



**City of Scottsdale
Library Board
Regular Meeting Minutes**
Wednesday, October 16, 2019
Mustang Library
10101 North 90th Street
Scottsdale, AZ 85258

PRESENT: Chair Teresa Kim Quale, Vice Chair Shiela Reyman, Board Members Sheila Collins, Allegra Fullerton (via phone), Marna McLendon, Janet Smigielski, and Ruth Wachs

STAFF: Kira Peters, Library Director; Managers Melissa Orr, Beckie Gallivan Butler, Mandy Carrico, Medina Zick; Lee Schnoor, Systems Integration Supervisor; Amy Herring, Staff Coordinator; Louisa Aikin, Librarian II; Mary Wilbur; Jennifer Wong-Ortiz, Outreach Coordinator

GUESTS: Jean Johnson, Library Volunteer, Suzanne Klapp, Councilperson, Rachel Pearson, Experience Scottsdale

Chair Quale called the meeting to order at 3:30 p.m.

Roll Call

Members present as noted above.

Public Comment

Ms. Rachel Pearson, Vice President of Economic and Governmental Affairs, at Experience Scottsdale addressed the Board, noting that Experience Scottsdale has been one of the City's largest partners for 30 years in working to establish Scottsdale as a year-round travel destination. She provided a handout regarding a November 20th behind the scenes session which will provide an opportunity to meet the Experience Scottsdale team, learn about funding, and its services and functions. She added that there will be additional sessions in the spring.

Minutes

BOARD MEMBER WACHS MOVED TO APPROVE THE SEPTEMBER 18, 2019 LIBRARY BOARD REGULAR MEETING MINUTES. BOARD MEMBER SMIGIELSKI SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, AND BOARD MEMBERS COLLINS, FULLERTON, McLENDON, SMIGIELSKI, AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Director's Report

Kira Peters, Library Director, and staff, provided the Library Board with a brief summary of current events in the Library. She provided the following highlights:

- Appaloosa Library's new sculpture was installed last month
- Appaloosa's 10th anniversary will be celebrated November 9th
- Fall book sale set for Saturday November 2nd from 10 to 3
- Ultimate Play Date set for December 7th from 10 to 3 (about 4,000 people attended in the past)
- Digital press reader is live
- E-resource provides hundreds of newspapers, including the AZ Republic, LA Times, and NY Times that can be read on devices
- E-services librarian will attend the Library Board meeting in December to present
- Adult programming will be addressed at the Human Library Event October 19th at Civic Center from 11 to 1
- Pictures were presented from the citizen workshop classes at Civic Center
- Adult computer classes coming back
- Palomino Program transition to Rio Montana included Stay and Play, with 50 participants
- New Friends Board Member is Peggy Sharp Chamberlain, who will be a great addition to the Board
- Staff is working with Friends in order to revitalize and help support Storytime Room expansion
- Staff will present at a future meeting on how to join Friends of the Library
- Fees to join are from \$35 to \$500 with no difference in what you get for the membership fee
- Staff have been working with Friends to see what Friends of other libraries are doing
- All staff conference held on Columbus Day and was very engaging
- Launching Strategic Plan (more information later this meeting)

2. Patron Comments

Board Members reviewed the Patron Comment Reports.

Ms. Peters stated that patron comments did not include comments from the Civic Center branch, which will be available at the next meeting.

3. Board Member Orientation Project

Chair Quale complimented Board Member Collins who rough drafted the Project plan, which was crafted so that when a new Board Member came on they would have more formal information.

Ms. Black, Branch Manager, provided a handout of the draft Board Member Orientation, noting that it was a general outline and could be revised. She added that the materials include an

overview, a presentation, and a sample script for Board Members at events, which includes facts/figures about libraries in general and Scottsdale in particular.

Ms. Jennifer Wong-Ortiz, Lead Librarian, presented slides regarding the Orientation topics including:

- Intro to community
- New staff orientation
- Community space
- Vision statement
- Circulation services
- Homebound assistance
- Books to go clubs
- Library shop
- Microlibrary
- Seed library
- Kids/adults/senior/teen programs
- Ultimate Play Date
- Authors' book sale
- How to obtain a library card
- Library challenges
- Library space changes
- Joining Friends
- How to become a volunteer

Ms. Wong-Ortiz concluded the presentation, stating that this information could be shared on a flash drive, and Chair Quale requested a hard copy for Board Members to review and make suggestions/changes.

Board Member McLendon noted that Slide 2 was text heavy and Ms. Wong-Ortiz agreed, noting that would be changed. She added that staff was available to attend any and all events with Board Members.

