



**City of Scottsdale  
Library Board  
Regular Meeting Minutes**  
Wednesday, December 18, 2019  
Civic Center Library  
3839 N. Drinkwater Blvd.  
Scottsdale, AZ 85251

**PRESENT:** Vice Chair Shiela Reyman, Board Members Sheila Collins, Marna McLendon, Janet Smigielski, and Ruth Wachs (left at 4:47 p.m.)

**ABSENT:** Chair Teresa Kim Quale, Board Member Allegra Fullerton

**STAFF:** Kira Peters, Library Director; Managers Melissa Orr, Beckie Gallivan Butler, Mandy Carrico, Pat Toftoy, Library Assistant, Mariko Whelan, Library Early Learning Coordinator, Bethany Ronnberg, E-Resources Librarian

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

**Roll Call**

Members present as noted above.

**Public Comment**

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

**Minutes**

BOARD MEMBER WACHS MOVED TO APPROVE THE NOVEMBER 20, 2019 LIBRARY BOARD REGULAR MEETING MINUTES AS CORRECTED. BOARD MEMBER COLLINS SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). VICE CHAIR REYMAN, AND BOARD MEMBERS COLLINS, McLENDON, SMIGIELSKI, AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

**REGULAR MEETING AGENDA**

**1. Director's Report**

Kira Peters, Library Director, welcomed Ms. Collins back to the Board and provided the following highlights:

- Pictures of the Ultimate Play Date
- Library holiday hours (on website)

- Administrative Secretary, Amy Herring organized adopting a family and library staff adopted a family with Vista del Camino
- Thanked the Board for all the cookies received at the branches
- Library visitor cards are complete and will be in rotation
- Overdue notice timeline is three days so patrons will get advance notice when items are becoming overdue
- Newest addition to the Books to Go at Paiute Neighborhood Center, Girl Scout Troup #4 did all the work (thanks to Vice Chair Reyman, Board Member McLendon and Library staff)
- Patron dropped off a copy of East of Eden with an inside jacket signature of John Steinbeck – if signature is authentic, this book will be sold at auction
- Ms. Orr was awarded a \$25,000 grant for outreach services at Rio Montana (money will support plans for vending machine and shade structure)
- Print copy is in beginning stages and will work through policies and procedures (communication to the public has been made regarding this matter)
- Computer time limits were turned on December 16<sup>th</sup> (limits to 3 hours)

Ms. Pat Toftoy, Library Assistant, provided an update on Adult Services Event, Local Author Book Sale, to be held February 1, 2020, which will be the seventh annual occurrence. She added that:

- The event was started about ten years ago by Library staff, since author-donated books could not be put in circulation
- The program gives an opportunity for local authors to be sold (there is a special section at Scottsdale Libraries – no other libraries have a local author collection)
- Newsletter was provided for the Board Members outlining how the sale works
- Had over 1,000 attendees at last event Authors sell at full price (money goes to the author)
- Invited the Board to set up a Library Board Table for the event

## **2. Patron Comments**

Board Members reviewed the Patron Comment Reports.

Board Member Smigielski stated that she was pleased that there were no comments from patrons about odors in the library, since last month there were several comments about that.

## **3. Earth Day 2020 City Sponsored Events and Celebration**

Tabled to future date (due to presenter's schedule).

## **4. Overview of New E-Services Products**

Bethany Ronnberg, E-Resources Librarian, presented the following new services highlights:

- E-services are fastest growing, so technically e-books are the largest branch
- Now offer e-books, audiobooks, music, movies, magazines, newspapers, children's books, puzzles, foreign language materials, and more
- Every branch holds a class once a week and anyone can come in with their own device and get help from library staff on new technology
- Six platforms are offered for e-books (1.5 million titles)
- Audio books are offered

