



SANTA FE PUBLIC LIBRARY BOARD MEETING

**Main Library
145 Washington Avenue
Pick Room**

**Tuesday, July 10, 2018
5:45 p.m.**

- I. ROLL CALL
- II. APPROVAL OF AGENDA
- III. APPROVAL OF MINUTES
 - May 17, 2018
 - May 29, 2018
- IV. PUBLIC COMMENT
- V. PRESIDENT'S REPORT
- VI. DIRECTOR'S REPORT
- VII. NEW BUSINESS
 - 1. ACTION: Election of Officers
 - 2. ACTION: Request non-governmental matching funds from the Friends of the Library to the City of Santa Fe for library strategic plan.
 - 3. Friends Board Report
- VIII. OLD BUSINESS
 - 1. Update on Library Needs/Services
- VIII. 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.

**SUMMARY OF ACTION
SANTA FE PUBLIC LIBRARY BOARD
MAIN LIBRARY, COMMUNITY ROOM
145 WASHINGTON AVENUE
THURSDAY, MAY 17, 2018, 1:00 PM**

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**SANTA FE PUBLIC LIBRARY ADVISORY BOARD
MAIN LIBRARY, COMMUNITY ROOM
145 WASHINGTON AVENUE
THURSDAY, MAY 17, 2018, 1:00 PM**

1. CALL TO ORDER

The meeting of the Santa Fe Public Library Board was called to order by David Wagner, President at 1:00 PM, on Thursday, May 17, 2018, at the Main Library, in the Community Room, 145 Washington Avenue, Santa Fe, New Mexico.

2. ROLL CALL

BOARD MEMBERS PRESENT

David Wagner, President
Susan Gilbert
Rebecca Phillips
Latifah Phillips
Marie Schow

BOARD MEMBERS ABSENT

Rebecca Allahyari, Excused
Carlo Brady, Excused

OTHERS PRESENT

Pat Hodapp, Director of Libraries
Marie Finley, Special Projects Administrator, Libraries
Gail Vigil, Contracts Administrator, Libraries
Elizabeth Martin, Stenographer

3. NEW BUSINESS

RFP PRESENTATIONS

**21st Century Library Presentation
Library Study and Long Range Planning RFP for the City Public Libraries.**

Presentation Number 1

**Godfrey's and Associates, Inc.
Dick Waters, Brad Waters present
Martin Gomez, Amy Paul, telephonically**

The Godfrey's and Associates, Inc. presentation is attached herewith to these minutes as Exhibit "1".

Questions/Comments from Board Members:

Ms. Gilbert said 5 to 6 months is fast to her. Do you see these going longer and if so, will there be an impact to fees.

Mr. Waters said unless there are additional services added the fee is valid no matter what for up to a year.

Ms. R. Phillips asked do you factor in non cardholders as potential users.

Mr. Waters said yes

Ms. R. Phillips asked how would you capture folks in the County who are users and also members of another community library.

Mr. Waters said there will be a whole registry of users.

Ms. Hodapp said we serve the County as well. 18% of our cardholders are in the County. The County gives us \$25,000 each year.

President Wagner said working with local governments is an issue for us. We need them to understand the value of the library.

Ms. Paul said she has a lot of experience in that. She will work with them to help them by talking with people and with the needs assessment to show the value and try to tell your story of why the library is vital to the community. We can also help with bench marking.

President Wagner said he is hoping to have a plan to implement for the City and County to have a reliable and adequate source of funding.

Mr. Waters said that will be in our plan.

Ms. Paul said we can give you the tools to do it.

Ms. L. Phillips asked how do you ensure you are culturally diverse in your recommendations.

Mr. Waters said we make every effort to do that and we have bilingual sessions for the public.

Ms. Gilbert asked will you also be looking at money from our Friends operation

and how they support us.

Mr. Waters said yes. We will be looking at grant opportunities too.

Ms. Schow asked we will receive the data reports and survey results.

Mr. Waters said yes you will receive them periodically as we go forward.

Ms. R. Phillips asked what will have the greatest impact on staff time.

