



**City of Scottsdale  
Library Board  
Regular Meeting Minutes**  
Wednesday, May 15, 2019  
Palomino Library  
12575 E Via Linda Street  
Scottsdale, AZ 85259

**Present:** Chair Teresa Kim Quale, Vice Chair Shiela Reyman, Board Members Allegra Fullerton, Janet Smigielski, and Ruth Wachs

**Absent:** Board Member Sheila Collins

**Staff:** Kira Peters, Library Director; Managers Melissa Orr, Beckie Gallivan Butler, Mandy Carrico, Librarian I Louisa Aikin; Librarian II, Kate DeLaPointe, and Lee Schnoor, Systems Integration Supervisor.

**Call to Order at 3:33 p.m.**

Chair Quale called the meeting to order at 3:33 p.m.

**Roll Call**

Members present as noted above.

**Public Comment**

There were no members of the public who wished to speak.

**Minutes**

Regular Meeting Minutes – April 17, 2019

BOARD MEMBER SMIGIELSKI MOVED TO APPROVE THE APRIL 17, 2019 LIBRARY BOARD REGULAR MEETING MINUTES AS CORRECTED. BOARD MEMBER WACHS SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, AND BOARD MEMBERS FULLERTON, SMIGIELSKI AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

## REGULAR MEETING AGENDA

### 1. Director's Report

Kira Peters, Library Director, provided the a staffing update, noting that:

- Annual Boards and Commissions Appreciation Event to be held at the Scottsdale Airport on Thursday, May 16<sup>th</sup> from 6:00 to 8:00 p.m.  
On Tuesday, May 21<sup>st</sup>, at 4:00 p.m., there will be a special meeting at which City Council will appoint a new Library Board Member

Library Outreach Initiatives:

- Ms. Orr has been working hard on outreach
- Civic Center Library will be a hydration station, which means water will be provided to library staff to give out to anyone who looks in need of it
- Patrons would be encouraged to refill their water bottle
- Coffee and Conversations: reaching out to persons experiencing homelessness and providing coffee at the Civic Center Library
- Book bike should arrive by the end of June
- Final Coordinator position has been filled by Jennifer Wong Ortiz (was Youth Librarian at Civic Center)
- System wide, patron reservable study rooms will be bookable online
- Every room has a sign to let patrons know it can be reserved
- All express computers and iPad stations all are available to the public
- Wash away fines will run June 1 through June 7, 2019 (will waive 50 cents in fine up to a maximum of \$24.99)
- Summer Reading Program is up and ready
- In partnership with Scottsdale Public Art, Appaloosa will be hosting artist Shachi Kale's exhibit, Before Forever After: My American Fairytale in the first week of June
- VIP ribbon cutting for the Scottsdale Heritage Connection project June 25<sup>th</sup> at 7:30 a.m. before library opens, with attendance of Mayor and some Council Members to recognize donors to the project
- At May 21<sup>st</sup> Council Meeting, Ms. Peters will give a presentation on the Scottsdale Heritage Connection Project and seek Council's approval for honorary naming of the internal space for the Messinger Family, who have donated significantly to the project and has given much to Scottsdale
- Palomino Library phase-out plan is about 85% complete
- Mustang Library has an exhibit with Scottsdale's sister city (Teen Art from Kingston, Ontario, Canada, and in turn Scottsdale Teen Art will be at the Ontario Tech Center in July)
- Birdie Umwelt Dedication in Scottsdale on Friday May 17<sup>th</sup>, from 10:00 a.m. to noon around the transit stop in front of the Mustang Library
- Seed Library is now open and available at Mustang and has been well-received

- Scottsdale Libraries was awarded a grant in the amount of \$15,000 for the teen maker space in the Oasis Teen Center, and one for \$4,000 for English as a Second Language (ESL)

## **2. Patron Comments**

Board Member Smigielski asked how much notice patrons were given about the change to no cash copying at the Civic Center. Ms. Carrico stated that when she started in this position, the procedure was already underway. Miscommunication about delivery dates for the printers was also a factor, so staff also did not have much notice. She added that the other branches have been given notice that cashless printing will be in place soon. Ms. Carrico stated that the coin-operated machines cost more to operate and needed replacement.

