



**City of Scottsdale
Library Board
REGULAR MEETING MINUTES
Wednesday, September 22, 2021
Meeting Held Electronically**

PRESENT: Chair Shiela Reyman, Vice-Chair Janet Smigielski, Board Members Sheila Collins, Freda Hartman, Fred Klein, and Marna McLendon.

ABSENT: Board Member Sam Campana

STAFF: Community Services Administrator Kira Peters; Managers Mandy Carrico, Becky Gallivan-Butler, Melissa Orr, Library Outreach Coordinator Jennifer Wong-Ortiz, and Management Analyst Anna Anderson

Call to Order

Chair Reyman called the meeting to order at 1:31:25 p.m.

Roll Call

Members present as listed above.

Public Comment

No public comments were submitted.

Minutes

Regular meeting minutes June 16, 2021

Vice-Chair Smigielski noted the write-up on Mr. Bundy's budget process was really good and suggested notifying the public and staff about it.

BOARD MEMBER MCLENDON MOVED TO APPROVE THE JUNE 16, 2021, REGULAR MEETING MINUTES. BOARD MEMBER HARTMAN SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS COLLINS, HARTMAN, KLEIN, AND MCLENDON VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Scottsdale Public Library Fiscal Year 2020-21 Review

Chair Reyman advised the Board she selected Vice-Chair Smigielski to review the Strategic Plan based on her volunteer experience. These meetings are a continuation of the current three-year plan.

- **Organizational Chart:**
Ms. Peters provided an overview of Fiscal Year 2020-21. The current organizational chart provides the library structure and how everyone falls in line to support the library system functions. The gray boxes on the bottom represent employees that were frozen or positions that were put on hold during the pandemic.
- **Review of the Pandemic Year:**
For comparison purposes the review dated back to FY18/19 being the last “normal” operations year. During FY 20-21 the City of Scottsdale had a serious public health crisis and economic uncertainty. The direction of the City Manager/City Council was to be cautious and conserve where possible.
Operational hours decreased from 256 in FY19 to 88 in FY21 and staff decreased from 144 in FY19 to 65 in FY21. The volunteer program was put on pause during the pandemic due to the pandemic spread and the vulnerability of the volunteers. Library leadership acted quickly to find a way to serve the public using the drive thru contactless pickup, curbside pickup, holding virtual programs, and communication through the website.
- **Fine Free:**
In FY20 the public library system was approved by City Council to be fine free, which is a significant accomplishment for the community. Vice-Chair Smigielski commented going fine free shows the community and staff the Board is engaged and working for them.
- **Library Budget:**
Ms. Peters continued with the FY21 review with the comparison of the approved (\$7,621,112) and expended (\$6,390,197) FY21 budget. She noted that less funds were expended than approved as part of the direction from City Council to all departments to save and conserve during the economic uncertainty.
Part of the overall budget includes the general, grant, special programs, and Rassner Library Endowment funds. Additionally, included in the General Fund commodity budget is the LAPG funds, which is used for ordering materials with specific vendors with invoices paid by the County.
An overview of the approved and actual funding sources for the library includes, commodities, contractual, library materials, Rassner Endowment, SRP-MIC (gaming grant), grants, and gifts and memorials.
Projected and actual revenues during the pandemic decreased because of the amnesty program, branches being closed, and Palomino phased out, no private rentals, and reduced library operations such as the bookshop.
- **Circulation:**
Ms. Gallivan noted there was only a 23% decrease in total circulation even with the buildings closed, except for Mustang, which remained open on a limited basis. It is anticipated once the branches open the library usage will increase as the community prefers physical circulation over e-materials.
- **Pony Express:**
Registrations for Pony Express increased, and usage remains steady, however, the circulation increased significantly, indicating those that it works for are using the service heavily.
Board Member Hartman stated even though there have been innovative ways to serve the public, there could be cultural influences that drive how the library is used. Further inquiring if usage of the Pony Express has been captured to include registrations and usage. Ms. Gallivan noted a three-month survey was conducted with 361 positive responses, with some noting they missed the guidance of the staff. Additionally, community members are becoming accustomed to the drive thru.

Ms. Peters added since imposition of Pony Express there are currently 2,100 registrations with 300 additional registrations monthly. There are 1,000 swipes per month including the busiest times on Saturday and early weekday mornings and 12,841 items circulated.

Board Member Klein inquired of the future for the Pony Express. Ms. Peters advised the intention is to use this service to complement the fully operational library and move to additional sites as it gives access to the library without having a building.

Board Member McLendon noted there were safety concerns, however, with the hard work of the library and city staff a process was put in place.

- **Metrics:**
The metrics are low due to operational reductions in gate counts, computer use, and library Wi-Fi. However, the drive thru and curbside metrics remain strong due to convenience.
- **Programming:**
There was a decrease in programs inside the buildings, however; virtual and outside in person socially distanced programs were successfully held. The outreach programs remained strong with participation in many community events.
- **The Future:**
To restore library operation and hours, provide more access through technology, and promote wellness for the community and staff.

Board Member Collins inquired where this presentation has been or will be presented. Ms. Peters advised they would like to do a State of the Library address to the City and community to include a link on the website to the report, especially to let everyone know the libraries are still here.