- Greater Phoenix Digital Library
- Movies and TV (streaming with Acorn TV and Hoopla)
- Libby also has movies and TV services
- Approximately 150 magazines can be downloaded or streamed through Libby or RB Digital app
- Downloadable and streaming music (for a time limit of 3 hours a day), including 15 million songs available on Freeboat
- Hoopla also allows music to be checked out
- Acorn TV typically provides British programming and is a streaming service
  - Service is accessed by checking out a 7-day pass
  - Acorn launches from the RB digital app
- PressReader is the available digital news service and is newest product (can access AZ Republic as well as regional and international publications)
- RB Digital has about 30 percent of the audio book market
- New service has been added 30,000 plus titles always available at the Scottsdale Public Library
- Patron behavior has changed in that everyone used to want CDs but now they would like it on their devices that play in their cars
- 20% of Americans are now enjoying audiobooks
- A newsletter service has been added and it helps to find the most used materials or authors by search customized to the patron's searches/authors

## 5. **Ultimate Play Date**

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

- The all-ages Ultimate Play Date was held December 7, 2019
- 54 individual booths (30 outside vendors, 6 city agencies, and 18 library-run)
- Based upon 135 questionnaires received afterwards, the favorite activities were: box city, sumo snowmen, stage with books to boogie and princesses, fishing for candy canes, Scottsdale Gymnastics, face painting, bracelets, free pizza, water bottles, and infant garden were all listed
- Had 66 staff outside at the event plus inside staff
- Total of 48 team volunteers (10 arrived for the event)
- Activities slideshow
- Total participation was 3,072 children and families
- According to the returned questionnaire, all participants rated the event as excellent, except for one "good" rating
- People from 38 zip codes
- Social media drew in the largest number of people
- Spring attendance was just under 3,000

Ms. Whelan thanked the Board Members who participated in the event.

## 6. **Fines and Fees**

Vice Chair Reyman stated that she had attended a meeting with Ms. Peters, Bill Murphy, Scottsdale Assistant City Manager, and a representative from the City Attorney's Office. She had gone in with an open mind, and Mr. Murphy provided statistics and concerns. He said that staff

may have overstepped in recommending what they wanted to happen and had unduly affected the Board. Vice Chair Reyman stated that she had informed him that was not the case, and noted that staff had done an excellent job in putting together recommendations. She added that she had not felt pressured by staff. She had let Mr. Murphy know that the Board consists of seven intelligent women with minds of their own.

Vice Chair Reyman also stated that Mr. Murphy had expressed concern about the condition of materials that might be returned. He cited an example as a patron who had maxed out her own card and then her son's, and sold the 30 DVDs. This patron was charged with a crime, although this is not a common issue. Vice Chair Reyman reported that Mr. Murphy said that big cities were used as a comparison, so that might not apply to Scottsdale. Vice Chair Reyman asked about the possibility of simply having an amnesty, and initiating a survey to patrons with blocked cards to find out why they are not returning to the library.

Vice Chair Reyman stated that the patron data would be important, considering that Mr. Murphy stated at this point, he would have to let the City Council know that he is not in favor of eliminating fines. Vice Chair Reyman said that she had informed Mr. Murphy that she would let the Board know what occurred in the meeting. She added that she had informed Chair Quale and Board Members Collins and McLendon of the outcome of the meeting, but for informational purposes only, and not in an attempt to influence anyone's vote. She added that Mr. Murphy had informed her that after the survey information was gathered, and if it appeared to be the best thing to do, he would move forward in support of waiving fines. Mr. Murphy told her he has spoken with Councilwoman Klapp since the Board meeting she attended.

Vice Chair Reyman noted that Chair Quale had stated that she felt the Board had already decided to go forward with having a no-fines library, at last meeting, but that was not the vote. The vote at November's meeting had been to move forward with the development of a resolution.

Board Member Collins stated that she respected Mr. Murphy and the power of his opinion. She felt that staff had not exerted pressure on the Board Members. She added that the well-written draft resolution was to advise the City Manager and City Council on general policy as to the operation of the library. Board Member Collins stated that what the Council decided to do with that is up to Council. She noted that if the resolution went forward, Council could choose to hold a work study and request additional information, or they could choose to move the matter to Council, and ask for more information. Board Member Collins stated that in her opinion, waiting until April or May for survey results to come back, would cause inappropriate delays, in terms of the wishes of the Board. She strongly encouraged consideration of moving the resolution forward to Council, and if they should ask for more information, she would like to hear it from Council.

