



**SCOTTSDALE PUBLIC LIBRARY BOARD
MEETING MINUTES
Civic Center Library Board Room
September 17, 2008 - 3:30 p.m.**

Members Present: Paul Lison, Chair
Denise Dowers, Vice Chair
Nancy Walker, Secretary
Joan Freund
Judy Lewis
Karen Quinn
Camille Schmidt

Staff Present: Rita Hamilton, Library Director
Debra Baird, General Manager
Carol Damaso, Public Services Manager
Kathy Coster, Manager for Innovation
Aimee Fifarek, Manager of Technologies and Content
Cheryl Thomsen, Library Administrative Coordinator
Rose Rimsnider, Administrative Secretary

CALL TO ORDER

Mr. Lison called the meeting to order at 3:30 PM.

APPROVAL OF MINUTES

Mr. Lison called for a motion to approve the Minutes of the June 18, 2008 meeting. Ms. Schmidt so moved; Ms. Walker seconded, and the motion passed 7-0.

LIBRARY STAFF REPORTS OF CURRENT EVENTS (A.R.S. 38-431.02 (K))

Monthly Statistical Report – Cheryl Thomsen

	<u>Year End 06-07</u>	<u>Year End 07-08</u>	<u>% Change</u>
Circulation	2,491,287	2,999,895	+20%
Attendance	1,455,662	1,432,652	-2%

	<u>July & August 2007</u>	<u>July & August 2008</u>	<u>% Change</u>
Items Circulated	457,806	592,522	+29%
Attendance	204,102	232,283	+14%

The Gift & Memorial Trust Account receipts in June, July and August were \$184.35, expenses were \$558.78. In the Library Book Sale Special Revenue Account, June, July and August income from sales were \$46,361.61 and expenditures were \$76,052.56.

For the Year End 2007-2008, volunteers donated 37,570 hours to the Library, the public access computers were used 420,010 times, 836,979 users accessed the library's web site and there were 25,075 WiFi users (+23%). In July and August 2008, volunteers donated 6,992 hours to the Library, the public access computers were used 72,368 times, 211,281 users accessed the library's web site and there were 4,833 users of WiFi (+30%).

Library Director's Report – Rita Hamilton

Ms. Hamilton welcomed the Board back and introduced Louise Nemanich as the new Board member who will begin her term in October. Ms. Hamilton thanked Mrs. Quinn for her years of service to the Library and presented her with a book that will be added to the Library's collection. Mrs. Quinn said she has enjoyed her tenure on the Board and will look forward to attending the meetings as a spectator.

Ms. Hamilton reported that the Mustang Library remodel is half way finished and we anticipate completion in November. The contractors are doing a great job and we have added 40 additional parking spaces. We're installing new carpet towards the end of the remodel which will result in the Library being closed a few days. Construction for Appaloosa is underway and we anticipate completion of construction in September 2009.

Ms. Hamilton reported that the Library had a successful Summer Reading Program with up to 11,000 participants. Also, we currently have a great exhibit, in conjunction with Scottsdale Public Art, in the ArtSpace by Bob Sutz. His life mask portraits honor Holocaust survivors.

Customer Comment Report – Rita Hamilton

Ms. Schmidt remarked about the comment a customer made on being harassed in their car by a petitioner. Ms. Walker suggested we help customers with what to say to a petitioner when being harassed. Ms. Hamilton said that with the implementation of the "Scottsdale Way," the Library's customer service model, our staff has become more proactive and complaints on petitioners have diminished. Ms. Walker commented on the suggestion that the Library open an hour earlier during the summer and Ms. Hamilton said we could take a look at this; however, we would then need to close an hour earlier. Ms. Dowers commented on the suggestion regarding the organization of DVDs. Ms. Hamilton responded that we have new shelving and have reorganized the DVDs. Mrs. Freund praised the response time of library staff responding to customer comments. Ms. Hamilton added, if we're given a phone number, we will call the customer.

Library Service Highlight – Rita Hamilton

Ms. Hamilton updated the Board on the 2007/08 Strategic Plan Final Report and said the Library had a fantastic year with a 20% increase in circulation. We found that 99% of our customers were satisfied with the service they received. We created Early Learning Literacy centers at Arabian and Mustang Libraries and are planning for centers at Appaloosa and Civic Center Libraries. We had 101,422 teen visits to the Knowasis

Teen Center and each library now has a designated teen space. It truly has been a fantastic year and Ms. Hamilton complimented the library staff for their great work in meeting the Library's goals. Ms. Hamilton informed the Board that staff is in the process of putting together the goals and objectives for the next three years. Mrs. Quinn thanked Ms. Hamilton for a job well done.

ITEMS REQUIRING BOARD ACTION

Proposed Expenditures – September 2008

Library Outreach	\$ 2,050
Mustang – Furnishings to complete renovation	115,000
Youth Services – Teen Author Visits	2,500
Youth Services – Teen Gaming	<u>1,500</u>
Total	\$121,050

Mr. Lison called for a motion to approve the September 2008 proposed expenditures. Ms. Walker so moved; Mrs. Lewis seconded and the motion carried 7-0.

BEHAVIOR MANAGEMENT (revised)

Ms. Hamilton explained that the revision to the Policy adds theft of library property to the suspension list. Mrs. Quinn moved to approve the Behavior Management Policy as revised; Ms. Dowers seconded and the motion passed 7-0.

FINES & FEES (revised)

Ms. Hamilton explained that the revision to this policy that adds the fee for a single DVD replacement as part of a set. Ms. Schmidt moved to approve the Fines & Fees Policy as revised; Mrs. Freund seconded and the motion passed 7-0.

LIBRARY CARDS (revised)

Ms. Hamilton explained that the revision to this policy deletes the need for a PC library card to use public computers. Ms. Dowers moved to approve the Library Cards Policy as revised; Mrs. Quinn seconded and the motion passed 7-0.

MEETING ROOM USE (revised)

Ms. Hamilton, explained that the revision to this policy adds the maximum occupancy number for Palomino's multi-use room. Ms. Schmidt moved to approve the Meeting Room Use Policy as revised; Mrs. Freund seconded and the motion passed 7-0.

RULES OF CONDUCT (revised)

Ms. Hamilton explained that the revision to this policy adds stealing to item B. Ms. Dowers moved to approve the Rules of Conduct Policy as revised; Mrs. Quinn seconded and the motion passed 7-0.

ANNOUNCEMENTS, ISSUES FOR FUTURE DISCUSSION

Mr. Lison complimented the look of the Library's new website. Ms. Fifarek extended KUDOS to Mr. Brad Morse for his graphic expertise. Ms. Fifarek also said that we'll carry the new look throughout the website.

Mrs. Freund commented that she loved getting coffee in the café at Arabian Library and asked Ms. Hamilton if we were any closer to resolving this issue. Ms. Hamilton responded that unfortunately there is not enough foot traffic to make it financially sound for an outside vendor to offer a coffee café. The Library is looking at other options of offering a coffee service.

OPEN CALL TO THE PUBLIC

Mrs. Ecton shared she was excited about Appaloosa.

ADJOURNMENT

With no further business to discuss, being duly moved and seconded, the meeting was adjourned at 4:39 PM.

Respectfully submitted,

Rose Rimsnider, Administrative Secretary