



# COUNCIL MINUTES

November 16, 2020

The City Council of the City of Mesa met in a Study Session Meeting via a virtual format streamed into the lower-level meeting room of the Council Chambers, on November 16, 2020 at 5:17 p.m.

## COUNCIL PRESENT

John Giles\*  
Mark Freeman\*  
Jennifer Duff\*  
Francisco Heredia\*  
David Luna\*  
Kevin Thompson\*  
Jeremy Whittaker\*

## COUNCIL ABSENT

None

## OFFICERS PRESENT

Christopher Brady  
Dee Ann Mickelsen  
Jim Smith

(\*Council participated in the meeting through the use of video conference equipment.)

Mayor Giles conducted a roll call.

### 1. Review and discuss items on the agenda for the November 16, 2020 Regular Council meeting.

All of the items on the agenda were reviewed among Council and staff, and the following was noted:

Conflict of interest: None

Items removed from the consent agenda: Items 4-m and 8-a through 8-j.

### 2-a. Hear a presentation, discuss, and provide direction on an update of the Library's current and future programming and a phased approach to re-opening.

Library Director Heather Wolf introduced Management Assistant II Tony Garvey who displayed a PowerPoint presentation regarding a plan for the reopening of Library Services. **(See Attachment 1)**

Ms. Wolf stated during the pandemic there has been access to the database and digital collection 24/7 through the mesalibrary.org website. She reported over the last seven months digital circulation has increased 20% fiscal year to date. She mentioned the librarians have been creating online programs to keep connected with users through virtual services. She added the librarians have also been using Facebook Live for the Adult Library users. (See Page 2 of Attachment 1)

Ms. Wolf announced all libraries across the Country are trying to figure out how to measure the success of virtual programs. She provided an overview of online engagement with the Mesa Public Library over the last seven months. (See Page 3 of Attachment 1)

Ms. Wolf reported a call center was created in one week's time with the help of City employees from various departments. She stated on April 6, 2020 Mesa Library staff began answering calls for Mesa CARES, and the main focus was to identify resources and provide up to date information for the community. She summarized over time staff helped small business owners' complete applications and documentation for the Small Business Reemergence program, act as technical managers for the technical assistance program, and assisting residents with completing the eviction and foreclosure prevention applications. (See Page 4 of Attachment 1)

Ms. Wolf highlighted Phase I of the library reopening and provided an overview of the Park and Pick-up program, which has been more popular than expected. She reported the Library began offering take and make kits which are distributed through the Park and Pick-up program and 739 kits have been distributed since October 1, 2020. She announced the annual Halloween Costume parade was transformed into a car parade at all three libraries, and over 1200 children received a family pack of books and festive treats. She commented as the libraries improve the ability to serve a large number of vehicles, the City is exploring adding additional hours, especially to the Dobson and Red Mountain branches, as they do not offer the Grab and Go services. (See Page 5 of Attachment 1)

Ms. Wolf explained the Grab and Go services are in the Phase II of the library reopening which allows up to 10 visitors at a time in the main library's lobby to browse popular adult, teen, and children reading materials, pick up holds, sign-up for library cards, and engage in quick transactions. She announced the library will be adding two express computers for 15 minutes of use along with printer, copier, and fax machine access. She pointed out staff has found a way to add to the footprint of the area while keeping the upcoming construction of the children's area in mind. She stated the goal is to increase the size of the browsing collection and look at how to expand hours. (See Page 6 of Attachment 1)

Ms. Wolf displayed an overview of Phase III, which is welcoming residents back to all three locations in January 2021, while keeping the community and staff safe and healthy. She outlined the hours of operations for all three locations to start at 10:00 a.m. to 5:00 p.m. with access to all materials, and computer reservations for up to one-hour. She mentioned to keep everyone safe the number of computers available has been greatly reduced for proper social distancing and the Park and Pick-up services will continue with revised hours. (See Page 7 of Attachment 1)

Ms. Wolf highlighted methods that will be used to keep the community and staff members safe when entering the library. She noted since there are no state guidelines for reopening libraries, the City of Mesa is using information and recommendations from various sources including the Reopening Libraries, Archives, and Museums (REALM) project. She mentioned one of the REALM project recommendations being followed is to quarantine returned materials before making them available to new users. (See Page 8 of Attachment 1)