Board Member Wachs recalled that more than a year ago, the Board had discussed the issue with Mr. Murphy present, as well as at a recent meeting of the Board. She believed that Mr. Murphy is aware that a considerable amount of review and research has been conducted. She added that the Board is tasked with presenting pertinent information to Council. She also did not recall that only two large library systems were researched. Vice Chair Reyman stated that Salt Lake City and suburbs of Cleveland were also included in the study.

Board Member Smigielski said that it was difficult to hear from Mr. Murphy that he would have to say "no" to the proposed Resolution. She agreed with Board Member Collins that it was on the Board to present to Council all information (and to gain their feedback) and ensure that documentation was included. She said that the letter should cite the studies and not simply

mention the research. Board Member Smigielski stated she would like to move forward and if the recommendation was shot down, so be it.

Board Member McLendon stated that she was newer to the topic, and did have some reservations, so had looked to the materials, and considered staff's experience and recommendations. She noted that even before Mr. Murphy attended the meeting, she was worried about where he stood on the issue, because she felt that it was important that he be on board, especially since he is a manager and has to make it work with the budget. She did not understand why time was of the essence, even though there is local momentum. Board Member McLendon asked what information would make Mr. Murphy feel comfortable moving forward, and Vice Chair Reyman stated that Mr. Murphy said that having an amnesty for a month and seeing the results of it, including the condition of returned materials, as well as the results of a blocked card survey would provide important information for him. Vice Chair Reyman stated that Mr. Murphy noted that 67 percent of patrons do pay fines, but the amount that could be gained is not easy to estimate.

Board Member McClendon stated that the amnesty aspect and having materials brought back in might not relate to going fine-free, and Vice Chair Reyman said that if there were no fines, would materials be brought back is the question.

Board Member McLendon said that keeping patrons fine-free would assist in keeping them engaged and participating, but if they failed to bring new materials back, that would affect fees and result in a blocked card. She would like to see Mr. Murphy on board with whatever information makes him more comfortable, rather than moving forward with people polarized on the issue.

Ms. Peters stated that she thought Mr. Murphy was looking for more Scottsdale-specific information. She added that regardless of what was decided about fees and fines, the amnesty program had received approval from Mr. Murphy. She added that it would be ideal if returned items could come with a survey in order to show why patrons stopped participating. Ms. Peters said that would provide more information to Mr. Murphy.

Board Member Wachs asked if the amnesty program was instituted, would that waive fines and unblock cards, and Ms. Gallivan Butler stated that fines would be waived, but if they did not return all items they could potentially still be blocked. Fines and late fees would be waived under the amnesty program. Ms. Peters stated that in order to give plenty of notice to the community in the brochures that come out in April), the amnesty program will run from May 1st through 31st, and another one is recommended by staff for the fall.

Ms. Gallivan Butler stated that the urgency is because the budget has to be approved in February for the fiscal year starting July 1, 2020. She added that, in theory, City Council could make an amendment, but that is not the usual process.

Board Member Smigielski stated that she is very conflicted because she agreed with Board Member Collins that now would be the best time, and that it would be appropriate to provide Council the proposal, but going against Mr. Murphy was not something she would like to do. She added that it would be best to go directly to Council, but she did not want it to appear that the Board or staff did not perform due diligence first.

Vice Chair Reyman stated that it appeared to be a matter of how to do it rather than is it going to be done.

Ms. Peters stated she had reviewed the last minutes in order to clarify the motion and action that would be taken, and she stated that should be clarified for the Chair (she understood it to be that a letter would be drafted for the Board's review).