Mr. Waters said identifying focus group participants and stakeholders. The initial contacts. One person will be designated as a go to person for them. It will also take staff time to send us all the background data we will need.

Mr. Waters said we will staff the focus groups.

President Wagner asked how many visits out here will you make.

Mr. Waters said we will be out here once a month.

Ms. Schow asked who will be our point person.

Mr. Waters said he will be the project manager and your contact.

Ms. Schow asked how many other projects would you be working on while you work on ours.

Mr. Waters said right now 2. We typically manage 4 to 5 projects at the same time.

President Wagner asked are library districts hard to pull off

Mr. Waters said the legislation is hard to pull off. Setting up another government entity is the downside.

Presentation Number 2

**The Ivy Group, Ltd.
Pam Fitzgerald**

The Ivy Group, Ltd. presentation is attached herewith to these minutes as Exhibit "2"

Questions/comments from the Board:

Ms. L. Phillips asked what about the facilities assessment.

Ms. Fitzgerald said we first look at standards for the State and the City. Then we do site visits to interview staff, look at their workspace, assess meeting spaces, lighting, signage, walls etc. She will send the Board what we use to do the assessments. Then we compare to what the community says they need. All 3 of your libraries could use an internal space study. There is underutilized space and there are merchandising opportunities. We also look at ADA compliance.

President Wagner said one issue facing us is adequate funding. Can you help us with that including grants, City government funding and County funding.

Ms. Fitzgerald said libraries are in a place where there is always a need for funding, but there is a trend away from it. We would look at what you are doing with private philanthropy and we would help you form a strategic planning committee who can help. We will institute bench marking. We can also produce materials for advocacy and partnerships. There has to be more thought given to developing a case for giving and cultivating high prospects for annual giving.

President Wagner said he would also like to strongly show the City and County how important libraries are.

Ms. Fitzgerald said we will need Board members who are willing to talk with Councilors.

Ms. Hodapp said the State Library does an annual report where we can see how we fare against other New Mexico libraries.

Ms. Gilbert said regarding the financial piece, how are you going to build in the cost structures.

Ms. Fitzgerald said physical resilience. How are we going to create a structure to sustain and grow operations.

Ms. R. Phillips asked what is the right formula for a consistent level of funding that allows us to sustain a certain level of service and program. Would we have that at the end of our work with you.

Ms. Fitzgerald said there is a lot of coaching and mentoring that goes with this. We will have the formula at the end. We will be talking all along about if the public piece is important to you, the first thing is to engage key people into planning and publicize the process and invite people to participate. There are important things we can do to lay the groundwork for funding.

Ms. Hodapp asked when approaching nonusers and Spanish speakers, how do you get to nonusers with the survey.

Ms. Fitzgerald said we will call and or supply surveys in any language they are comfortable with.

Ms. Fitzgerald said we will use ways the Cities use to give people immunizations and we will do surveys in the libraries and churches. We would put strategies in for this. We would also recommend building a collection for other languages.

Ms. Gilbert asked how can telephone interviews be successful.

Ms. Fitzgerald said we have to make 20 calls to get one. We try to use cell numbers. We use very skilled interviewers.

Ms. L. Phillips said typically we get participation from older community members, but that group votes.

Presentation Number 3

Library Strategies Stu Wilson

The Library Strategies presentation is attached herewith to these minutes as Exhibit "3".

Questions/comments from the Board.

Ms. R. Phillips asked do you see the Board helping to design the survey

Mr. Wilson said we have a starting base, but it can always be modified. We would ask Ms. Hodapp to review the draft survey.

Ms. R. Phillips asked who conducts the interviews.

Mr Wilson said we do.

President Wagner asked how do you do that.

Mr. Wilson said sometimes we don't get people, but we start with emails then call. We are dogged.

Ms. R. Phillips said governance comes from funding issues. The library service

area is the County as well. 18% of our users are in the County. We are interested in some governance model that reflects the reality of who is served and funding sources.

Ms. Gilbert asked how do you deal with language barriers.

Mr. Wilson said we would work through that and bring in whatever we need.

Ms. Gilbert asked how do you get to the nonusers.

