

**SAN ANTONIO PUBLIC LIBRARY**  
**MINUTES OF THE MEETING OF THE BOARD OF TRUSTEES**  
**April 25, 2018**

The San Antonio Public Library Board of Trustees met in regular session on Wednesday, April 25, 2018 at 4:30 p.m. at the Central Library Auditorium, 600 Soledad Street, San Antonio, TX 78205. The meeting was called to order at 4:52 p.m. by Linda Nairn, Vice Chair.

**TRUSTEES PRESENT**

Jean Brady, Judy Cruz, Margarita DeLeon, Marcie Ince, Juspreet Kaur, Gloria Malone, Linda Nairn, Lupe Ochoa

**TRUSTEES ABSENT**

Lora Devlon Eckler (excused), Andrea Sanchez (excused), Paul Stahl (excused)

**EX OFFICIO LIAISONS PRESENT**

Tracey Bennett, San Antonio Public Library Foundation

**Silent Meditation**

Board Vice Chair Linda Nairn asked the Board to observe a few moments of silence to become centered.

**CITIZENS TO BE HEARD**

Mr. Li spoke before the Trustees regarding the lighting at the libraries within the system. He is interested in meeting with Library Administration to discuss new lighting technologies he thinks would be beneficial to the libraries and improve efficiency of the lighting systems.

**ANNOUNCEMENTS**

Library Director Ramiro Salazar announced the following Library events:

- 2018 Young Pegasus Poets Awards Ceremony - Sunday, May 6, 2018, 2:00 pm - The Guadalupe Cultural Arts Center, 1301 Guadalupe Street, San Antonio, TX 78207.
- The Great American Read - Saturday, May 19, 2018, Central Library, 2:00 pm.
- Mayor's Summer Reading Program Press Event - Thursday, May 24, 2018, Central Library, 10:00 am.
- Temporary Closure of the Cody Branch Library for Building Improvements, May 3 - 13, 2018.
- Tricentennial – History and Education Day, Wednesday, May 2, 2018. All Library branches will be participating in this event, offering various programs.

## **APPROVAL OF MINUTES**

Board Vice Chair Linda Nairn brought forth the meeting minutes for March 28, 2018 for consideration. Trustee Juspreet Kaur moved to approve the minutes. Trustee Jean Brady seconded the motion. None opposed the motion. The motion passed.

## **CHAIR'S REPORT**

Chair Stahl is out of town but Vice Chair Linda Nairn reported on behalf of Mr. Stahl. Chair Stahl attended the 6<sup>th</sup> Annual State of the Center City Luncheon on May 1, 2018.

## **TRUSTEES REPORT**

Trustee Jean Brady attended the 6<sup>th</sup> Annual State of the Center City Luncheon on May 1, 2018 and the San Antonio Book Festival on April 7, 2018. She congratulated all those involved who make it better each year.

Trustee Gloria Malone attended the San Antonio Book Festival on April 7, 2018 and reported that Carver branch manager, D.L. Grant, has written a book.

Trustee Judy Cruz attended the performance of "The Moth" on April 6<sup>th</sup>, the Mayor's Book Club event at McCreless Branch on April 14<sup>th</sup>, the Bidi Bidi Birthday Bash on April 21<sup>st</sup> and the Annual State of the Center City Luncheon on May 1<sup>st</sup>.

Trustee Margarita DeLeon attended "The Moth," the Book Festival, the Mayor's Book Club event at McCreless Branch on April 14<sup>th</sup> and the Annual State of the Center City Luncheon on May 1<sup>st</sup>.

## **EXECUTIVE SESSION**

The regular meeting of the San Antonio Public Library Board of Trustees was suspended and the Trustees entered into Executive Session at 5:07pm to address:

The purchase, exchange, lease or value of real property pursuant to Texas Government Code Section 551.072 (real property).

No action was taken.

The open meeting resumed at 5:55pm.

## **REPORT OF THE LIBRARY DIRECTOR**

In the interest of time, Library Director Ramiro Salazar did not deliver an oral report; he referred Trustees to the printed Director's Report in their packets.

## **BUDGET REPORT**

Assistant Director Kathy Donellan reported the Library is half-way through the fiscal year. Spending is on track at about 52% expended. Also the Library is making good progress on spending in the Major Gifts category.

