



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

Wednesday, October 18, 2023, 3:00 p.m.
Civic Center Library, Studio Program Space Room
3839 N. Drinkwater Blvd
Scottsdale, AZ 85251

PRESENT: Chair Janet Smigielski, Vice Chair Freda Hartman, Board Members, Sam Campana, Natalee Esposito, George Hartz, Enid Seiden, and Leslie Totten

STAFF: Melissa Orr, Senior Library Manager and Interim Library Director; Alicia Brillon, Senior Library Manager; Lee Schnoor, Systems Integration Supervisor; Javier Mendoza, Staff Coordinator; Judy Doyle, Community Services Assistant Executive Director; and Rebekka Jones, Collection Management Coordinator

Call to Order

Chair Smigielski called the meeting to order at 3:12 p.m.

Roll Call

Members present as listed above.

Public Comment:

There were no public comments.

Minutes – September 20, 2023

Several corrections and typos were noted.

BOARD MEMBER SEIDEN MOVED TO APPROVE THE SEPTEMBER 20, 2023, LIBRARY BOARD REGULAR MEETING MINUTES AS AMENDED. BOARD MEMBER CAMPANA SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SEVEN (7) TO ZERO (0). CHAIR SMIGIELSKI, VICE CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITO, HARTZ, SEIDEN, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Friends of the Library President Welcome

Chair Smigielski introduced Amanda Shetler, the new Friends of Scottsdale Public Library President. Ms. Shetler provided an overview of her roles and responsibilities, noting she has been on the board since January 2023. The focus over the next two years is to provide an understanding of the Friends Board and its partnership with the library and to increase advocacy and fundraising for the library. The 24-hour donor challenge for 1,000 books before kindergarten started today and had raised \$8,000 by noon.

Board Member Hartman noted the 24-hour challenge goal was \$5,000. Ms. Shetler stated they intend for the 24-hour challenge to become an annual event to support various library programs. A link to the challenge is on the Friends of the Scottsdale Public Library website and ends at 11:59 p.m. on October 18, 2023, but donations will still be accepted after that date.

Chair Smigielski thanked Ms. Shetler for what the Friends of the Scottsdale Public Library have done over the years to support the library and invited members and staff to attend the Scottsdale Public Library Board meetings.

2. Patron Comment Report

Alicia Brillon, Senior Library Manager, provided an overview of patron comments received over the last month, which included enjoyment of the programs, a wobbly table, extending library hours, and discontent with the website. Several patrons expressed confusion about the process for renewing their library card. Ms. Brillon noted that the automatic renewal process is still in transition and believes patrons will appreciate the program once they understand it.

In response to Board Member questions, Ms. Brillon stated the library is not able to extend hours as they do not have the funding to hire the new staff that would be required to keep the library open. However, they are looking into alternatives.

3. Brief Library Webpage Overview

Melissa Orr, Interim Library Director, stated this topic will be tabled until next month's meeting, when she will do an in-person presentation. She noted that the web page content includes policy topics being discussed at tonight's meeting and briefly explained where to find them.

4. Selection and Reconsideration of Materials

Rebekka Jones, Collection Management Coordinator, provided an overview of the selection and reconsideration of materials procedure, noting the policy is reviewed regularly and updated as needed. Ms. Jones noted, the policy being reviewed, including the reconsideration form, which is available on the library's website.

- Staff selects and acquires materials that meet the interest of the community
- Selection can be limited by budget and the City's procurement code
- Staff assess and acquire materials that support the library's mission and the needs and interests of a diverse population

- Basic guidelines for selecting materials include positive professional reviews, popularity, accuracy, currency, and impartiality of information, cost, and availability from contracted vendors, the reputation of the author or publisher, and format suitable for circulation in a public library.
 - Collection HQ, a 3rd party software is used to analyze the library's collection. Evidence-based Selection Planning (ESP) is used, which allows the library to obtain recommendations for distribution and quantities of suggested material purchases.
 - Purchasing profiles with contracted vendors who send recommendations on new materials. The recommendations are reviewed by staff and suggested purchases are presented during the budget process.
 - Professional knowledge from reading journals, paying attention to movies coming out that are based off books, etc.
- Materials may be reevaluated upon request, which is a reconsideration of materials.
 - Patrons can ask the library to reconsider the purchase of any material they do not agree with, known as the reconsideration process. Patrons are asked to read a statement from the American Library Association and complete a form that provides specific information on what is being objected to and why. These forms are reviewed by Ms. Jones, who will read the book or a portion of it or watch a video, review circulation history, professional reviews, and respond to the request with the decision to keep or remove the material.

