



**City of Scottsdale
Library Board
Regular Meeting Minutes**
Wednesday, September 21, 2022
Civic Center Library Board Room
3839 N. Drinkwater Blvd.
Scottsdale, AZ 85251

PRESENT: Chair Shiela Reyman, Vice-Chair Janet Smigielski, Board Members Sam Campana, Sheila Collins, Freda Hartman, and Marna McLendon

ABSENT: Board Member Fred Klein

STAFF: Kira Peters, Library Director/Community Services Administrator; Managers Mandy Carrico and Melissa Orr, Program; and Erin Krause Riley, Librarian III

Call to Order

Chair Reyman called the meeting to order at 3:36 p.m.

Roll Call

Members present as listed above.

Public Comment:

No public comments were submitted.

Minutes – June 15, 2022

Vice Chair Smigielski noted under Patron Comment Report, at line 4 of paragraph2, “An interesting comment...” should read “A comment...”.

BOARDMEMBER COLLINS MOVED TO APPROVE THE JUNE 15, 2022, LIBRARY BOARD REGULAR MEETING MINUTES AS AMENDED. BOARD MEMBER CAMPANA SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF FIVE (5) TO ZERO (0) WITH ONE (1) ABSTENTION. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, AND BOARD MEMBERS CAMPANA, COLLINS, AND MCLENDON VOTED IN THE AFFIRMATIVE, BOARD MEMBER HARTMAN ABSTAINED, AND THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Patron Comment Report

Kira Peters, Library Director/Community Services Administrator, noted the patron comments attached to the agenda were from the last meeting. Board Members can ask

follow-up questions at the next meeting after they have had time to review this month's patron comments.

Many of the patron comments focused on being thankful for materials such as video games and magazine / newspaper subscriptions, customer service, and access to Pony Express. There are some patron comments that are hard to decipher, and staff do their best to respond accordingly. Ms. Peters advised they are aware of the challenges with Wi-Fi connectivity at Civic Center in response to a patron comment. A special comment was made by a seven-year-old patron who stated she loved pandas and the library.

There were several suggestions made through patron comments, including having a notary on staff and adjusting hours of operation to include early morning hours. Ms. Peters advised a notary on staff is a good idea and they will look into it. Board Member Hartman inquired if there could be a pilot program to test extending the hours, having one day a week when the library opens early and one day a week when the library stays open later. Ms. Peters noted attendance and staffing are used to determine the best hours of operation. Ms. Carrico noted there are discussions of having evening hours; however, limited morning hours in the past have generated some disgruntled patrons when they come on a day the library is not open early.

A discussion ensued regarding gun lockers outside of the libraries that are being damaged, causing them to be nonfunctional. Ms. Carrico advised the lockers are required due to the right to carry law. Vandalism is a city-wide issue. After many discussions pertaining to policies and procedures within the community service group, they have only been able to come up with workarounds. The repair or rekeying does not come out of the library budget.

Vice Chair Smigielski asked to know how many patrons use Pony Express in the early morning hours.

Board Member Hartman suggested having the patron comments accessible on the library's website as staff have put a lot of thought into their answers that could benefit others. A discussion ensued, concluding that additional conversation is needed prior to enacting this idea.

2. Library Usage Metrics and Library Board Advocacy for Library Usage

Chair Reyman noted she asked for this agenda item to discuss all manners possible for how the board can support the library. Kira Peters, Library Director/Community Services Administrator, provided an overview of library usage metrics since the reopening in January 2022 and shared how the Library Board can support library usage.

Metrics compared to 2021 show increases in library usage, gate counts, and circulation. Library card holders is down by 4%; however, with an increase in programming and the library card event the number will increase. Vice Chair Smigielski noted since 2020 many of the "snowbirds" did not come to Scottsdale which had an effect on card holder numbers. It is anticipated they will return this fall and increase the library card holder numbers.

