

Division Highlights of Key Activities (programs, projects, operations)

- Throughout the library system, staff members continue to work in other areas to cover staffing shortages. For example, Dobson Clerks and Librarians received regular shelving assignments when the paging staff went from 4 to 2. Main and Red Mountain loaned pages to Dobson for one week when one of the 2 remaining pages took vacation.
- Dobson Ranch has been actively recruiting new volunteers for a total of 8 adults and 16 teens.
- Red Mountain Branch Coordinator, Kathy Little, learned what to do to get an abandoned vehicle removed from city property. After making many phone calls and getting different stories, the car in question was finally towed. We don't think the library will be charged.
- City Council accepted Library staff recommendations, and awarded contracts to our selected vendors for four of the six materials RFPs. This means the majority of our ordering can begin. The last two contracts will be awarded in September.
- Sandy Rizzo, Librarian III, attended the Five-State Government Documents Conference in Boulder, CO. She received a continuing education scholarship from the State Library to fully fund the trip.
- The new system for acceptance of Mesa Authors book donations was put in place, with discussion on the impact to the Mesa Room's Mesa Authors collection. Information Services, Collection Support Services, and the Mesa Room all worked hard to come to a consensus on both policy and procedure.
- Mesa Room's review and reorganization of the chronological history of Mesa (1870-2000) vertical files has brought to light some little known interesting facts:
 - Wine production started with Mr. Bagley in the early 1880's. He also went on to establish one of the first hotels, The Rex.
 - The Alma Street area, previously known best as Stringtown was named by The Arizona Gazette, Alamo Avenue as it sounded better and had numerous Alamos (cottonwood) trees lining the thoroughfare.
 - By 1908, the Mesa public library and free reading room was open six days a week.

Major Accomplishments (organizational and professional)

- On August 31, an all staff retreat was held. Certificates of appreciation were given to staff celebrating 5, 10, 15, 20, and 25 year anniversaries. More than 300 years of experience were honored among just those receiving certificates. Staff also gave short presentations about the challenges and successes each area experienced this past year. It was great to see how similar yet how different we are. The highlight was the Red Mountain short film, which added much laughter to the proceedings. Pat Wagner, a professional speaker presented some very practical tips for dealing with stress. Chris Brady, City Manager; Trisha



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Sorensen, Acting Community Services Department Manager; and Sheila Byrne, Community Services Human Resources Analyst, spoke about city issues as well.

- New carpet installed at service desk, which (finally) completes the One-Desk Project at Dobson Ranch.

Strategic Planning Activities

- On the afternoon of August 31, Library supervisors met with Pat Wagner, again. Pat provided some techniques to help the library with “quick and dirty” strategic planning that all thought would be perfect for our current situation. The 18 supervisors will begin meeting monthly to implement this process and will be working with staff to seek input on future projects.

Budget/Finance Related Issues

- We are working to find out more about restrictions and guidelines for use of \$4 million in impact fees currently set aside for the library.

Service Level Trends

- Dobson Ranch continues to see the greatest decrease in use since the hours reduction. In August, circulation decreased by 35% compared to August 2005 and visits decreased by 49% compared to August 2005.
- Dobson and Main are both doing more than 60% of all circulation via the self-check machines. Red Mountain is doing 44% of all circulation via self-check.

Problem Issues (personnel, citizen feedback, political)

- The hiring freeze is officially ended and the Library began recruiting certain positions. Both Page and Clerk recruitments closed August 21st. We hope to hire 3 part-time Clerks for Main and 7 part-time Pages system wide.
- Jeannie Marucci will start a 6-month Special Assignment as “Lead Page” on September 11, 2006.
- During August, three librarians retired or resigned. Because one of the positions was at Dobson and needed to be filled ASAP, Ann-Marie Cyr, Librarian II, began a temporary assignment at Dobson from Main Information Services. In the meantime, supervisors will be determining where positions are needed before recruiting. To fill immediate coverage gaps, Librarians from Red Mountain have volunteered to work three Sundays at the Main Library.
- Tina Wellnitz-Framcke, Main Circulation Supervising Library Assistant, submitted her resignation. Recruitment for this position will begin in September.
- Additional changes in personnel occurred when Dawn Kucerak transitioned to her Management Development Opportunity (MDO) as Management Assistant II. Brian Barna accepted the 6-month MDO in Main Paging (to fill Dawn’s position). And, Red Mountain will send one of three full-time clerks on two-month rotations to Dobson to fill Brian’s spot while he is on MDO. Leslie Biondo will do the first two months, followed by Scott Jamison and then April Raby.
- Things are going ok without security at the branches, however there is an increase in teen activity at Red Mountain. Without the presence of security, the



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teens are congregating in increasing numbers down in the teen area, which creates problems. We have also had several fights outside the building, one of which resulted in a kid being airlifted to the hospital. Security will continue to patrol as they can each afternoon.

- For the near future, Red Mountain will continue to be a polling location. In the past, it was not a problem to have an officer on site from 5:00 am until staff arrived. With the reduction in security officers, Red Mountain may not be able to continue to be a polling location if municipal security doesn't have someone to cover the shift.

Target Goals for the Next Reporting Period

- Attend City Council meetings to complete approval process for remaining 2 RFPs.
- Recruit, conduct interviews, and select new staff for Circulation, Shelving, Cataloging and Technical Support Services.
- Prepare and schedule selector training sessions to be presented in October.
- Continue to work with Circulation and Shelving to cover staff vacancies.