Ms. Wolf announced with a voter approved bond project at the main library, there will be an expansion to the children's area on the first floor of the main library to create zones for more defined age groups. She continued by stating the zones will allow for more age specific activities and amenities and allow greater separation for the tweens. She mentioned Council should see the contract for construction on the December 8, 2020 agenda, with construction beginning in

January 2021 to be completed in time for the Summer reading program. (See Page 9 of Attachment 1)

Ms. Wolf explained in 2018 voters approved the addition of a THINKspot at the Dobson Ranch library, which recently went to the Design Review Board who provided specific feedback that the architect will incorporate into the update of the building. She announced construction will begin in the Summer of 2021. (See Page 10 of Attachment 1)

Mayor Giles commented the librarians became the front line for the City of Mesa when it came to doing outreach and responding to those in need through the Mesa CARES line. He is appreciative of how quickly staff modified their job duties in response to the challenge.

In response to a question from Mayor Giles, Ms. Wolf shared the Mesa CARES phone number will continue to be in effect until the end of December when the CARES funding runs out.

Mr. Brady confirmed the City is actively trying to work through the program to ensure people continue to have a number to call where they can receive assistance. He stated the CARES number will be available for Mesa residents to call for utility and rental assistance programs and serve as a bank for all other questions. He advised the program will be wrapping up by the end of the year.

In response to a question from Mayor Giles regarding CARES phone calls as the library reopens, Mr. Brady confirmed the library staff will continue to handle the phone calls.

In response to multiple questions from Councilmember Luna, Ms. Wolf reported there will only be 25% of the library computers available for use in each facility, to allow the appropriate distance between each user. She stated since there are no standards for libraries, the number of people allowed in the building is based on square footage. She noted starting November 16, 2020 there will be 20 people at a time allowed at the Dobson Ranch library, 40 people at the Main library, and 30 people at the Red Mountain library. She commented the City is currently working with a vendor on a system to reserve times to come to the libraries. She added the City of Mesa is the first library trying to use the system this way.

Councilmember Luna expressed appreciation for the library staff and for checking temperatures before allowing people to enter the building.

Vice Mayor Freeman expressed excitement about the libraries opening back up and noted he has received many inquiries regarding how the libraries can try to increase or provide more library services to citizens during the pandemic.

In response to multiple questions from Vice Mayor Freeman, Ms. Wolf stated all libraries will be opened simultaneously for Phase III, but the Main library is the only one open with the lobby services in the afternoon. She advised there is a security officer helping in the afternoons in the Main library, and the City is also working with Trident Security Services to schedule security for all three library locations when they open in Phase III.

In response to multiple questions from Councilmember Duff, Ms. Wolf stated the library staff is working with Arizona At Work who has a facility in the basement of the Main library, which is typically geared towards the youth, but the company is looking to expand the program to adults as well. She pointed out the Arizona At Work program helps people prepare resumes and research job opportunities.

Ms. Wolf explained the REALM project has been working with a lab to see how long the virus lasts on books. She stated if the materials are unstacked, all traces of the virus are gone in three days but if the materials are stacked it takes roughly six days. She noted the Mesa libraries are quarantining materials for four days prior to checking them in and then letting them sit for another two days, making the quarantine time six days. She indicated staff was handling all library materials with gloves, masks, and cleaning materials.

Mayor Giles thanked Ms. Wolf for the presentation.

3. Current events summary including meetings and conferences attended.

Vice Mayor Freeman expressed thanks and appreciation to Assistant City Manager Kari Kent for her service to the City.

Mayor Giles indicated thanks for all she has done during a long career with the City of Mesa.

Ms. Kent thanked council for the honor to serve the Mesa community for 27 years and is proud of what the City has accomplished.

Mayor Giles – Dobson Ranch Golf Course Tour  
Observing on media the spike of COVID cases

Vice Mayor Freeman – Dobson Ranch Golf Course Tour  
National League of Cities – Public Safety Committee meeting

Councilmember Duff – Dobson Ranch Golf Club Tour  
National League of Cities – Energy Environment and Natural Resources Committee meeting

Councilmember Luna – National League of Cities – Multiple meetings  
Hispanic Elected Officials meeting  
Latino Elected Officials meeting  
National League of Cities – Now serving on Model City Charter Committee

Councilmember Thompson – National League of Cities – Board Legislative Committee meeting  
National League of Cities – Economic Development Committee meeting

Mayor Giles recognized Councilmember Heredia for working with the issue of helping stabilize the Dobson Ranch Golf Course.