4. Visitor Card Policy – (View Policy)

Ms. Mandy Carrico, Senior Library Manager, discussed the Visitor Card Policy, noting that staff had kept in mind the purpose of the policy as being helpful to those who had left their home library behind, and how gaps could be filled in that situation. She stated that access to physical items seemed to be the most key, and that digital was not addressed in the policy since it was very likely that visitors could still access the digital portion of their home library. She noted that, in addition, there are a large number of holds on digital items in the Scottsdale libraries.

Ms. Carrico summarized the features of the visitor card policy as:

- Visitor cards are issued free to anyone who does not have a residence in Maricopa County
- Non-residents can opt for a full card without the fee and regulations (similar to regular policy), although proof of physical address is required (not necessarily in Scottsdale)
- PO boxes cannot be used as a physical address, but may be provided for correspondence

- Visitor cards expire 90 days from issue, but if non-resident is in the area longer, they can get a new card after 90 days
- Digital items and databases are not available
- Acceptable identification is:
 - Driver's license
 - Government ID
 - Passports
 - Military ID
 - Permanent resident card
 - Utility bills and car insurance cards are also accepted (not all accepted are listed)
- Visitor cards for children have no age limit, but the child must be present with a guardian who can present ID
- Associated accounts are optional

Board Member Smigielski stated that while the policy looked good, perhaps the definition of address should be changed to permanent address rather than physical address.

Board Member Collins asked why there was no charge for visitor cards and Ms. Carrico stated that they were very limited (only ten items allowed at a time), and very prevalent in other libraries with no charges.

VICE CHAIR REYMAN MOVED TO APPROVE THE POLICY (WITH THE CHANGE OF "PERMANENT" ADDRESS). BOARD MEMBER SMIGIELSKI SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, AND BOARD MEMBERS COLLINS, FULLERTON, McLENDON, SMIGIELSKI, AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

5. Update on Cashless Copy and Print Services

Ms. Peters and staff provided an update on cashless copy and print operations at all branches, noting that the library was still getting complaints, and many people are still paying at the counters. Board Member Smigielski stated she believed a more thorough presentation would be given, and Ms. Carrico stated it was her intention to introduce cash and print pay at every branch.

6. Noise Level in Libraries

Ms. Carrico addressed this topic, noting that there were still many patron complaints in this area, especially as libraries in general undergo changes. She added that education, locating quiet spaces, and encouraging the use of headphones on a case by case basis were keys in addressing noise issues. She said that it was difficult to hold the noise level down when a lot of people were in a library, or during events. Some patrons complained or commented at different levels, depending upon their personal noise tolerance. Ms. Carrico added that informing patrons when the noise level is lowest was another strategy.

Ms. Peters agreed that informing patrons of events or story time beforehand was a strategy that staff regularly employs.

Board Member Smigielski liked the idea of announcing events or higher noise times to patrons, so they can seek out the librarian if they need a quieter space on those days or hours. Chair Quale asked if the revamped website would provide information on the programs and higher noise times at the branches, so that patrons could decide to go to a less noisy branch.

Board Member McLendon agreed that, announcing activities the best way possible and associating programs with noise levels were good strategies, but suggested that a sign might be posted during higher noise level events, which will give patrons the message that the library is interested in addressing their concerns.

Chair Quale mentioned that since Mustang has less space, it might be time to propose a bond issue in order to expand that space, which would also assist in noise control.

Ms. Orr mentioned that a patio had been utilized a few years ago, and that was helpful. Ms. Carrico noted that Mustang is the only branch that has not had a major renovation.

7. Storytime Room CIP Update

Ms. Peters provided the following update on the Civic Center's Story Time Room expansion:

- CIP approved \$387,000 about to be improved
Staff requesting amendment of CIP for next year, since some money was already budgeted and approved, and the project is still a very high priority
- Confident about getting additional funding for this
- Staff will provide updates on the plan
- Staff is identifying responsibility for actions and next steps

8. Library Fines and Fees – View Presentation

****This Agenda Item was Covered Before the Director's Report (Item 1)****

Ms. Peters stated that library senior staff was here to present the information the team put together on library fines and fees. The intent was to provide information and not to take action at this time. Ms. Peters provided statistics on current fines and fees, as well as material replacement costs, and an overview of the same over the three fiscal years 2016, 2017, and 2018. The Board and staff discussed the ramifications of the loss of revenue from fees (which is naturally declining in any case and is expected to continue to decline). Ms. Peters stated that the revenue from fines/fees goes to the General Fund and not directly to the library. She suggested a special Board meeting or work study session to discuss the possible resolution to Council regarding how to make the library fine-free, or at least start towards that. She added that ways to make up the lost revenue from eliminating fines should also be on the agenda, if that is what the Board wants to do.

