report.

Item 4 – Council Liaison Report: Councilman Oscar Ward mentioned that the Council Budget Retreat had taken place May 19th - 20th. He mentioned that the “Future in Focus” presentations made earlier this year by each city department, proved invaluable when making budgetary decisions. Currently, the budget does not include an increase of the tax rate. It was also estimated that the property values in Irving have increased by 7%, however due to
homeowners protesting their appraised property value, the overall increase in property values may be closer to 4%.

Councilman Ward also asked Cary Siegfried for information on the selection process for programs offered by the library.

Item 5 - Friends of the Library: Kaye Hickox reported the following:
Upcoming Events:
- The annual book sale will be held June 4th from 3pm-7pm (for Members Only), June 5th from 10am-4pm, and June 6th from 1pm-4pm. In the past, the Friends held only one sale a year in June. The annual sale was very popular and highly attended by residents and non-residents. The Friends have since added “Members-Only Sales” held the first Wednesday of the month, and Saturday Sales typically held off-site at an Irving Public Library location. The Friends are in need of volunteers to help during the sale. The Friends of the Library are accepting high school students as volunteers.

Item 6 – Upcoming Library programming: Senior library Services Manager, Corine Barberena gave a presentation covering this year’s Summer Reading Challenge (SRC) “Tails and Tales” occurring in June and July. In addition to reading, this year’s SRC reading logs can be completed by taking part in set missions. These missions are approved activities which can be substituted for, or done in addition to, the day's reading. These activities include visiting a library story-walk, performing a random act of kindness, watching one of the library's virtual programs, or utilizing one of the library’s digital services. The reading log and library website will have a list of all approved “missions”. More information on the Summer Reading Challenge and approved missions can be found on the Irving Public Library’s website.
https://www.cityofirving.org/2170/Summer-Reading-Challenge

Corine also gave an overview of past program highlights for children, teens, and adults and how those programs met the stated goal, “To promote reading, early literacy, and the sharing of stories by providing access to quality activities and bonding time for families.” Corine also listed upcoming programs and anticipated events for children, teens, and adults.

The library board asked how things may change when in-person programming resumes. Corine stated that an assessment will be done to see which programs may continue in a virtual format or hybrid form. Some programs have been highly successful since users can view on their own time, whereas certain programs, such as story time, are more engaging in-person since attendees are able to interact with others.

Item 7 – Discussion of the Exhibits and Displays Policy and Potential Changes: Cary Siegfried reported the following:
- Cary went over the purpose of the policy, “In keeping with its objectives to meet the educational and recreational needs of the community and its role as a community
cultural center, the Irving Public Library makes specific library exhibit and display spaces available without charge to community groups, organizations, and individuals.” The review of this policy focused on the guidelines for displays and exhibits, as well as application procedures and the process for application review.

- The recommended revisions were to:
  - Change the name of the policy from “Exhibits and Displays” to “Exhibit Space for Public Use”
  - Clarify the intent for providing public space for exhibits
  - Reorganize the information to improve flow and remove duplication of information

- This policy is with the City Attorney’s office for review to ensure that the application review process is fair and equitable. This policy should be back for final review and consideration at the June 2021 Library Board Meeting.

Item 8 – Discussion of the Gifts, Memorials and Donations Policy and Potential Changes: Cary Siegfried reported the following:

- Cary went over the purpose of the policy, “The Irving Public Library appreciates and encourages gifts and donations from groups, individuals, foundations, and corporations. These contributions are vital to the future of the Library and its services, The Library is prepared to receive materials, money, and other types of gifts and donations.” The review of this policy focused on major gifts/monetary gifts, memorial gifts and donations, donation of library materials.
- Recommended revisions were made to reorganize the information to improve flow and remove duplication of information.
- This policy is with the City Attorney’s office for review to ensure that valid processes are in place. This policy should be back for final review and consideration at the June Library Board Meeting.

Item 9 – 2nd Quarter Customer Service Survey Report: Cary Siegfried reported that the 2nd Quarter Customer Service results have been collected. Upon receiving these survey results, library staff attempt to resolve any mentioned issues or answer patron inquiries if contact information is provided. These surveys create an opportunity for library staff to prevent negative experiences by allowing them to address and make necessary changes to improve customer interaction with library services. The library is considering adding a FAQ section comprised of frequently submitted concerns. The hope is that customers can view this section to help resolve an issue if they do not wish to provide contact information.