4. Scheduling of meetings.

City Manager Christopher Brady stated that the schedule of meetings is as follows:

Thursday, November 19, 2020, 7:30 a.m. – Study Session

5. Adjournment.

Without objection, the Study Session adjourned at 5:54 p.m.

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JOHN GILES, MAYOR

ATTEST:

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DEE ANN MICKELSEN, CITY CLERK

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Study Session of the City Council of Mesa, Arizona, held on the 16<sup>th</sup> day of November 2020. I further certify that the meeting was duly called and held and that a quorum was present.

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DEE ANN MICKELSEN, CITY CLERK

jpg  
(Attachments – 1)

# PLANNING FOR RE-OPENING

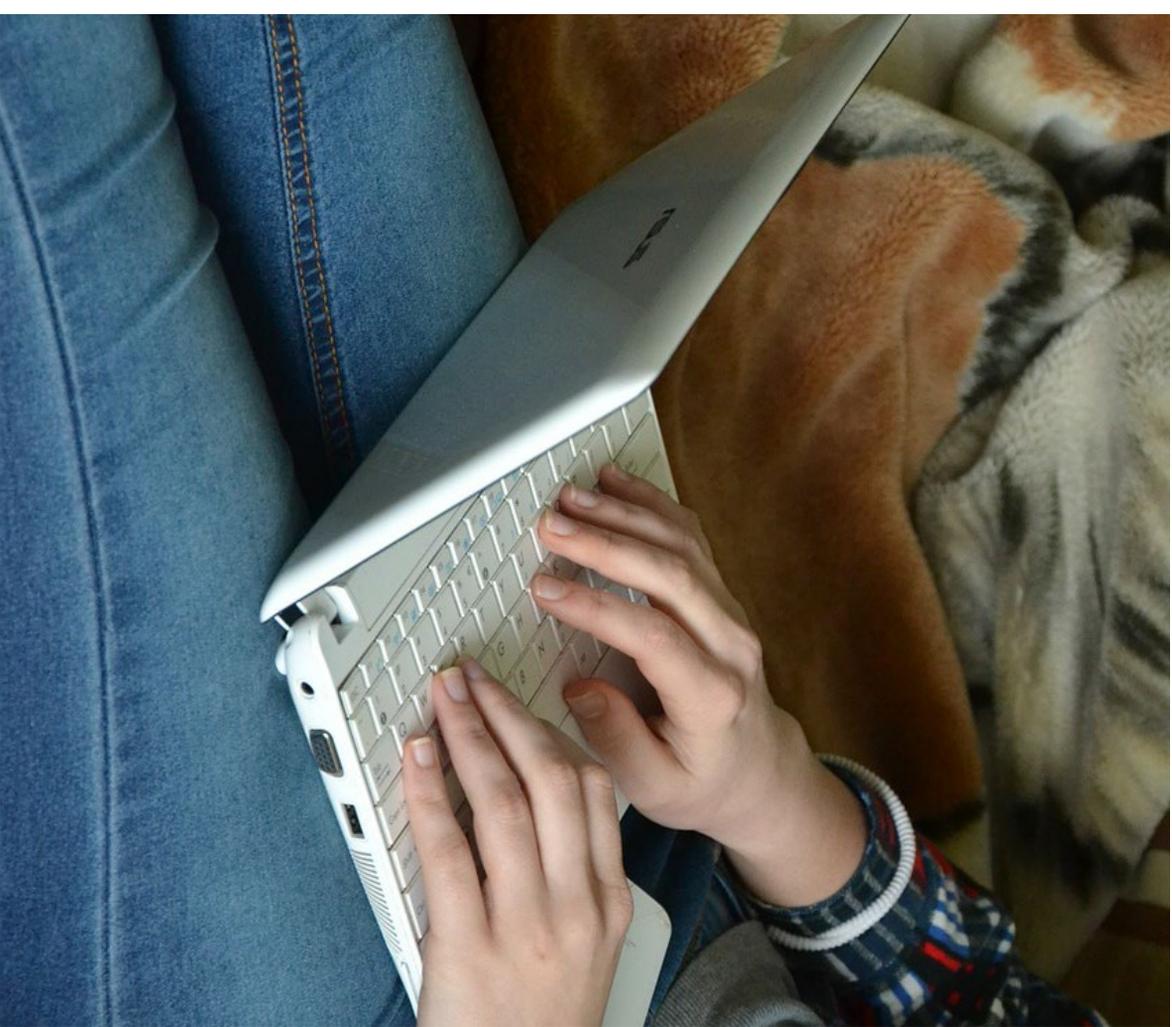
November 16, 2020

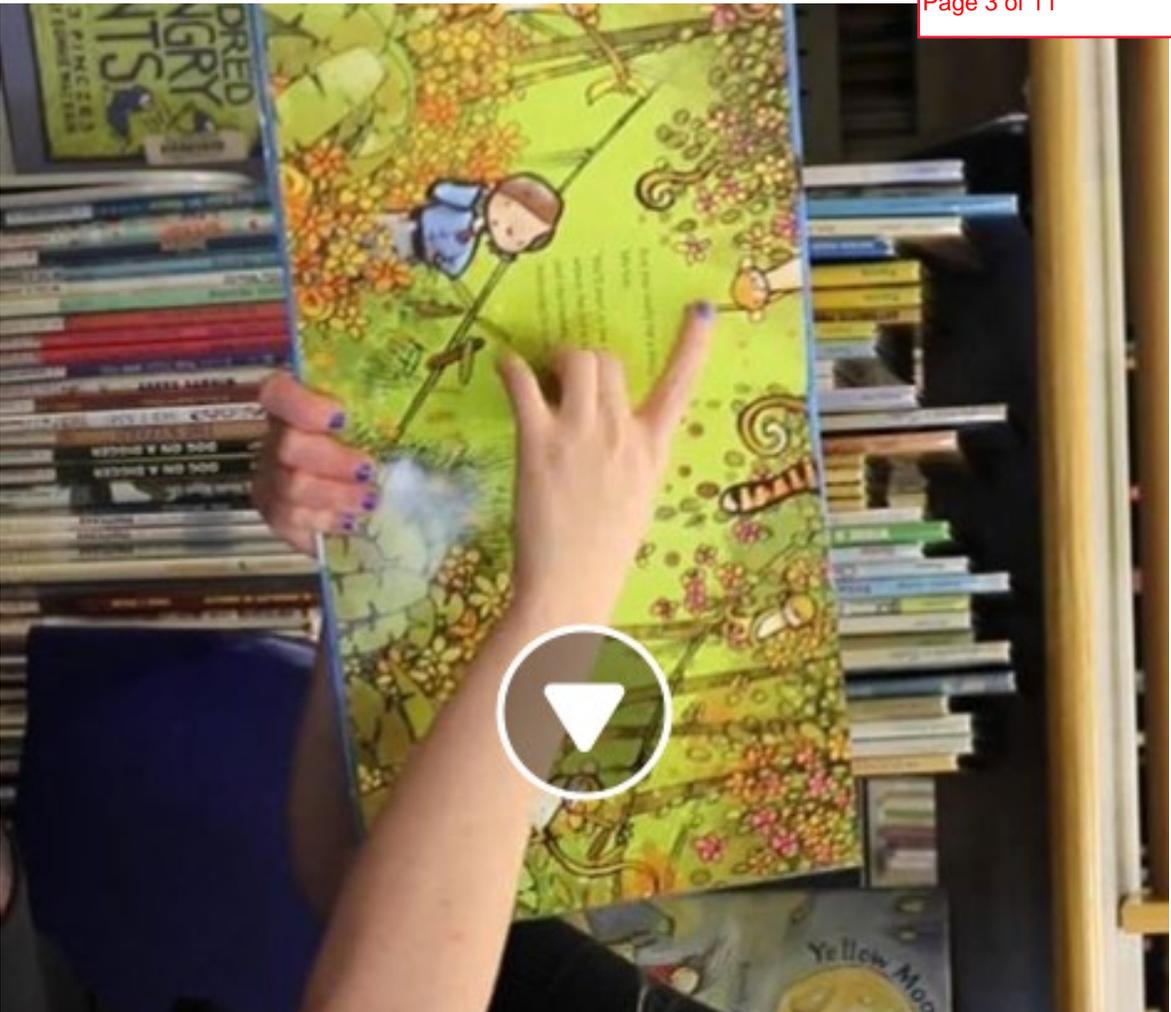
Heather Wolf, Director



# VIRTUAL SERVICES

- Database Access
- Digital collection
- Mini lessons
- Virtual Programs
- Online Library Card