In response to Board Member Esposito's questions, Ms. Jones stated the library receives an average of two complaints per year and if many patrons file the same complaint, it is considered a campaign. In the instance of a campaign, once a decision is made based on the library's standards, each patron will receive the same response. Should the library experience a campaign, that information would be shared with the Library Board. Ms. Orr stated she met with 14 library directors in the Valley and discussed banned books and challenges, and there have been very few campaigns. In addition, staff stay informed on what is happening locally, statewide, and nationally. Patrons also make telephonic and in-person complaints but often do not follow through with the formal complaint process. Ms. Jones noted the most challenging materials are related to children's books with LGBTQ content. All responses are customized to the complaint received.

In response to Board Member Hartz's questions, Ms. Jones stated she purchases adult fiction content and is a member of the Greater Phoenix Digital Library consortia. The digital material is determined based on the budget rather than recommendations.

In response to Board Member Totten's questions, Ms. Jones stated vendor contracts are reviewed every five years, which is announced on the City's website. Vendors are chosen by their ability to meet requirements and costs. Determining which library branch purchased material goes to is a balancing process based on circulation and holds. The process for deselecting or discarding of material is based on a monthly review and standards related to lack of circulation, condition, and accuracy of content. Material can be transferred to the library bookshops if they are in sellable condition.

In response to Vice Chair Hartman's question, Ms. Jones clarified this policy is available to the public on the library's website (not including the methodology and tools for purchasing materials). It is not required for a patron to have read an entire book or watched an entire movie to provide a request for reconsideration and the response is made accordingly. The reconsideration policy clearly states the

process is used for anything the library owns. Staff will review the language of the policy to ensure accuracy and clarity; however, it was recommended that Board Members read the entire policy.

Javier Mendoza, Staff Coordinator, noted the material and presentation for this agenda item is on the webpage as a link attached to the agenda.

5. Calendar Update

Ms. Orr stated she added meeting locations and pulled out the adult and youth programming based on a review of previous calendars.

Chair Smigielski, discussed the background and importance for developing the calendar, noting it serves as a reminder of topics to be reviewed annually.

Vice Chair Hartman noted the special topics category, such as safety and security, IT, and collection development, is not reflected on the calendar. She suggested Board Members could reflect on this calendar to generate ideas for future calendars.

Chair Smigielski asked for the calendar to be sent electronically to all Board Members.

6. Old Business

Chair Smigielski reminded the Board of the intent of the “old business” agenda item.

a. Meeting Room Policy

Melissa Orr, Interim Library Director, provided an overview of renting study or meeting rooms in the library. There are regulations associated with the required information and the type of use.

- Study rooms are smaller rooms located at each branch and can be reserved through the library’s website or in person by individuals or groups. There is no charge associated with the use of the study rooms.
- Meeting rooms are larger and used for programming. Two branches also have an auditorium available. Meeting rooms can be reserved by the public at no cost for programs that are available to the public, such as City departments and/or affiliated organizations, library programming, volunteer presenters, organizations partnered with the library, or cosponsored groups.
 - All other reservations are booked through the City’s facilities booking office which is part of the Community Services department and associated costs are based on needs, room size, and technological needs.

Chair Smigielski presented a concern with marketing material for an Adult Education Workshop being held at Arabian because it implies the library endorses or is sponsoring the program. A discussion ensued. Ms. Orr stated the booking policy indicates the library is not responsible for marketing the program; advertisements cannot state the program is sponsored by the library. She will review the complete policy and if necessary, these concerns will be presented to the City’s booking office for possible policy amendments.

b. New Card Statistics

Alicia Brillon, Senior Library Manager, provided an overview of new library cards issued in FY 22/23. On average there are 1,444 new card holders monthly during the fiscal year. Two cardholder purges were done, one in December / January and the other in February / March, which eliminated 16,000+ cardholders. Data from the beginning of FY 23/24 shows 1,500 new cardholders monthly.

