



**City of Scottsdale
Library Board
Regular Meeting Minutes**
Wednesday, March 20, 2019
Arabian Library
10215 East McDowell Mountain Ranch Road
Scottsdale, AZ 85255

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

Staff: Kira Peters, Library Director; Managers Melissa Orr, Beckie Gallivan Butler and Mandy Carrico, Library Branch Manager, Kelli Kuester, Assistant to the Mayor

Call to Order at 3:32 p.m.

Chair Quale called the meeting to order at 3:32 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 – February 20, 2019

BOARD MEMBER SMIGIELSKI MOVED TO APPROVE THE FEBRUARY 20, 2019 LIBRARY BOARD REGULAR MEETING MINUTES. BOARD MEMBER COLLINS SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, BOARD MEMBERS COLLINS, 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 Library Board with a brief summary of current events. She stated that, sadly, Board Member Joe Rubin had passed away, and that the Library is planning on dedicating a book in his honor. She noted that a card and donation opportunity will be circulated. Ms. Peters stated the possibility of filling that Board Member position, with

nominations to be taken at the April 16th meeting, then would go to Council in May. She added that all applicants must be Scottsdale residents, and that a couple of candidates are under consideration. Chair Quale suggested that posters of the Library Board be revised to add black armbands and Vice Chair Reyman stated that Mr. Rubin had done a lot for the library over the years. Chair Quale stated she would like to have the pictures once they were taken down. Chair Quale recommended Board Members read Mr. Rubin's obituary to gain information on his achievements.

Ms. Peters gave a staffing update, including current vacancies and promotions. Ms. Peters noted that Mandy Carrico, Senior Library Manager, would soon join tonight's meeting. She added that positions filled were Amy Herring, Administrative Secretary, and Erin Riley was officially promoted to Adult Services Coordinator. Ms. Peters stated that interviews for the position of Branch Manager at the Civic Center Library were completed on March 18th, so a candidate will be announced shortly.

Director Peters stated that the library van will participate in the Phoenix Pride Parade on April 7th, along with several other cities. She added that on April 22nd, the Seed Library Event at Mustang Branch will be held at 10:45 a.m., and that on April 11th, the Spring Salon Series will be presented with the topic of "Why Scottsdale Promotes Like it Does", to be held at Mustang Branch from 6:00 to 7:00 p.m.

Ms. Melissa Orr, Senior Library Manager, stated that The Giving Tree Ceremony for Volunteers will be held April 10th at the Civic Center Branch.

Director Peters provided an update on the free computer classes that will be returning to the library. Library staff has been collaborating with Parks and Recreation and volunteers who were originally using the senior center to hold classes. Ms. Peters added that the first class was held in October, with the new classes being piloted at the Civic Center branch where laptops and carts will be used in order to make the classes mobile within the site, and to allow classes at different branches. Ms. Peters said that the IT Department has worked hard to ensure the computers mimicked home computers. Ms. Orr stated that times of day, as well as start dates and end dates will be staggered in order to reach as many interested participants as possible. She noted that they are starting by offering the classes which had the highest attendance in the past.

Ms. Peters said that volunteers should perform most of the work, and IT was onsite at the Civic Center also. She commended volunteers for their hard work on this class and other projects. Ms. Peters mentioned that Mustang Branch will be getting a mini-facelift, and the Branch Manager there is working on obtaining new public computer desks. She added that branch is the most dated of all the branches.

Ms. Peters said that focus groups within the community will begin as part of the Strategic Planning process. She also provided an update on the Scottsdale Heritage Connection Project, noting that shop drawings were approved and now available, with the next steps being pulling up the carpet and exposing the electrical components, as well as the vendor pre-fabricating the structure at their site. The first pieces are anticipated to be delivered in about eight weeks. The Eureka Loft will be closed during the construction, although programming will continue. Ms. Peters stated the intent is to have the structure in place by the end of May, barring unforeseen contingencies. She added that there will be a grand opening once the project is completed. Although fundraising for the structure is complete, she confirmed that some

fundraising is still to be performed to cover internal contents. She noted that the library will lend furniture until fundraising fully covers the project.

Ms. Peters reported on the spring training fun and challenges, noting that conversations with spring training fans revealed parking as a challenge, but communication with public should assist in that, and notifying patrons to avoid the library during the spring training events.

Chair Quale asked if circulation numbers dropped during those events, and Ms. Gallivan Butler stated that attendance dropped when there was a game.

Ms. Peters presented a slide of the Summer Reading Program poster, and stated she will provide a further report as it draws closer. She added that Ms. Orr has been leading a staff development and training group, and Ms. Peters had attended one of their meetings regarding customer service, and found that the library is working on some very exciting customer service methods. She added that program entailed a lot of staff time and research outside of the meeting.

Ms. Peters said that a survey had been sent to the Library Board Members and the library staff regarding courtesy notices, and improvements that might be made. She stated she is looking forward to the feedback from those surveys.

2. Board and Commissions Appreciation

Kelli Kuester, Assistant to the Mayor, invited the Library Board Members to the Annual Boards and Commissions Appreciation Event to be held on May 16th at the Scottsdale Airport at 6:00 p.m. She provided Board Members with a "Save the Date" card for the event and asked those interested to RSVP.