Board Member Wachs asked if it would be appropriate to poll the Board Members to see if the draft letter was agreed upon in its entirety or if there should be some edits made. Board Member McLendon stated that there should be some grammar and punctuation edits. Ms. Peters said that if that were given to Chair Quale with the suggested edits, with a recommendation to make the edits, then send the final to City Council.

Board Member Wachs clarified that the Board had unanimously agreed to draft the letter, but not necessarily to give the letter to Council. Board Member Collins pointed out that the motion did include the intent to forward the letter to the City Council.

Board Member McLendon asked if it was possible to change the action of the Board at this point, the point being whether the Board wants to move forward with the letter by the November meeting's motion.

Vice Chair Reyman read the motion from the November 2019 minutes, which was:  
*"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."*

Vice Chair Reyman stated that if the letter should be sent through with drafts and edits, it would confirm the Board's thinking of "how" to enact the Board's recommendations, rather than "will" the Board act on their approved motion in November 2019.

Board Member Smigielski stated she was not sure how she would vote at this point, since she did not want Mr. Murphy to be in conflict with the Board. Vice Chair Reyman stated that Chair Quale had pointed out to her that the Board does not answer to the Library staff or to Mr. Murphy.

Board Member Smigielski noted that the people who were already blocked might not be the best source of survey information, but rather, those who were afraid they would be blocked, as they were the ones who might have other reasons for not using their cards. She agreed that this issue was about dollars and cents, but there was more to it, such as the goodwill, and the promotion of the library to the patrons. Board Member Collins stated that the survey and the amnesty would not touch the issue of patrons who were not in the mindset to use the library because of access issues such as fear of fines, and other areas.

**BOARD MEMBER COLLINS MOVED THAT THE BOARD GO FORWARD WITH THE LETTER AND ANY APPROPRIATE EDITS TO FULFILL THE BOARD'S ROLE IN REGARDS TO ADVISING CITY COUNCIL ON THE BOARD'S WISHES FOR A FINE-FREE LIBRARY. BOARD MEMBER WACHS SECONDED THE MOTION, WHICH CARRIED THREE (3) TO TWO (2).**

BOARD MEMBER COLLINS, SMIGIELSKI, AND WACHS VOTED IN THE AFFIRMATIVE, WITH VICE CHAIR REYMAN AND BOARD MEMBER MCLENDON DISSENTING.

Vice Chair Reyman asked if there were any changes needed to the letter. Board Member Collins stated that she would gain feedback and edit and send out to the Board Members. Board Member Smigielski stated that since this letter would be a recommendation, citing studies may not be necessary. Vice Chair Reyman stated that she was not against doing a fine-free library but wanted to have support from Mr. Murphy, so it was not a matter of "if" or "when" but "how". Board Member Collins stated that it was an agonizing decision, but this was a Board, so that was the difference in having a disagreement with a boss. Board Member McLendon reiterated her concern of how the City Manager would have to make the Board's wishes of a fine-free library work with the budget. She noted the importance of the letter clearly laying out the difference between fines and fees.

(Board Member Wachs left the meeting at 4:47 p.m.)

Ms. Peters stated that information on the Amnesty Program was also provided under this agenda item, and she could present further on the Amnesty Program at this meeting or in future, if the Board desired.

Ms. Carrico noted that the typical \$1.00 hold fee and any collection fee would have to be clarified. Ms. Peters stated that would be clarified for the Amnesty Program.

#### **7. Board Members' Report**

Vice Chair Reyman asked if there were any issues to discuss other than the previously discussed Ultimate Play Date Event, and there was nothing.

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

The Board identified the following future agenda items:

- Election of Chair and Vice Chair

#### **9. Adjournment – 5:04 p.m.**

BOARD MEMBER SMIGIELSKI MOVED TO ADJOURN THE MEETING; BOARD MEMBER MCLENDON SECONDED THE MOTION, WHICH CARRIED FOUR (4) TO ZERO (0). VICE CHAIR REYMAN AND BOARD MEMBERS COLLINS, MCLENDON, AND SMILGIELSKI VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 5:04 p.m.

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