Ms. Peters said that under the current system, fines are a monetary amount assessed when library materials are not returned on time whereas fees are charges assessed for library materials that are lost or damaged. Once a patron is delinquent by \$10, borrowing privileges are suspended until the amount is below \$10 again. Ms. Peters also stated that if a patron owes more than \$25 and has been sent three notices without payment, the account is sent to a

collection agency. The collection agency charges the library charges a flat fee, rather than individual account fees. Ms. Peters said that patrons can be given refunds within 30 days if they pay for lost items that are later found.

Councilmember Klapp stated that she would like to see the suspension of fines for children too. She added that auto renewals would be great, and the first step in making a “free” library for people. She commended library staff and the Board and excused herself from the meeting.

9. All Staff Conference Update

Ms. Orr presented highlights of the All Staff Conference held at the Civic Center Library on October 14th:

- First annual all staff conference (handout provided)
- Such conferences occur throughout the city
- Went extremely well, and included a keynote speaker (video sample provided to Board)
- Topics discussed were security, staff working as teams
- Color schemes were used throughout the day to promote teamwork
- Each staff member was provided with a bookmark with their name printed on it
- The theme was a heart (to go along with the Library’s vision statement “heart of dynamic services” there were love buttons and heart stickers provided)
- Tried to make it fun, with a conference format, and including a photo booth

Board Member Smigielski stated that she had heard very good things about the conference from staff.

10. Mustang Library Update

Ms. Medina Zick, Mustang Branch Manager, provided this update, noting:

- Mustang Library is second largest in most categories, with a unique library, being in a retail and business setting, thus resulting in a diverse patron base, also on the trolley route
- Many interior changes to the branch, although the outside needs updating (built in 1987)
- Hoping for an outside refresh next year, with new paint colors
- Inside is warm and inviting, with small upgrades ongoing; it’s a well-loved and highly used library
- Large room rental branch also, catering to room rentals for homeowners’ associations, insurance companies, and financial planners
- The Mustang Branch is very busy with a lot of big groups
- Challenges are probably reflected in customer comments regarding some customers showing erratic behavior (because of the diverse patrons and possibly being on the trolley route) – staff is trying to work with these issues and make patrons feel safe and comfortable
- Loitering complaints are not taken as an issue, since the library is for “hanging out”
- Library monitors concentrate on being aware of what’s going on and keeping the library safe

- New vinyl and hard plastic furniture is easy to clean with Clorox and keeps the library safer from germs
- An open floorplan was chosen, also for safety (visibility)
- After school the program room is now opened so more patrons can study or tutor in the quieter space (towards the youth area)
- This created a new issue of noise from the smaller children, which prompted patron suggestions such as “buy quieter toys,” but the library is a family service, so is obligated to provide entertainment and appropriate toys for children (although screaming is highly discouraged) – hoping modifications to the size of the building will address the noise level in future
- At some point in future, additional security may be requested; staff does well but security is a priority
- Seed Library is inspiring; they fund many programs for sustainable living and take care of maintenance as well as keep down mosquitos
- Currently staff is decorating and putting activities on children's patio, and adding sensory toys such as sand play, and including a market area (gardening and sustainability theme)
- Went from 46 to 36, wipeable surfaces, with items that are easy to clean
- Replaced cubicles with more comfortable task chairs, and added two computers, which also helped to give more study spaces
- Changed out the color palette to a warmer one
- Walk through available upon request

11. Board Agenda Calendar

Ms. Peters provided a handout of the Board agenda calendar, noting it was in draft form and subject to change. She welcomed any and all feedback. She stated she would keep the Board apprised on topics. Chair Quale mentioned that safety was a standing topic on the January agenda, although it could be discussed at other times, too. Ms. Peters also provided the 2020 Board meeting calendar.

Board Member Collins stated it would be helpful to have an ongoing topic handout at each meeting. Ms. Peters stated that she welcomed feedback, and noted that the loft should be discussed in February. Board Member Smigielski mentioned that 2nd quarter budget reviews were due in both January and February so should be included. Chair Quale asked about the Loft, and Ms. Peters stated that would be appropriate for discussion at the February 2020 meeting.

12. Members' Report

There were no reports.

13. Identification of Future Agenda Items

Ms. Peters noted that a work session would allow only for discussion (re: budget), while a special meeting would allow action. She suggested a work session to discuss this topic before the November meeting, and take action on the discussion at the regular November meeting.

Items identified for next agenda:

1. Board Member Orientation
2. Library Fines and Fees
3. Regular Card Policy
4. Safety in the Library
5. Update on Cashless Copy and Print Services
6. Board Agenda Calendar
7. Budget (topics to be provided to Board Members before meeting)
8. Revenue

14. Adjournment – 5:36 p.m.

BOARD MEMBER COLLINS MOVED TO ADJOURN THE MEETING. BOARD MEMBER WACHS SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN AND BOARD MEMBERS COLLINS, FULLERTON, MCLENDON, SMILGIELSKI, 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 5:36 p.m.

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