Ms. Peters mentioned that there are often complaints about machines not taking cards. She added that if there were still complaints in a few months, the matter will be revisited.

Board Member Smigielski stated that there should be a record kept of how many patrons paid in cash.

Chair Quale mentioned the option of machines providing a debit card for cash pre-payment that could be a possibility.

## **3. Library Technology Update**

Mr. Lee Schnoor, Systems Integration Supervisor, stated that he, too, had just come into his current positions as the switchover to cards only printers rolled out. There were operational and technical difficulties at first that took a couple of weeks to resolve but they have been corrected by a software update.

One initial issue was that if patrons wanted to preauthorize printing costs on their credit card, it was set at \$20, but that entailed a three-day hold before the printers could be used. After consulting with staff, it was learned that a balance of only \$5 should cover most of the print jobs that patrons needed. This has now been corrected so that currently only \$5 is authorized on pre-authorized credit cards, and if a higher balance is needed, simply pre-authorizing an additional \$5 is simple. Mr. Schnoor said that had been put in place as of Monday and there was not much information on that yet.

Mr. Schnoor stated that at Civic Center and Mustang there was the back-up of a cashier if they chose not to use a credit card, although Arabian and Appaloosa do not have that option. Appaloosa's machine was just installed today. He noted there is a contingency plan if credit card only was not working well at those two sites.

Mr. Schnoor stated that as far as a time limit for reserved public computers, that could be adjusted to what the particular branch staff sees fit.

Ms. Gallivan Butler said that the Civic Center computers were moved closer to the information desk so they could be monitored more closely.

Chair Quale asked why there are only two computers out of forty on a timed system, since so many were not used, and Vice Chair Reyman stated there was a responsibility to keep a certain amount of computers available for short-term users.

Mr. Schnoor stated that timing could be eliminated on any of the computers, depending on what the testing results show.

#### **4. Strategic Planning Update**

Ms. Peters provided an update on the Library's Strategic Planning:

- Focus groups almost complete
- Getting ready to close out public survey and compile results
- Staff survey is complete (staff would like more communication from management staff, and are very supportive of library employees)
- Next committee meeting is Monday, May 20<sup>th</sup>, where specific goal areas based on survey results will be considered, and possible mission statements will be reviewed

#### **5. Scottsdale Heritage Connection**

Ms. Peters encouraged everyone to take a look at the Scottsdale Heritage Connection display. She added that the shelving would come in around the first week of June. Ms. Peters asked for the Board's position on naming the interior of the Scottsdale Heritage Connection after the Messinger Family.

Chair Quale asked if the late Mr. Rubin's idea of having a Scottsdale Heritage kiosk at other branches is still under consideration. Ms. Peters confirmed that it is, however, the cost of one kiosk was approximately \$10,000, so it was recommended that each of the branches do programs pertinent to the branch.

Ms. Gallivan Butler gave an update on the exhibit, which should be at the Civic Center for at least nine months.

BOARD MEMBER WACHS MOVED TO NAME THE INTERIOR DISPLAY OF THE SCOTTSDALE HERITAGE CONNECTION AFTER THE MESSINGER FAMILY. VICE CHAIR REYMAN SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, AND BOARD MEMBERS FULLERTON, SMIGIELSKI AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

## **6. Palomino Transition Update**

Ms. Orr and Ms. Gallivan Butler provided this update and the following highlights:

