



**City of Scottsdale
Library Board
Regular Meeting Minutes**
Wednesday, November 20, 2019
Appaloosa Library
7377 East Silverstone Drive
Scottsdale, AZ 85255

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

STAFF: Kira Peters, Library Director; Managers Melissa Orr, Beckie Gallivan Butler, Mandy Carrico, Alyssa Black, Sky Larsen; Lee Schnoor, Systems Integration Supervisor; Louisa Aikin, Librarian II; Jennifer Wong-Ortiz, Outreach Coordinator; Mariko Whelan, Library Early Learning Coordinator

GUESTS: Peggy Sharp Chamberlain, former Board Member

Chair Quale called the meeting to order at 3:31 p.m.

Roll Call

Members present as noted above.

Public Comment

Ms. Peggy Sharp Chamberlain, volunteer, stated that she was excited about rejuvenating the Friends of the Library Program, with the new motto "Be a Friend, Make a Friend". She added that there would be four levels of membership and noted that Councilmember Korte would be involved in planning. Ms. Sharp Chamberlain said that new lifetime memberships will not be available so that new dues will generate annual income, although existing lifetime memberships will continue.

Minutes

BOARD MEMBER MCLENDON MOVED TO APPROVE THE OCTOBER 16, 2019 LIBRARY BOARD REGULAR MEETING MINUTES (AS CORRECTED). 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.

VICE CHAIR REYMAN MOVED TO APPROVE THE NOVEMBER 6, 2019 LIBRARY SPECIAL BOARD MEETING WORK SESSION MINUTES (AS AMENDED). BOARD MEMBER COLLINS

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, provided the Library Board with a brief summary of current events in the Library. She provided the following highlights:

- Current priorities:
 - Storytime Room at Civic Center Library
 - November 25, 2019 City Council meeting to review CIP Projects (potential to get approval to transition money over for the Storytime Room)
 - Friends of Scottsdale Public Library revitalization – part of the strategic plan (in final stages of getting approval)
 - Loft rebrand in progress
 - Ultimate Play Date set for December 7th from 10 to 3 (about 4,000 people attended in the past)
 - Board and staff are currently working through the fines and fees matters
- Branch updates:
- Appaloosa Library Update was provided by Sky Larsen as follows:
 - Had a very successful book sale on November 2nd
 - Celebrated 10-year anniversary on the November 9th with children's programs in the morning and adult programs in the afternoon
 - New sculpture was installed on the patio
 - Have had first memorial bench installed in the book drop island this week donated to the City in memory of former staff member Janelle Rosness; a private family dedication was held
- Arabian Library Update presented by Ms. Peters:
 - In October, there were 1,096 people attended a variety of programs; over 140 people attended the Halloween Family Fun
 - 32 adults joined for McDowell-Sonoran Conservatory Pathfinder Program
 - Added three new volunteers for a total of 40 (who contribute 173 hours in October)
- Mustang Library Update presented by Ms. Peters:
 - Since the Seed Library's installation in May, 3,083 seed packets have been checked out
- Civic Center Update presented by Ms. Peters:
 - November 9th book sale was held and earned more than \$1,500, one of the most successful sales in recent years
 - Youth Service Staff hosted a tour and program for a group of teens visiting from sister city, Marrakech, Morocco; the team was appreciative and curious about American libraries; the tour ended with Moroccan pop music while making buttons in the Teen Center
 - Scottsdale Heritage Connection opened in October and features a lot of programs, and the Youth Services Staff participated in Family Fun Event to promote the space and celebrate the Western theme with books, songs, and a stick pony craft

- Girls Who Code is a program to change the gender gap and the view of a “typical” programmer: Youth staff signed on this year to work on forming a local club and will have their first 10 participants this month – Library staff and volunteer Mary, a data engineer from Allstate have assisted six young women to create the club for the ten-week project – last week, a virtual guest presenter, an engineer, was in attendance

2. Patron Comments

Board Members reviewed the Patron Comment Reports. Ms. Peters stated that there were some comments that were pro-fees and some that were anti-fines. She added that one patron at the Civic Center thanked staff for placing a recycle bin by the checkout area (which had been suggested previously by a patron). Ms. Peters said that such actions show that the Library does listen to suggestions. She noted that puzzles at the Civic Center were complimented, as was the Seed Library Program.

