



**City of Scottsdale
Library Board
Regular Meeting Minutes**

Wednesday, February 21, 2024, 3:00 p.m.
Mustang Library
10101 N. 90th Street
Scottsdale, AZ 85258

PRESENT: Chair Freda Hartman, Vice-Chair Enid Seiden, and Board Members Natalee Esposito (via teams), George Hartz, Janet Smigielski, and Leslie Totten

ABSENT: Board Member Sam Campana

STAFF: Judy Doyle, Community Services Assistant Executive Director; Michael Beck, Library Director; Melissa Orr, Senior Library Manager; Alicia Brillon, Senior Library Manager; Tamera Norwood, Senior Library Manager; Louisa Aikin, Arabian Branch Manager; Mike Murphy, Budget and Analytics Manager; Javier Mendoza, Staff Coordinator

Call to Order

Chair Hartman called the meeting to order at 3:04 p.m.

Roll Call

Members present as listed above.

Public Comment:

No members of the public were present and no public comment cards were submitted.

Minutes – January 17, 2024

Ms. Brillon noted amendments on pages 2 and 4. Chair Hartman noted an amendment on page 5.

VICE-CHAIR SEIDEN MOVED TO APPROVE THE JANUARY 17, 2024, LIBRARY BOARD REGULAR MEETING MINUTES AS AMENDED. BOARD MEMBER TOTTEN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SIX (6) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS ESPOSITO, HARTZ, SMIGIELSKI, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Patron Comment Report

Michael Beck, Library Director, provided an overview of patron comments received over the last month, stating most of the comments were about staff going the extra mile. There was a comment related to the nominal lost fee associated with using MAX, the new county interlibrary loan pilot program that Scottsdale was the first to jump on board with. A comment was received regarding a Sister Cities exhibit at Mustang that was thought to be part of Black History Month. The patron was contacted, and the confusion was cleared up. The comment regarding a flash drive at Appaloosa pertained to a patron who left personal information on the flash drive they used to scan information. Fortunately, the flash drive was retrieved by staff or the patron, and the information was removed. Mr. Schnoor is working on a failsafe to erase the flash drives should this situation happen again to ensure personal information is not disclosed.

Mr. Beck stated he would get back to the board on how patrons are made aware of the fee for using MAX.

In response to Board member Smigielski's question, Ms. Brillon explained when a patron submits a request for a book purchase, they receive an automatic response to check back in four to six weeks because that is how long it takes to look into the possibility of ordering the book and getting it in. Additionally, the patron's email is not integrated into the ILS, and staff would have to manually monitor if the book was purchased and who it was purchased for which is very time-consuming.

Board member Totten commended staff for providing contact information to services for two homeless individuals who used comment cards to seek assistance. Mr. Beck noted the library is part of Community Services and can be a bridge for information.

A discussion ensued regarding a patron's comment that noted to reply only if you wanted to. Chair Hartman suggested for future situations to provide more information as to why a response was not provided, such as the contact information was not provided.

2. Arabian Library Highlights

Louisa Aikin, Arabian Branch Manager, provided an overview of some highlights about Arabian Library starting with they are fully staffed. Patron participation and programming is very strong, especially for children's events. There were 46 participants for the Lunar New Year program. Arabian Library has many programs that are unique such as Scottsdale Bakes, an informal virtual baking club, and Arabian Nights Book Club, an informal book discussion. Upcoming events include an Adult Spelling Bee on April 16, 2024, at 5:30 p.m. and Craft Chocolate on April 23, 2024.

Building is still a work in progress, and they are doing everything they can to make the patrons' visits rewarding and pleasant. Large print material has been moved closer to the front and all levels of nonfiction have been put together. Wayfinding is being used to assist

patrons in navigating the building. Staff are giving back to the community by helping at WestWorld with the equestrian event selling products to patrons. The parking lot will be used for the Rip Roar Arizona event on April 21, 2024, but will not interfere with operating hours. The library received a donation of art supplies in December and January from the HeART project.

Ms. Aikin discussed the partnership with Desert Canyon Middle School and McDowell Mountain Ranch Aquatic and Fitness Center working together with challenges presented by some young patrons. Alternatives are offered to patrons who seek a quiet space to study such as using a meeting room. Other items being addressed include dim lighting in parts of the building. Money has been approved in the budget for the purchase of six table lamps that have wireless and USB charging capabilities. The search continues for an extra shade structure for the north patio.

In response to questions, Ms. Aikin stated the situation with the middle school students is better than last year and they have come up with some solutions that are working, such as trespass warnings. The library is not responsible for what occurs outside of the building but if they see something that is dangerous or destructive, they will intervene. Arabian is famous as it did appear in the 2022 May or June issue of the Entrepreneur Magazine, although it was not specifically mentioned it was in the background of the photo of Odell Beckham, Jr.

3. FY 23/24 2nd Quarter Library Usage Metrics Report

Michael Murphy, Budget and Analytics Manager, provided an overview of the current statistics for FY 23/24.