Board Member McLendon commented how the library was able to provide some normalcy to the community during the pandemic

2. Board Acceptance of Rassner Funds

Ms. Gallivan-Butler stated the recommended use of the Rassner Endowment funds is to have \$9,000 go into the collections and \$9,000 to be used towards the Storytime Room remodel and ask permission of the Board to move forward with the request of City Council.

BOARD MEMBER. COLLINS MOVED TO APPROVE THE RECOMMENDATION OF MS. GALLIVAN-BUTLER FOR THE RASSNER ENDOWMENT FUNDS. VICE-CHAIR SMIGIELSKI SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS COLLINS, HARTMAN, KLEIN, AND MCLENDON VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

3. Library Policies and the Library Board

Ms. Peters outlined the procedure for policy changes, being the work is done internally and operationally by staff and then presented to the Board for review and approval.

Board Members were given an opportunity to comment and ask questions. Ms. Carrico advised the Board is involved in all policy changes generally through suggestions and approval. However, adjustments to policies that would significantly affect the public at large and warrant investing a significant amount of time and energy to compile data and opinions are discussed exhaustively with the Board. The change to becoming fine free is a recent example where the Board Members were able to advocate for a policy change. Many policy changes are more

minor tweaks that staff can present to the Board for approval but intense discussion is not necessarily required.

Board Member Smigielski recalled that when she was able to volunteer at the library helping staff at the information desk she was able to observe the day to day details of how the library is run. Staff is involved in the daily operations and are able to recommend minor adjustments to provide better service to patrons.

Ms. Orr advised the policies are listed on the library website as well as public comments that could require a policy to be reviewed and adjusted.

4. Patron Comment Report

Ms. Peters advised most of the comments focus on customer service and hours of operation.

Board Members were given an opportunity to comment or ask questions. Ms. Gallivan-Butler noted while there was one comment from a patron who was waiting to be able to pick up a book on hold that had not been timely returned, this has not been an issue within the libraries. With the switch to a fine free library, a reminder is sent if the book is not returned on the due date. Ten dates later if the item is still not returned, the patron is billed for the cost of the material and the borrower's account is blocked. This usually encourages patrons to return the material. Ms. Gallivan-Butler added that because of decreased funding the libraries were not able to purchase multiple copies of books, so patrons have to wait longer if they put a hold on a new bestseller.

5. Expanding Library Services

Ms. Peters noted the library team is working on restoring library operations in two phases, take on challenges as they come up, and provide staff to operate the buildings. Phase 1 began the week of September 12, 2021, restoring and expanding the hours at Civic Center and opening Arabian. Phase 2 will be to fully reopen the library system. Although approval for Phase 2 has been received, implementation will be delayed due to the need to hire and train new staff. Ms. Carrico noted the target date will be sometime in January 2022, with an official date announced as they get closer to completing the hiring and training. The staffing process does not currently include volunteers.

Board Members were given an opportunity to comment and ask questions. Ms. Carrico advised there are no staff members to call back to work and the hiring process is for new employees. Some positions that still exist but were not funded due to budget cuts, such as the volunteer coordinator. The library team would need to ask to have the funds put back into the budget to fill the positions.

6. Director's Report

Ms. Peters provided the Director's Report highlighting the following:

- The restoration and expansion of library systems began in September.
- The Tails and Tales summer reading program was a success despite the pandemic challenges.
- Fine Free program data reveals between January 2020 and January 2021 a 65% decrease in accounts being sent to collections for unpaid fines and fees, which saves the city money for

collection services. Data continues to be collected and analyzed and updates will be provided at the Board meetings.

- Pony Express continues to be used.
- Anna Anderson has joined the library and Community Services teams as Management Analyst.
- The Library Card Campaign began in September to show how important it is to have a library card. At the conclusion of the campaign a concert will be held at the Scottsdale Stadium in November.
- At the October 5th City Council meeting there will a proposal to change the Library Board Ordinance that prevents a chair from serving for two consecutive years. If the ordinance is amended by City Council, the Library Board will need to adjust the bylaws.

7. Identification of Future Agenda Items

Vice Chair Smigielski, seconded by Board Member Collins, requested to put the Friends of the Library on the agenda.

Vice Chair Smigielski inquired about presentations as the library branches start up again when possible.

8. Board Members' Reports

Vice Chair Smigielski advised a flyer was prepared and provided to all Board Members, which summarizes the Friends of the Library's upcoming events this fall. Additionally, all events are listed on their website. On November 5, 2021, former Board President Teresa Kim Quale will be honored at the literacy award event. \$25,000 was received from the Fiesta Bowl which was donated to the library.

Board Member McLendon noted she visited Appaloosa, met with staff, and saw how things work behind the scenes for Pony Express and the drive thru.

Chair Reyman noted each Board Member is assigned to be a liaison with the library branches and ask that they reach out as soon as possible.

Chair Reyman advised the next Board meeting is scheduled for October 20, 2021.

9. Adjournment

BOARD MEMBER KLEIN MOVED TO ADJOURN THE MEETING. BOARD MEMBER COLLINS SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS COLLINS, HARTMAN, KLEIN, AND MCLENDON VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 3:17 p.m.

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