## **COMMITTEE REPORTS**

### **Executive Committee**

Vice Chair Linda Nairn reported, on behalf of Board Chair Paul Stahl, that the Executive Committee met on April 17, 2018 to set the agenda for today's Board Meeting.

### **Budget Committee**

The Budget Committee met on April 18, 2018. The committee reviewed the Improvement and the Reduction packages, which are action items later in the agenda. The committee also reviewed the Capital Outlay Request, which is to be submitted. These are items such furniture, equipment, lighting and other items needed to refresh the branch libraries. Assistant Director Donellan will email the submitted request to the Trustees.

### **Facilities Committee**

The Facilities Committee did not meet this reporting period.

### **Naming Committee**

The Naming Committee did not meet this reporting period.

### **Public Relations Committee**

Caitlin Cowart reported the Public Relations Committee met in a joint meeting with the Budget Committee on April 18, 2018 to discuss the Library Awareness Campaign related to the FY2019 Budget Development. Ms. Cowart referenced the Budget Awareness Campaign document in the Trustee packet. Action items for each month through the end of the fiscal year are outlined in the document.

At each Library Board meeting, Ms. Cowart will be presenting the action items for the coming month. May is Building Budget Awareness month. The Public Relations Committee is encouraging their contacts to fill out the SASpeakUp survey and to distribute the Library Usage and Testimonials cards. Additionally, the Public Relations Committee as that Trustees meet with their councilperson prior to the City Council Goal Setting scheduled for May 30. Trustee Judy Cruz will attend the Foundation Board Meeting on May 16, 2018 to request support and testimonials. Trustee Jean Brady commented that the Library has not historically been included in the City Council Goal Setting priority list so she encouraged all Trustees to meet with their councilperson and follow the action items outlined for May.

Trustee Gloria Malone reported that her councilman for District 2 sent out a survey to all District 2 residents asking for their budget priorities. She thought perhaps other council representatives were doing something similar. Trustee Brady commented that SASpeakUp accomplishes the same objective.

## **SPECIAL REPORTS**

### **Friends of the San Antonio Public Library**

Nancy Gandara, President of the Friends of the San Antonio Public Library, was not present at the meeting therefore no report was given.

### **San Antonio Public Library Foundation**

Foundation President, Tracey Bennett, reported that the Foundation's Development Committee visited the four branches on the Bond. Next step: committee members want to meet with the council people in District 3, District 5 and District 7 but first they want to meet with Trustees Stahl, Ochoa and DeLeon to strategize. Mrs. Bennett thanked the San Antonio Public Library staff for being so accommodating and supportive during the San Antonio Book Festival.

## **NEW BUSINESS**

### **Report on the Library's IT Roadmap Assessment Project**

Candelaria Mendoza, Library Services Administrator, provided an update on ongoing digital services projects. The Integrated Library System (ILS) Request for Proposal was cancelled and will be reissued at a later date. Library staff is reviewing the specifications and will be adding some additional requirements that will give the ILS greater flexibility and more options.

Additionally, Ms. Mendoza acknowledged Trustees may be aware that there were some technical issues with the mobile app. She reported Library Staff has been working with the vendor, BiblioCommons, to resolve the issues. Currently, the app is fully functional. BiblioCommons has notified SAPL that after the current contract expires at the end of 2018, they are not interested in continuing renewing the contract. Director Salazar reported he is communicating directly with BiblioCommons and is working to find a compromise. Simultaneously, Library staff is researching other alternatives. This is a high priority with the goal of avoiding any gap in service with the mobile app.

Candelaria Mendoza introduced the individuals who worked on the IT Roadmap Project.

#### **City of San Antonio - Information Technology Services Department**

- Kevin Goodwin, Chief Technology Officer
- Hakeem Miles, Business Relationship Manager
- Ray Vilca, Project Manager

#### **Gartner Team**

- Steve Kaplan, Managing Partner
- William Wong, Managing Partner
- Terry Denoyer, Director
- Shanaly Daya, Consultant

#### **Library's Executive Sponsor**

- Kathy Donellan, Assistant Director

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Ms. Mendoza provided background and context for the IT Roadmap findings, citing the benefits received from increased funds invested in the area of technology between FY2014 and the present.