Board Member McLendon noted a comment that was suggesting a private area for persons experiencing homelessness. Chair Quale mentioned that a lot of libraries are doing a resource center and Ms. Peters said that Scottsdale did that at the Civic Center, and that program also provided resources for social services.

3. Board Member Orientation Project

Chair Quale thanked Board Member Collins for the initial work on this project.

Ms. Jennifer Wong-Ortiz, Lead Librarian, and Ms. Alyssa Black, Branch Manager, provided a handout of the proposed Board Member Orientation, noting the following highlights of information that would be presented to new board members:

- Orientation regarding Library Board Members, attendance, and officers
- Link to Robert’s Rules of Order in the form of a 1 to 2-minute video
- Basis of boards
- Scottsdale Public Library and e-materials, Books to Go Club, volunteers, branches, hours, study rooms, courier vans, Seed library, and the many programs offered throughout all five branches, including Ultimate Play Date, and how to obtain a library card
- Other issues covered would be visiting the Scottsdale Public Library’s public website, and its vision and mission statements, and information on Friends of the Library

Ms. Black stated that the orientation packet for new Board Members would provide many resources to help Board Members guide their duties and responsibilities, so also included a calendar of events and flyers, as well as the City bylaws and contact information sheet. Ms. Black added that a suggested orientation checklist included a meeting with the Board Chair. She also noted that the packet included a sample script that Board Members could use at various activities.

Board Member Collins recalled suggesting that there should be an article or two regarding public library trends, and Ms. Black agreed that would be valuable, as would information on the ALA.

Chair Quale mentioned that providing the minutes from the past six meetings would be helpful to new Board Members (perhaps as a link or a reminder to go to the website). Vice Chair Reyman mentioned that putting Book Bike information into the packets would also be helpful.

Ms. Gallivan Butler mentioned the importance of providing an organizational chart for how the Library fit in with all City staff.

Chair Quale commended staff on their work on this project.

4. Community Services Behavior Management Policy - [View Policy](#)

Ms. Peters stated that this policy had already been reviewed and approved but had been updated based upon what the branches had since found to be important points. She noted that the policy provided procedures for how to manage behavior issues in a progressive discipline manner, with the main goal of education. She added that section 3.0 outlined the steps of progressive discipline with verbal warning, then written warning, followed by library suspension for up to one year (trespass warning).

Ms. Mandy Carrico, Senior Library Manager, stated that there was a bank of pictures and notification through Sharepoint, so that other branches would be notified. She noted that the regular problem causers were well known by staff. Ms. Orr noted that the database was visible to all five branches.

Ms. Carrico stated that some incidents could be dealt with less severely, such as a person with body odor needing to take advantage of programs they were referred to, would not receive a one-year suspension but would simply be turned away until they showed improvement.

Ms. Peters stated that another piece was in section 3.4, Request for Trespass Warning, which did explain situations where patrons could request for reconsideration. She noted that Section 4 contained a list of definitions.

Ms. Carrico reported that several hundred incidents in a year required police being called, most commonly at the Civic Center Branch, followed by Mustang Branch. She believed there had been about 160 checks or calls for PD or trespasses were needed.

Board Member Smigielski asked if the Board might be made aware of major trespass issues, in case patrons asked, and Ms. Peters stated she believed that should stay under the auspices of management.