- Approved by City Council and Scottsdale Unified School District Board
- Goals set by July 1<sup>st</sup> 2020
- Moving material off shelves and transporting to other branches (45,000 items) will be completed
- Huge undertaking so cannot wait until school is out to begin the transfer
- Will gradually reduce collection over time
- In March turned off holding at the Palomino Branch so that the collection at this branch is not growing
- New materials are still coming in
- Circulation is about 3% of total circulation so demand is very low
- Will gradually remove materials over time and most of the materials will go to Civic Center due to space considerations
- About 6,000 items have been identified as unique to Palomino; these will be moved to other branches first
- Always cycling out grubby and obsolete items
- Not all items will not be removed, but at least 50% is a good guess
- Some collections are identified and will definitely be kept
- Will have some events and activities at Rio Montana
- Subscriptions that end after March 2020 have been cancelled
- Will rely on staff to re-adjust as the process goes along
- From mid- to late-May staff will be available to assist

### **Staffing Plan:**

- Staff plan is in place already, in order to make sure that all of the 11 Palomino staff members have a spot, and some degree of choice of where they will end up
- All vacancies are starting off as internal in order to facilitate the process
- Priority was placed on saving full-time staff (2 of the Palomino staff members are paid 80% by the school district and 20% by the City of Scottsdale), so the City plans on absorbing the 80% for those two positions by cutting all part-time positions at Palomino except one (which will also show savings in the closure of Palomino)
- For part-time positions, it is not people but the positions that are being cut, so as positions open, those part-time employees are encouraged to apply for whatever they are interested in and those positions will be held for a temporary employee
- In order to keep staff until the closure, the temporary employees will be slotted in as new employees come into the Library system
- Most of the full-time positions are moving into Ms. Orr's Outreach Unit with only a couple moving into the branches (the need in administration is higher because outreach efforts will rise)

- Communication with volunteers has started in a limited way because the paid staff had not yet been informed of everything since this was very recently approved
- Volunteers will be provided information as it comes available

### **Outreach Services:**

- Ms. Orr and Ms. Carrico working together on the best way to transition services that the public uses most
- First Rio Montana program will be held June 30, 2019 instead of at Palomino
- That building will be used for library services going forward, and it is the most feasible for story times and other activities, as well as outreach (parking needs some improvement)
- Met with Ms. Aikin and other coordinators to come up with fall programs (crafts and other programs including an outdoor movie in the park)
- Been hearing that patrons are interested in making sure they get their items
- Considering a service for “on hold” books in a machine that would sit outside of Rio Montana
- Machine also allows for payment of fines and returning materials
- Outreach staff would also assist in the programs there
- Hoping to provide even better services there than have offered at Palomino
- Will work with the school board, City Council, and staff to make sure the transition is positive and meets needs
- Funding and other factors may change these plans
- Librarian and Outreach Coordinator will be working at Rio Montana

Ms. Orr stated that staff is working with facilities to get the building at Rio Montana in shape.

Mr. Schnoor stated that the system will be compatible with the library’s current technology. He noted that equipment that could be used would be moved into the other branches, and anything else would go back to the City, which would provide some savings.

Ms. Peters stated that staff was being very thoughtful and very sensitive to everyone. She thanked staff for their hard work.

## **7. Board Members’ Report**

Board Members provided the following brief summary of current events/comment:

Chair Quale stated she had been traveling and had visited the Carnegie Library and the building was fabulous. She also went to the Cleveland Library (which has its own magazine), with some interesting articles. She noted that the Cleveland Library’s

technical support offers a lot, and they have books in many languages. She encouraged everyone to visit other libraries when they travel.

## **8. Identification of Future Agenda Items**

The following agenda items were identified:

1. Volunteerism
2. Outreach Update
3. Strategic Planning
4. List of ongoing topics

## **9. Adjournment**

VICE CHAIR REYMAN MOVED TO ADJOURN THE MEETING. BOARD MEMBER SMIGIELSKI SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, AND BOARD MEMBERS FULLERTON, SMIGIELSKI AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 4:56 p.m.

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