During her presentation, Ms. Mendoza made these key points:

- The key action items moving forward are intentional and strategic.
- Technology is the major driver for visioning the future state and strategic priorities.
- SAPL will be an innovator in the technology arena and the IT Roadmap will be a model that other libraries will adopt to remain relevant.
- Overarching mission of the IT Roadmap effort is to provide a personalized and excellent customer experience.

Ms. Mendoza provided a refresher to Trustees on the IT Roadmap process so far:

- Needs Assessment survey from staff and community
- Workshops using customer “personas” to discover strengths and weaknesses in order to focus on areas for improvement
- Focus Groups with key stakeholders

She shared new information with the Trustees about the IT Assessment:

- Third party assessment of current library infrastructure (Wi-Fi / Internet) during peak hours established that the overall customer experience is good

Steve Kaplan from Gartner presented the Summary of Key Trends:

- Bridging the Digital Divide
- Library as Community Hub
- Customer Focus
- Reduced cost: cloud-based and open source LMS
- “Librarian 3.0”
- Library as Media Company
- Access: Digital Content, Global Search, Social Media, Mobile

Recommended Action Items: Based on project findings SAPL should:

- Better inform the public about services and events
- Improve the ease-of-use of technology
- Offer a more personalized experience
- Help residents overcome barriers
- Play a leading role in community and in local business
- Re-define responsibilities of librarians and other customer-facing staff
- Build SAPL’s “Digital DNA” (modernizing internal processes and talent set in order to deliver the technology)

In Summary – Two Important Take-Aways : Integration and Flow of Information

- Effective flow of information within the library
- Flow of information from outside / in and from inside / out

Mr. Kaplan outlined the highlights from the 13 recommended initiatives:

- Community Engagement
- Customer Experience
- Talent Modernization
- Related Existing Initiatives

Ms. Mendoza responded to questions from Trustees. Trustee Juspreet Kaur expressed interest in learning more about how the Library is looking to the future in its requirements gathering for the ILS. Her perception is that the next wave of patrons will want open access to data and feels this is important for the Library to prepare for.

Trustee Kaur requested that the personas be shared with the Board after the report is finalized so that as we move forward with our planning for the future, we can keep the profiles of our patrons and constituents in mind. Once the report is finalized, it will be brought before the Board for adoption.

Ms. Mendoza wrapped up her presentation by providing a high level view of the timeline for current Fiscal Year 2018-2019 Technology Projects. She shared the bird's eye view of IT Roadmap 2020-2022, the Communication Plan, and the Keys to Success and the Roadmap Outcomes.

Director Salazar acknowledged the Gartner Group and all of the assistance and support received from ITSD Chief Technology Officer Kevin Goodwin and his team.

**Address elements related to the Library's Fiscal Year 2019 Budget Development Process: Identify and approve improvement requests**

Assistant Director Dale McNeill presented the list of improvements, additions to the Library's general fund budget for fulfilling unfunded needs and expanding services, within the priority areas identified by Library Trustees. Of the eleven improvement areas prioritized by the Board at the February 2018 meeting, Library Management staff provided deeper detail about each of the top five priorities and responded to questions from Trustees.

1. Public Awareness
2. Barriers to Access
3. Age-based Services
4. Books and Materials
5. Technology

Trustee Jean Brady made a motion to approve the improvement package as presented. Trustee Marcie Ince seconded the motion. No one opposed the motion. The motion passed.

**Address elements related to the Library's Fiscal Year 2019 Budget Development Process: Identify and approve elements for a reduction package, should a reduction be considered.**

Assistant Director Dale McNeill presented the short list of areas for possible reductions. The reduction scenario was developed should the Library be asked to submit reductions as part of the FY2019 Budget Development process. At time of exercise, the Library had not yet received direction from the Budget Office regarding the reduction scenario exercise. Areas for possible reductions include:

- Reduced Hours at Central Library
- Reduced Hours at Branches
- Close One to Two Branches

Trustee Lupe Ochoa made a motion to accept the reduction package as presented. Trustee Juspreet Kaur seconded the motion. No one opposed the motion. The motion passed.

## **OLD BUSINESS**

### **Adjournment**

Trustee Jean Brady moved to adjourn the meeting. Trustee Marcie Ince seconded the motion. None opposed. The motion passed. Meeting adjourned at 8:15 p.m.



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Margarita DeLeon  
Secretary