

# City of Mesa Library Advisory Board Meeting

Date: November 16, 2021  
Time: 5:30 p.m.  
Location: Library Board Room & Zoom

## Members Present

Cynthia Jones, *Chair*  
Alexis Ross  
Ralph Wilson  
Ellen Bachman  
Joy Petroff

## Staff Present

Polly Bonnett  
Tony Garvey  
Anna Mathews

## Members Absent

Steven Miner, *Vice Chair*  
Samantha Davis  
Megan Sterling  
Cindy Smith

## Guests Present

| AGENDA ITEM  | DISCUSSION   |
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| <b>Call to Order</b>   | Board Chair, Cynthia Jones, called the meeting for the City of Mesa Library Advisory Board to order at 5:50 p.m. on November 16, 2021.   |
| <b>Approval of the September 21<sup>st</sup> meeting minutes</b> | <p>The September 21<sup>st</sup> meeting minutes were moved by Joy Petroff and seconded by Ralph Wilson. Upon the tabulation of votes for the meeting minutes, the results showed:</p> <p>AYES – Jones, Wilson, Ross, Bachman, and Petroff<br/>NAYS – None</p>   |
| <b>Public Comments</b>   | There were no public comments.   |
| <b>Introductions, Recognitions, and Announcements</b>            | There were no new introductions, recognitions, or announcements. For the members who were not present for the last Board meeting, Polly shared her recent appointment as Library Director of MPL.  |
| <b>MesaStat Presentations</b>                                    | <p>Library administration (Library Director, Polly Bonnett; Branch Coordinator I, Anna Mathews; Management Assistant II, Tony Garvey) went through a presentation recently shared with City Management, updating the Board on the Library’s department performance measures. The following performance measures were shared: hard-copy and electronic circulation, hard-copy turnover rate, library card registrations, visitor counts, and take &amp; make checkouts.</p> <p>Polly discussed how FY21/22 is a rebuilding year for the library and shared how the performance measure targets were set based on working toward getting back to a pre-pandemic “normal”. The target for hard-copy and electronic circulation is to reach 80% of pre-pandemic checkout totals, by June 2022. The target for the hard-copy turnover rate, is to reach 80% of pre-pandemic turnover goals, by June 2022. The target for the library card registrations, is to reach 80% of pre-pandemic library card registrations, by June 2022. The target for in-house visitor counts, is</p> |

**AGENDA ITEM****DISCUSSION**

to reach 50% of pre-pandemic monthly visitors, by June 2022.

Polly concluded the presentation to the Board sharing the new chatbot tool that MPL is currently developing. This chat function, which will be available on the MPL website, will allow online visitors to chat with a “bot” which has pre-populated answers to our most FAQ’s. This database of information feeding the answers of the FAQ’s is ever-growing and will continue to be strengthened by library staff with updates on resources and information based on user interests and questions received via the chat. Board member Ellen Bachman asked what happens when a question is too tough for the “bot” to answer. Tony Garvey and Anna Mathews both expanded on this new tool and how the “bot” will do it’s best to figure out what the patron is asking, even if the question is posed in an abnormal way. They also discussed how the database of information will continue to grow, as new questions arise.

**Library Director’s Update**

Library Director, Polly Bonnett, shared that the next Branch Coordinator II for the Red Mountain Branch will be Tenecia Philips, starting on December 13th. Polly thanked IT Administrator, Brandon Williams, for his expanded role over the last few years, which has overseen Collection Support Services & Marketing, both of which the Assistant Library Director will be leading once brought on board. Polly then gave a brief overview of the recruitments currently underway and recently filled positions within the library. Ellen Bachman asked if all the employees laid off during covid were brought back and Polly shared “yes, all employees laid off who were interested in returning to MPL were brought back in January 2021.”

Polly offered an update on the Dobson Ranch THINKspot addition bond project, the construction of the new Mesa Express Library at Monterey Park, and the Southeast Library construction bond project. The THINKspot project is slated for construction to start at the beginning of 2022, with the MEL and SE library developments still in the design phase of their respective projects. She closed out her update sharing the plan for a new MPL strategic plan, kicking off its update in 2022. Ellen asked how often we update the strategic plan, and Polly shared that we aim to update it ever 3-5 years.

**Identify items for future agenda**

No items identified for future meetings at this time but there was an interest in holding the next Board meeting at the Red Mountain Branch and potentially seeing the Monarch Garden located at the branch, in person.

**Next Meeting Dates**

January 18<sup>th</sup>, 2022 – Location Red Mountain (Program Room)

**Adjournment**

Board member Ellen Bachman motioned, and Alexis Ross seconded that the meeting be adjourned. The meeting was adjourned at 6:30pm. Upon tabulation of votes, it showed:

AYES – Jones, Wilson, Ross, Bachman, and Petroff

NAYS – None

The next meeting will be held on the 18<sup>th</sup> of January 2022 at 5:30 p.m. Location is at the Red Mountain Branch Program Room.