Mr. Wilson said we try to get 1/3 of the people at a community retreat to be nonusers. We ask nonusers to join our focus groups. All that is helpful. It is about getting a lot of different input and using our expertise.

President Wagner asked why do you want nonusers to come to meetings.

Mr. Wilson said in some cases their input is the most helpful.

Mr. Wilson said governance and facilities are items we would look deeper into per your request.

President Wagner said facilities, public funding and governance are our focus.

Mr. Wilson asked what do you want the deliverables to look like. We would need that.

Ms. L. Phillips said a dashboard tool.

Mr. Wilson said he believes the Library Board should touch on the strategic plan at every meeting. Just a simple one page dashboard that allows Pat to say here is the dashboard, this one moved forward, here are the notes. It should be a flexible and easy snapshot so the Board does not lose contact with strategic plan.

Ms. R. Phillips asked so staff is touching the strategic plan as well.

Mr. Wilson said yes. For the implementation plan we generally recommend to the Board that they see it, but not approve it. It will be a task level plan. It is a work plan. Usually we do a 3 year plan.

President Wagner said he likes the idea of using private support to earn more public support. We need a better liaison and support from Friends.

Mr. Wilson said we have a lot of experience with that. It is critical that the Friends organization advocates for the libraries.

Ms. Schow asked the rapid results retreat, how long will that be. What is the time commitment for the Planning Committee.

Mr. Wilson said the retreat is typically 6 hours and is usually on a Saturday. We ask the library to provide a lunch. It is important to engage people face to face and with low tech. Planning meets as often as they like. Typically 3 to 4 times through the process and some work by email. We draft the work, the library administration gives comments and we redo it then it goes to planning. It is about a 10 to 15 hour commitment.

Ms. Hodapp said Santa Fe is the City different. How do you intend to provide an understanding of City issues. Southside versus northside.

Mr. Wilson said we need to understand basically what is happening. We learn about the community from stats and community engagement and interviews. We look at demographic data and divided communities. We have worked with divided communities before. Needs versus desires. We have to ask the need questions.

Ms. Gilbert said your team is pretty small. How many other clients would you be working on at same time.

Mr. Wilson said we have 3 leads. Each works on a project. Currently we are working on 30 projects ranging from one day to one year projects.

Ms. Gilbert asked what can derail a project like this.

Mr. Wilson said politics and the funding side.

Ms. Hodapp said this is an exciting time. Thank you.

Ms. Hodapp said we will evaluate the 3 proposals today and the evaluations go to the purchasing agent tomorrow. We total the scores here and send them to purchasing and they tell us the number 1 candidate. The Library Board affirms that.

4. DATE OF NEXT BOARD MEETING

MOTION A motion was made by Ms. Gilbert, seconded by Ms. Phillips, to have the next Library Board meeting on May 29th.

VOTE The motion passed unanimously by voice vote.

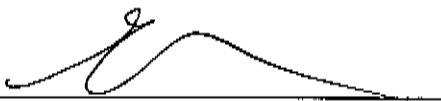
5. ADJOURNMENT

MOTION A motion was made by Ms. Philips, seconded by Ms. Gilbert to adjourn the meeting.

VOTE The motion passed unanimously by voice vote.

There being no further business before the Board the meeting adjourned at 4:36 pm.

David Wagner, President



Elizabeth Martin, Stenographer

**MINUTES OF THE
CITY OF SANTA FE
PUBLIC LIBRARY BOARD MEETING
May 29, 2018
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 5:50 p.m., in the Pick Room, at the Main Library, 145 Washington Avenue.

Roll Call

Roll call indicated the presence of a quorum as follows:

Members Present

Rebecca Allahyari, V.P.
Carlo Brady
Susan Gilbert
Latifah Phillips
Rebecca Phillips
Marie Schow
David Wagner, President

Excused

Guest

Linda Mowbray

Staff Present

Pat Hodapp, Library Director
Maria Finley

APPROVAL OF AGENDA

Rebecca Phillips made a motion to approve the May 29, 2018 agenda, seconded by Marie, which passed unanimously by voice vote.