In response to Board Member Totten's question, Ms. Brillon explained when and why cardholders are purged. There was a discussion related to conducting purges quarterly to eliminate such large decreases in cardholders at one time.

c. Strategic Plan Progress

Melissa Orr, Interim Library Director, provided an update on the status of the 2023 to 2028 Strategic Plan, which is accessible on the library's website under "other". Although Ms. Brillon and Ms. Orr are the only two Senior Managers remaining, there are some holes in the objectives and tactics that continue to be worked on, but extensive work has been and continues to be done on the five goals. This is discussed regularly in meetings with staff and a lot has been accomplished during the past ten months. Working with Ms. Brillon and Mr. Schnoor the plan has been transferred to Microsoft Planner software, providing flexibility and ease of use.

1. Increase Library Service Access for the Community
 - Hold it lockers installed at Granite Reef Senior Center
 - Second Chance Collection at Via Linda Senior Center
 - Increase access through the Pilot Reciprocal Borrowing Program with Maricopa Library
 - Increase accuracy and accessibility in the library catalog
 - Add appropriate subject headings
 - Request additional funding inclusive of CIP projects
2. Ambitiously Educate the Community about Scottsdale Public Library
 - This involves working with other City departments, such as Marketing
 - Improve the Library website, the library will be included in the City's revamped website
 - Patron Point
 - Distribute flyers to neighborhoods
3. Invest in Library Staff Development and Involvement
 - Annual Library Conference
 - Mentorship Program
 - Increase in interdepartmental relationships to ensure staff are giving the best service
4. Boldly Innovate Library Services for the Future
 - Support risk-taking pilot programs
 - DEIB programs with the Human Relations Commission
 - Introduce new technology
 - Constantly evaluate library programs and services
 - Increase community engagement
 - Ms. Orr will be reviewing the organizational structure

5. Infuse DEIB into Library Work and Culture

- Review policies and procedures, such as job postings, available space, messaging, staff training, and the catalog to ensure proper DEIB language and terminology is used

Vice Chair Hartman stated structure follows strategy and this is a perfect opportunity for an organizational review and contributions toward achieving the goals. By migrating the plan into the planner software, board members will be able to follow the progress. Ms. Orr noted they are still working on the planner software.

7. Director's Report

Melissa Orr, Interim Library Director, provided the Director's Report highlighting the following:

- All staff conference was held on October 9, 2023, the theme was "Stronger Together", with keynote speaker Sara Zettervall, author of *Whole Person Librarianship: A Social Work Approach to Patron Services*
- A new eNewsletter part of Patron Point debuted on October 2, 2023, and was emailed to approximately 127,000 addresses.
- \$14,000 Arizona State Library Literacy Grant received in partnership with Family Promise to provide welcome packets to families at two Scottsdale locations
- The Public Art Exhibition was held on October 12, 2023
- National Friends of the Library Week on October 15 – 21, 2023 and the 24-hour Donor Challenge on October 18, 2023
- Fall in Love with Scottsdale Civic Center will have the Dogs Day Out on Tuesday, November 14, 2023
- November is NaNoWriMo Month
- The Family Play Date will be held on December 9, 2023
- Current building projects include replacing carpet and upgrading parking lot lighting at Mustang; installing water bottle fillers at Civic Center and Mustang; and garage structural assessment at Civic Center
- Library CIP requests for FY 24/25 include installation of a sound wall, exterior painting, update/remodel youth restrooms at Mustang; update adult restrooms at Civic Center; shade structure for the north patio at Arabian.

8. Board Members' Reports

Vice Chair Hartman stated the Friends of Scottsdale Public Library as previously mentioned is holding a 24-hour donor challenge to raise funds for the 1,000 books before kindergarten. Desert Foothills is holding an event at Holland Community Center on October 21, 2023, where 70 local authors will discuss their books.

9. Identification of Future Agenda Items and Future Meeting

- Website overview
- Selection and Reconsideration of Materials as a regular agenda item
- Calendar discussion
- Policies
- Community events
- December meeting date

- Recruitment and retention of staff

Next regular meeting: Wednesday, November 15, 2023, 3:00 pm at Civic Center Library

10. Adjournment - 4:58 p.m.

VICE CHAIR HARTMAN MOVED TO ADJOURN THE MEETING AT 4:58 P.M. BOARD MEMBER SEIDEN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SEVEN (7) TO ZERO (0). CHAIR SMIGIELSKI, VICE CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITO, HARTZ, SEIDEN, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

Recorded and transcribed by eScribers, LLC.