Library staff are considering what changes they can make to collect more survey responses since fewer responses were received for this quarter. The library intends to place a link for the survey on the library website so library users can initiate contact and provide feedback on library services. Those responses will be included with that quarter’s customer service survey results.
**Item 10 – Review of FY21/22 Library Budget:** Cary Siegfried gave a summary for the current Library FY21/22 Budget and Business Plan. The final version is due on May 25th which may include changes.

- Cary went over requested changes to the Library’s Base Budget line items. These include:
  - A decrease in funding for two part-time staff positions formerly at the East Branch Library prior to its transition to learning center operations.
  - An increase to the material and programming budgets, increase in funding for travel/training for staff, and an increase for fleet costs for the Outreach Van.
  - These changes totaled $55,173.00.
- Cary went over Supplemental Budget Requests. These include:
  - One time expenditure to replace outdated technology and furniture and to purchase AWE Children’s computers for South and Valley Ranch. These computers provide a large, touch screen monitor, a colorful and child-friendly keyboard, and has the option for a bilingual interface. The library is also hoping to start a pilot program at Valley Ranch Library which will allow patrons to checkout Chromebooks for in-library use. These Chromebooks may take the place of some of the public desktop computers at that location which will free up space. These one-time expenditures requests total $111,936.00.
  - Requests for recurring expenditures include purchasing two additional software applications to allow patrons enhanced access to library services and materials: 1) a new mobile public catalog app that allows patrons to checkout their material, store multiple library cards in one place, search for items, and place holds. 2) A “Discovery” interface that allows for improved access to physical collection materials, as well as digital resources. The other recurring expenditure is for North Texas Teen Book Festival (NTTBF) part time staff that will focus solely on NTTBF. This request is already funded through NTTBF sponsorship funding and not through the city’s general fund. The library is required to add this expenditure to their supplement budget requests to account for the addition of staff.
- The 2021/2022 business plan projects include:
  - **New Projects** - Developing a new Strategic Plan, Genre-fy children’s picture books, Volunteer Recruitment and Engagement, Outreach Van Implementation
  - **Continuing Projects** – RFID/Self-service Implementation (funding was approved in the May 2021 Bond Election) Programming Evaluation and Analysis, Collection Assessment, Public PC/technology re-evaluation/right-sizing, and Workforce Development Partnerships
  - The board asked for more information on the results of the May 2021 bond election. Cary reported that RFID, Automated Materials Handling system (AMH), and alternate self-service points were approved for the first phase of the bond. Building an additional library was approved, but for the second phase of the bond which will take place between 5-10 years.
The board asked if the library was decreasing shelving since they requested funds to purchase different shelving. Cary stated that the focus isn’t on decreasing the amount of available items, but looking at more efficient ways to display and store library material.

**Item 11 – Director’s Report and Library Operations Updates:** Cary Siegfried reported the following:

- Cary went through the statistics packet and noted that numbers seem to be rising. Ben Toon also mentioned that there has been an increase in reference questions. He also stated that customers seem to be realizing that the library is open. Cary noted that circulation of digital material is up even with the increase in physical circulation. A surge of card renewals and registration is anticipated since the City of Irving is making a large push to inform residents that the city is open. In response to Gov. Abbot’s latest executive order, the library has removed all “mask required” signs. Additionally, they are placing all furniture back out for public use. The library is excited to get back to normal operation. The only service not resuming is in-person programming. Cary noted that other surrounding library directors have reported that programs they have held have not been highly attended and makes them question the cost of staff time and materials versus the overall benefit of holding the in-person program.

**Item 12 – Review of Public Input on Library Operations and Programs:** The packet for this meeting includes emails received by the mayor and city council. The content of the emails mirrored the comments given during the citizen comments portion of this meeting. These residents were voicing their concerns on programs focusing on LGBTQ+ issues. Cary had received further emails since the packet was prepared and will include these emails in the June 2021 packet.

**Item 13 – Items for Future Agenda:**

- Consideration of approval of revisions to the Children in the Library Policy
- Consideration of approval of revisions to the Exhibit Space for Public Use Policy
- Consideration of approval of revisions to the Gifts, Memorials and Donations Policy
- Makerspace Update and Tour

The June meeting of the Library Board will be held at the South Irving Library in one of the meeting rooms located on the first floor. Cary stated that board members can email her to voice any concerns they may have about meeting in person.

**Adjournment:** Jacquelyn Dudasko adjourned the meeting at 7:16 p.m.