APPROVAL OF MINUTES

Rebecca Phillips made a motion to approve the April 10, 2018 minutes, seconded by David, which passed unanimously by voice vote.

PRESIDENT'S REPORT

David stated there were two RFP applicants, Joseph Matthews and Library Systems Services, who were disqualified due to not meeting all of the submittal requirements. The following documents were not included in the packets: Business Registration, General Liability Insurance Certificate, NM Incorporation Certificate or agreement that the agency operates under, EEO/ADA Certification, and Non-Collusion affidavit.

DIRECTOR'S REPORT

Pat reported that she presented a budget to the Friends last fall with an explanation of what the library needed the money for. The Friends came back with the budget and made recommendations to move money into certain areas. Pat shared that the largest expenditure is youth programs and the Friends reduced that line to increase the technology line. The youth budget was reduced by \$10,000.

Pat requested that a budget subcommittee, made up of Library Board members, meet and review the budget as was presented to the Friends. She shared that in 2016 the budget was \$104,000. After discussion was held, Sue, Carlo and Marie agreed to serve on the budget subcommittee. Pat suggested having the budget subcommittee meet first

to go over the budget and then meet with the Friends to discuss the reallocation of funds.

Pat reported that the grant submitted by the Friends to the Santa Fe Community Foundation was not approved.

A request was made for La Farge to be open on Sundays beginning July 1, 2018. Pat stated that four options were presented for staffing La Farge on Sundays. The option chosen includes hiring a part time reference librarian, adding additional hours to three part time library technician positions, and includes security costs. The cost to open La Farge on Sundays for a year is approximately \$60,000. Statistics will be kept to monitor usage as is done with Main and La Farge.

The City has contracted with a new security company. The cost for security services will be increasing.

Pat brought up Fogelson Library and shared that the City will be loaning the Newhall book collection to the New Mexico Art Museum for their library. In addition, the City has contracted with UNM to maintain Fogelson's catalog system. Discussion was held.

NEW BUSINESS

Pat brought up the RFP presentation session and stated that Godfrey's Associates had the highest score. After the evaluations were tallied by the purchasing department, they confirmed that Godfrey's Associates was the top applicant. The bid amount is for \$72,769. Pat is working with City staff to have the \$37,550, the amount from the City, budgeted in the right line. The next step is to work with the Friends to get a check made out to the City for the difference. The amount raised by the Friends will be used for the difference. The remaining amount from the Friends can be used for public meeting expenses held with Godfrey's Associates. David will contact Moira regarding the check from the Friends.

Pat stated after the Library Board approves moving forward with Godfrey's Associates, the request to award the contract will be sent to Finance Committee and City Council for approval. Pat provided the Board with dates and times for Finance and City Council and explained the process. After discussion was held, the Board agreed it would be helpful for Pat to have a list of potential questions with the answers to take to Finance and City Council. Board members will send potential questions/answers to Maria for compiling. Pat shared that Godfrey's Associates cannot be contacted to do any work for the Library until the contract is approved and signed off by the City.

David mentioned that he would like for the study to address facilities first to be able to provide information to the City, which he said was also brought up during the presentations of the proposals. After discussion was held, Rebecca Allahyari suggested communicating the concerns regarding facilities to Godfrey's and ask them to address it in their initial report to Pat.

Sue made a motion to recommend the top applicant, Godfrey's Associates, to move forward in the City process, seconded by Carlo, which passed unanimously by voice vote.

David brought up the need to start putting a steering committee together. Pat said she has started working on a list of names for the steering committee and would like for the Board members to also start thinking about people to add to the list. Discussion was held.

Linda reported that the Friends have two to four volunteer committee members to serve on the planning study committee.

OLD BUSINESS

Pat said she has asked library staff to review all sources of funding for library materials.

DATE OF NEXT BOARD MEETING

The next regularly scheduled meeting will be held on June 12, 2018 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

Susan made a motion to adjourn, seconded by Rebecca Phillips, which passed unanimously by voice vote. The meeting adjourned at approximately 7:00 p.m.

ACCEPTED BY:

David Wagner, President

Maria Finley, Recorder