5. Ultimate Play Date

Ms. Mariko Whelan, Library Early Learning Coordinator, present the following highlights on the Ultimate Play Date:

- Ultimate Play Date is scheduled for December 7, 2019, from 10 a.m. to 3 p.m. at the Civic Center Mall

- Fun filled day emphasizing the importance of play for families and children, with development practices employed for ages 0-8, and helping parents with school, access to information
- Vendors will be present as well as a booth on vaccinations, and Honor Health will be running a first aid station.
- Other planned activities: craft activities, relay races, obstacle courses, fishing for candy canes, science, math, building based activities, box city making instant snow, kids will be able to take the polymer in their hand and watch it grow
- For infants there will be a garden with carpet, tunnels, and a changing station
- A total of 54 vendors and 65 staff, along with teen volunteers, will run and/or participate in the event
- Books to Boogie Sessions will be run on the half
- Vendors pay to participate and those funds go into the City's General Fund
- There will be prize drawings and 1,000 pieces of free pizza
- First Things First will have a booth at the event

Ms. Peters encouraged participation of any interested Board Members.

6. Library Policy Updates – View Policies

Mandy Carrico, Library Manager, presented updates (corrected to reflect the Board's last recommended changes) to the following policies: Acceptable Use of Electronics, Library Cards, and Visitor Library Cards, for approval by the Board.

BOARD MEMBER SMIGIELSKI MOVED TO APPROVE POLICIES AS PRESENTED; VICE CHAIR REYMAN 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.

7. Fines and Fees

Ms. Peters provided a review of the recent data and discussions on the topic of elimination of overdue materials fines and fees in the Scottsdale Public Library. She provided a high level overview of what had already been discussed by the Board, which was to have a fine free Library (staff's first recommendation). She noted the following:

- Since revenue loss would impact the materials the Library could buy, staff began looking towards the materials budget but won't need as much material because of Palomino's closing
- The Board has previously discussed an amnesty program
- Assistant City Manager seemed to be in support of an amnesty program which would temporarily benefit everyone
- Would the amnesty program wipe away future fines, too?
- Staff's preference would be to suspend juvenile fines or do an amnesty program (rather than implementing auto renewal which would cost \$71,000)

- Staff recommends the amnesty program to run for a couple of months (San Francisco did theirs for about a month), in order to regain material and get people using the library again (some have not wanted to come in knowing that they owed fines/fees)
- Doing the program early and with a lot of advertising would be key for an optimal return of materials
- Library will reclaim old checked out material but will not buy to replace anything over three years, generally, as that would be unavailable for purchase
- Under the proposed amnesty program everyone would be cleared of all ongoing fines

BOARD MEMBER COLLINS MOVED THAT THE BOARD, WITH ASSISTANCE FROM STAFF, DRAFT A LETTER TO THE SCOTTSDALE CITY COUNCIL RECOMMENDING THE SCOTTSDALE LIBRARY SYSTEM BECOME FINE-FREE (DRAFT TO BE REVIEWED AT THE DECEMBER LIBRARY BOARD MEETING FOR APPROVAL/CHANGES); IN THE INTERIM, MS. PETERS WOULD RESEARCH PROCEDURAL AND OPERATIONAL ASPECTS FOR CRAFTING A RESOLUTION; BOARD MEMBER WACHS 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.

8. Board Members' Report

Chair Quale stated she had used the Inter Library Loan program for the first time.

Board Member Fullerton stated that she had received a lot of positive feedback from library social media, and multiple parents and friends had stated they loved the new library programs.

Board Member Wachs understood that there would be a Library Board table at the Ultimate Play Date, and Ms. Orr stated that she had requested feedback on possible participants for that event and any others on the calendar but received none. She encouraged anyone interested to contact her and stated that a table could certainly be included.

Ms. Peters stated that Ms. Orr would work on the process of Board Members being present at events.

9. Identification of Future Agenda Items

The Board identified the following future agenda items:

1. Calendar
2. Presentation on E-reader and other services by Bethany Romberg

10. Adjournment – 5:11 p.m.

VICE CHAIR REYMAN MOVED TO ADJOURN THE MEETING; BOARD MEMBER MCLENDON 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 5:11 p.m.

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