Ms. Peters updated the board on the budget, advising the special revenue account since July 1st has \$20,000, which increased the projected revenue to approximately \$100,000. With inflation the City has asked all departments to pay attention to how it is affecting their department and report back. The LAP funding for FY 22 decreased by \$61,000. Brian

Bundy, Business Operations Manager, has asked to come to the November meeting to discuss the budget process.

Ms. Peters noted after discussing with the management team how the Board can support the library they came up with the following ideas. Melissa Orr will generate a list of upcoming events where Board Member participation would be beneficial, which will be included on the agenda.

- Word of mouth and pumping up the library within the community
- Attend events and help staff
- Involvement with program initiatives
- Support Friends of the Library in an appropriate way

Ms. Orr noted these upcoming events:

- Pride Parade on October 16, 2022
- Stadium event on November 5, 2022
- GAIN (Getting Arizona Involved in Neighborhoods) beginning October 15, 2022. More information will be provided as the events get closer

Board Member Hartman suggested community forums at the library branches to make stronger connections with patrons and share what the library has to offer. Board Member Campana suggested building on what is already happening, such as the grand opening of the Civic Center Mall. Chair Reyman noted if events are occurring prior to the next meeting an email could be sent out as advance notice is beneficial in planning how the Board can assist the library.

3. Library Volunteers, Programming, and Bookshops

Erin Riley, Adult Services Coordinator, presented information to the Library Board about current updates on volunteers, adult programming, and bookshops in the library. She noted that since reestablishing the volunteer program there is a lot going on, such as managing the bookshops. The bookshops at Civic and Mustang remained open during the pandemic and continue to be open. System-wide pricing has shifted to a successful “dot” system with a legend explaining the cost associated with each color dot. Bulk donations are being picked up at Mustang and Civic Center by one vendor, who also purchases the CDs, DVDs, and other media that cannot be sold.

Mustang is being used as a processing center, as it has storage space for books going into inventory and bulk items waiting to be picked up. Trained volunteers use Civic Center to evaluate and research values and ensure the best price is received. Mustang will also have a bargain center for older and low demand items. Teen volunteers are processing and pricing book and media donations made to the youth shop area at Mustang. Plans are underway for the reopening of the bookshops at Arabian and Appaloosa in January 2023.

Computer, ESOL, and financial education programs will be beginning soon, with some being offered virtually. Course instructors will become part of the volunteer program. Volunteers are also restocking the little free libraries and assisting with SHC and IRL. There is discussion regarding having volunteers at an information desk.

Board Member Collins inquired if there is a waiting list of volunteers. Ms. Riley advised volunteers were strategically brought back for specific positions and programs. There is not a waiting list at this time; however, there are individuals, including patrons, who have

expressed interest and when a volunteer position becomes available, they are contacted first.

4. Scottsdale Public Library Fiscal Year 2021-2022 Year in Review

Kira Peters, Library Director/Community Services Administrator, provided an overview of the fiscal year including metrics and highlights for Scottsdale Public Library during fiscal year 2021-2022. To put topics into context, FY 18-19 is referred to as the pre-pandemic year and all libraries closed to the public in March 2020 with Palomino dissolving as of July 1, 2020.

As of Monday, September 26, 2022, the vacancy rate will be 3% with the hiring of Alicia Brillon, Collections Manager, who will begin October 10th.

Library physical and digital gate counts are up 3%; however, e-circulation is down from the pandemic. Computer usage is slowly increasing. On the digital side, Ms. Jones provided various slides showing collections, digital use by service, circulation trends by material type and age. The largest decrease was in adult DVD materials. The teens have the smallest circulation. Ms. Carrico noted they have the smallest collection and that means smaller circulation. As the discussion ensued it was noted the teens are not back in the library as they were prior to the pandemic, there are teen advisory boards at each branch, Arabian has the highest teen population as it is next to a middle school, and teens are the largest challenge nationally. Suggestions were made to survey the teens regarding what they want to see in the library and to determine how many students are participating in online education and how it affects library use.