- ▶ Gate counts are up approximately 17% in the first six months of this year compared to last year.
- ▶ Digital counts are slightly down for various reasons such as people still want the physical book in their hand which is why the gate counts are up. What is going on in the community also affects how patrons use the library.
- ▶ Card holders increased from last year by almost 800
- ▶ The physical collection is up 4,000, non-Freegal items are up 200,000 items
- ▶ Circulation is up 6.4% over last year and 36.8% over two years ago
- ▶ Youth programs are up 3% but the attendance is up 28%
- ▶ Adult programs are only at 84% of what they were last year but attendance is up 112%
- ▶ Bookshop revenue is where it was a year ago
- ▶ There are 149 less volunteers this year but they put in 2,875 more hours

Board member Smigielski suggested removing information from FY19/20 as it was pre-covid when things were higher, and it is unclear if the numbers will ever get that high again. Mr. Murphy noted he and Mr. Beck could discuss it and decide if it should be pulled. Mr. Beck stated it shows what covid 19 did to libraries and will naturally roll off with three- or five-year projects, but the suggestion will be taken into consideration. Ms. Orr explained in FY19/20 the inactive cardholders were not being purged at that time, therefore the number of cardholders was inflated. A discussion ensued with board member Smigielski restating

the purpose was for standardization because things have changed substantially in the library world.

In response to Chair Hartman's question, Ms. Orr explained they had a larger number of teen volunteers this year and volunteers are brought in for focused and specific things.

4. Adult Services Programming

Melissa Orr, Senior Library Manager, provided an overview and update on current and future adult program opportunities. There is a systematic way of doing programs in adult services using L.E.A.D.S. (local, educational, arts, discussion, and seasonal).

- ▶ Local – these are programs that focus on what is happening in the here and now, such as Women's History Month. There are several local partnerships that help to run the programs.
- ▶ Educational – these are the programs that offer an opportunity to learn, such as computer skills, ESOL, and career skills.
- ▶ Arts – these are shows, lectures, films, and courses offered through partnerships with local agencies such as Scottsdale Museum of Contemporary Arts and Sister Cities.
- ▶ Discussion – This is an opportunity to gather in a group to work together and talk.
- ▶ Seasonal – Themed programs that relate to what is happening around us such as holidays and observances.

A discussion ensued on how both an internal and external recommendation for a program would be made using the appropriate proposal form that is available on the website.

5. Library Policy Review – Acceptable Use of Electronic Resources

Tamera Norwood, Senior Library Manager, provided an overview of procedures related to policy review noting this policy is to inform and assist library patrons in understanding not only the acceptable use but also what the electronic equipment can be used for. Any cardholder can use the computer and provided software; however, they do allow 15-minute access to non-cardholders. There is a fee for any printed materials. Computer use-only cards are also offered. Filters are in place to ensure internet access is appropriate and staff monitor what is on the screens.

In response to questions, Ms. Norwood explained the library used to have a location at the Palomino Library at Desert Mountain High School which no longer exists and the alignment with the Scottsdale Public Schools was no longer relevant. A discussion ensued related to a specific policy for using library computers to attend a virtual meeting. Ms. Norwood advised she has taken notes and will discuss it further with staff and the attorney.

6. Director's Report

Michael Beck, Library Director, took this opportunity to provide background information on his career and his philosophy as a library director. He comes from the City of Glendale where he was the Chief Librarian. He has served as a leader in County and City municipalities for 31 years primarily in the library role but also has experience in Parks and Rec, Human Services, and operating a Historical Museum and public art programs as well.

Mr. Beck stated, "I am innovative and creative with an overall philosophy that of a data-driven organization because data helps navigate and make good decisions. I want to have an educated, inclusive, and welcoming staff. Working to prepare the next generation, I have a succession plan of working with staff to make sure they attend conferences, training, and workshops to help build their career path. Library services is not just about people coming into the library, it is also getting out into the community. Being able to reach others is very important because it brings new users in which highlights and increases the library services. I want to make sure the residents know the unique services we offer such as curbside services, renting the meeting rooms, and renting video games. The library is a safe environment for people to come and meet."

Upcoming events include

- ▶ NOAHFEST on March 2, 2024, from 10:00 a.m. to 2:00 p.m. off McDowell Rd
- ▶ ARTS FEST on March 23, 2023, from 9:00 a.m. to 2:00 p.m. at Sky Song
- ▶ Bunnanza on March 30, 2024, from 9:00 a.m. to 12:00 p.m. at Scottsdale Civic Center

7. Board Advocacy

Chair Hartman suggested as a way for board members to make a meaningful difference for the community the board represents, they could work with staff members who are responsible for a particular area they are passionate about. If anyone was interested in this strictly optional opportunity Chair Hartman would meet with them individually to further discuss it. A discussion ensued among board members and staff present.

8. Board Members' Reports

- Vice-Chair Seiden stated she had a delightful day attending the Farmers Market for the first time and visited with the ladies at the library table.
- Board member Totten stated she had a great time at the Curious Crafters at Mustang where there was a mix of attendees. She also relayed some suggestions such as having a food truck for events that are held around dinner time, sending out email notices about programs, or putting inserts in books checked out.

9. Identification of Future Agenda Items and Future Meeting

- Culture Pass
- Branch Liaison Assignments

Next regular meeting: Wednesday, March 20, 2024, 3:00 pm at Arabian Library

10. Adjournment – 5:04 p.m.

VICE-CHAIR SEIDEN MOVED TO ADJOURN THE MEETING AT 5:04 P.M. BOARD MEMBER TOTTEN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF FIVE (5) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS ESPOSITO, SMIGIELSKI, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSIDENTING VOTES.

Recorded and transcribed by eScribers, LLC.