## ONLINE ENGAGEMENT

- 3/16/2020 – 10/31/2020
- Unique website visits from social media: **4,305**
- Minutes viewing Storytimes: **8,037**
- Visits to Mini-Lessons Pages: **3,984**
- Minutes of Facebook videos viewed: **31,692**
- YouTube impressions: **17,614**



Community Resource Center opened on April 6

- Guide callers to assistance for a variety of needs

## Significant programs

- Small Business Reemergence (May 11-24)
- Small Business Technical Assistance (ongoing since June)
- Rent and Mortgage Assistance (ongoing since Aug)
- Utilities Assistance/Safety Net (ongoing since Sept)



## PHASE I -- PARK & PICK-UP

- Started, May 19<sup>th</sup>
- Currently Mon-Thurs and Sat
- 8 am – 11 am
- All 3 locations
- Over 100,000 checked out items



## PHASE II -- GRAB & GO

- Started, September 21<sup>st</sup>
- Currently Mon-Thurs
- 1 pm– 5 pm
- Main Branch Only
- Over 1,500 visitors



## PHASE III – JANUARY 2021

- All 3 locations
- Entire collection available
- Limited computer use
- Reservations only
- 25% of computers available
- One-hour time limit
- Continue Park & Pick-up hours
- 8 am – 10 am



**FACE COVERING REQUIRED**



Per City of Mesa Proclamation effective June 22, 2020, all visitors are required to wear face coverings in all City of Mesa facilities.



This equipment is currently **UNAVAILABLE**  
We apologize for the inconvenience.



**DOBSON RANCH LIBRARY**

**MAXIMUM OCCUPANCY**

**20**

Building occupancy is automatically enforced through door count technology. If entry doors are locked during business hours, the building is at occupancy.



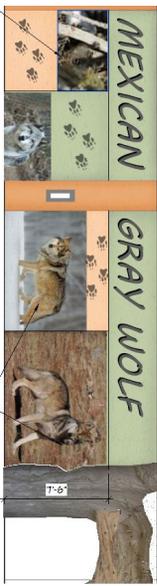
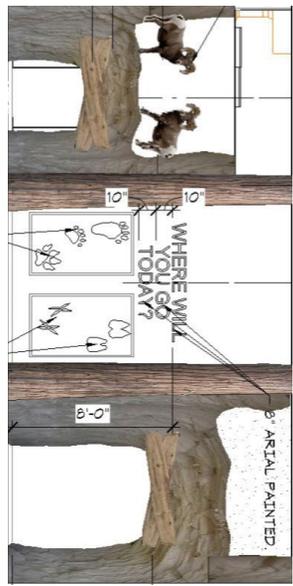
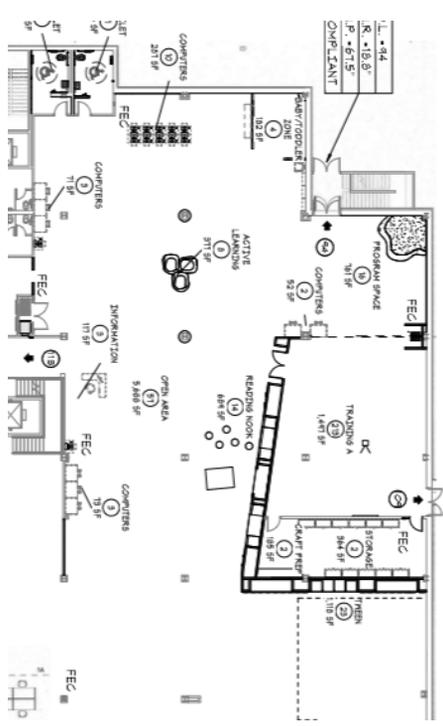
**RETURN ITEMS HERE**

All library materials will be held for minimum of 4 days before being checked in. Fines will not accrue.



# HEALTH AND SAFETY

- Mandatory mask use
- Temperature screeners
- Hand sanitizer stations
- Occupancy limits
- Social distancing markers
- Reduced seating
- Hygiene shields at service desks
- Book quarantine
- Installation of ionized filters
- Automatic doors



# BOND PROJECT - MAIN CHILDREN'S ROOM



# BOND PROJECT – DOBSON THINKspot





# MESA

## PUBLIC LIBRARY

QUESTIONS?