Drive-through numbers are not as high as during the pandemic. Program attendance continues to grow with plans on the horizon. Library card counts reflect actual library users since yearly library card purges began in FY 18-19 with approximately 150 cards purged and now occur monthly for any card holder who has not used the library in two years.

The FY 21-22 budget was at \$8 million with the majority for personnel. LAP funding supports the General Fund and comes from property tax using 40% from evaluation and 60% for card holders within Maricopa County. LAP funds received FY 21-22 were \$531,000 and FY 22-23 were \$469,962. Where this is the last year of the contract a new one will be developed using a revamped formula. Additional funding is received from the Gibson Memorial, Friends of the Library, the Rassner Endowment, and the new special revenue account. Nationally content licensing agreements and cost of the work has increased.

A navigator will be joining the library through the partnership between the Library and Human Services to assist the unhoused population obtain services. The SkyRoom at Civic Center, DC Ranch Park, and the reconstructed Civic Center Mall are exciting changes to the area.

Nationally the ALA reported 720 new challenges; although these have not hit Scottsdale, they have processes and procedures in place and can modify them as needed. Board member Hartman inquired of the procedure for handling an angry group challenging a book. Ms. Carrico noted the process is the same for individuals and groups, their challenge is professionally reviewed, position is relayed, and an appeal can be initiated. Should there be a physical threat or hindrance to the library operation, that is handled differently.

Board Member Hartman discussed how the slides do not show an interrelation between them, which is necessary when making a case for additional funding for the library. Vice Chair Smigielski concurred, noting if the collection is not there patrons will stop coming to the library. Board Member Collins noted the data provided has advanced over the years.

5. Director's Report

Kira Peters, Library Director/Community Services Administrator, provided the Library Board with a summary of current events in the library.

- Summer reading program was very successful
- Alicia Brillon as the Tech Services Senior Manager
- November 5, 2022, will be the card holder event at the stadium
- Still looking for funding for the hold-it material lockers. Potential funding could come from the SRP funding and continued fundraising work with the Friends of the Library
- Patron engagement software will make it easier to renew library cards
- Tumble Books provides digital books in the classroom and at home without a library card
- Mustang has part-time security provided through Allied Security and Civic Center has two monitor positions
- Staff training will take place on October 10th, which will be held virtually, and all Board Members can attend

6. Board Members' Reports

Board Member McLendon noted she had a wonderful initial visit to Arabian. Further, she shared her experience of visiting libraries in Scotland, that are considered research libraries.

Board Member Hartman provided an update from the Friends of the Library meeting. They are still looking for someone to serve as president; the BCBS and Cardinals grant funding is still pending; their reception on banned books was sold out and very informative; there is discussion of another ArtWalk event; Messenger funding allowed for 2,000 copies of the new brochure and 1,000 sheets of stationery to be produced; revamped posters have been created for each library branch; they are looking for a restaurant within the Arabian Library area to host an event, and the Steering Literacy awards will be presented on November 5th.

Chair Reyman advised she attended the administration staff meeting which was entertaining and exciting, with spirited discussion.

7. Identification of Future Agenda Items and Future Meetings

- Brian Bundy in November
- Banned books policy and procedures
- Scottsdale Civic Center update
- Strategic plan update
- How to make the libraries more physically appealing to the public and process for selecting money to go the branches for upgrades
- Friends' presentation to board
- Discuss board meetings at different branches
 - Chair Reyman advised this will begin in January 2023 due to eScribers needing to utilize remote staff

- Connection between collection, gate count, and budget
- Potential partnerships
- Next meeting October 19, 2022, at 3:30 p.m. at Civic Center
 - Collection development and strategic plan update

8. Adjournment

BOARD MEMBER MCLENDON MOVED TO ADJOURN THE MEETING. VICE CHAIR SMIGIELSKI SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0), CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, AND BOARD MEMBERS CAMPANA, COLLINS, HARTMAN, 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 5:26 p.m.

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