3. Patron Comments

Ms. Peters presented the Library patron comments report to the Board, noting that the report was short, with the main theme being noise in the library.

Board Member Smigielski noted that a patron had complained about the quiet rooms, and stated that it is not possible to please everyone. She mentioned that she had personally received appreciative feedback for the two rooms being available at the Civic Center branch. She added that people do talk at the library, so patrons need a quiet area at times. One quiet room is available at Mustang)

Chair Quale said that auto renewal had also been mentioned in this reporting period again. She stated she would like to see some figures on circulation and how it was affected. Ms. Peters stated that she and staff are working with IT on this issue. Chair Quale noted that some people do not realize that the library is something of a community center, and the standards of noise level have changed in recent years. Board Member Collins stated that was a problem for some patrons, and not just the older citizens.

Board Member Collins recalled that the Board had previously requested a quarterly update on circulation renewal notification, possibly along with some other items. Ms. Peters stated she would check on past reports and see when that was last presented.

4. Library Card Policy

Ms. Mandy Carrico, Senior Library Manager, reviewed the current library card policy as it relates to residency, noting that at the last meeting the question was raised about visitors cards. Current policy does not include that topic. Ms. Carrico said that discussions were held and would be revisited periodically about whether visitors cards should be added.

Board Member Wachs referred to Item 2, which discussed a one-time provisional library card to allow for checking out of three items, and Ms. Carrico stated that was not considered a visitors' card, but referred to applicants for a regular card who did not yet have proof of address. She stated the patron's account would be blocked until the proof of address was provided (after the initial visit and check out of up to three items).

Board Member Smigielski stated that what constitutes proof of address should be more clearly defined and Board Member Wachs suggested using the same standards that the Arizona Department of Transportation requires, and listing these standards in the policy. Board Member Collins stated that should be clearly defined for patrons and staff. She added that she would like an agenda item added to address clarity and republishing for the community.

Chair Quale stated that the public should be educated on the policies, and Ms. Carrico said the item would definitely be revisited, as information is being compiled and reviewed currently. She added that several sections are being revamped, and will be brought to the Board as they are addressed. Chair Quale asked if that will be in the next 60 to 90 days and Ms. Carrico stated that it will. Ms. Peters stated that consistency in policies across branches is key, and Chair Quale agreed, noting that would alleviate negativity from patrons. Ms. Gallivan Butler noted that all policies are posted on the website.

5. Strategic Planning

Library Director Kira Peters provided a status report on the Library's Strategic Planning Process, noting that staff is getting close to wrapping up Phase One, Community Input. She said that to date, 1,589 surveys have been completed online, and some hard copy surveys are still being input manually. Ms. Peters said that focus groups will begin again, and mentioned that the Library Board and the Friends of the Library has already attended focus groups, as well as a focus group for English as a Second Language participants. Ms. Peters added that anonymous internal city staff surveys will also be performed as part of this phase, headed by facilitator Toni Garvey; these will be held at the south and north areas at varying times. Ms. Garvey has informed staff that she would begin with some basic questions and let those answers guide what the next questions should be.

Board Member Collins stated she appreciated the effort to include non-users of the library and commended staff for the robust data collection effort.

Ms. Orr stated that she would soon assist in leading a group of entrepreneurs, and that Microsoft was being consulted in order to find out the best way to gain information from non-users. Ms. Peters stated that homeowners' association areas (HOA) did successfully give feedback in the past, but it was the intent of staff to close the surveys by this coming Friday.

Ms. Orr stated that the library routinely approaches HOAs through staff and through the GAIN Program. Chair Quale noted that she has also provided library information to HOAs in the past.

6. Library Organizational Chart Review

Ms. Peters reviewed the library's organizational chart and duties within the system and provided a handout, which also included the part-time staff and duties.

Chair Quale asked that a PDF be provided to the Library Board Members, and Ms. Peters stated she would send that out.

Ms. Gallivan Butler explained that her office is mainly business operations and back of the house functions.

Ms. Peters stated that Ms. Carrico is in charge of the branches and acts as liaison on many levels. She added that with the phase-out of Palomino, the coordinators of services will be critical. Board Member Smigielski stated she was a bit confused about the coordinators versus the branch managers, and the value of the coordinator positions if the Branch Manager is performing coordinating duties. Ms. Orr explained that the coordinator positions are front line coordinators, the idea persons, while the coordinating done by Branch Managers is more logistical. She stated that they shop other libraries, and gather and compile data that is provided to the Branch Manager.

Chair Quale stated that it seemed the system made for good communication (support staff being in the same building as managers), and Ms. Orr stated that it did. Chair Quale thanked staff for their presentation.

7. Library Board Outreach

Board Member Ruth Wachs stated she had been tasked by the Board Chair to provide possible venues at which the Board could represent the library. Ms. Wachs provided a handout with several events listed that could accommodate Board Member attendance, participation, or a table. Board Member Collins asked if this type of research was a part of Ms. Orr's job, who stated that it was. Ms. Orr added that the Board is not on their own in attempting to find venues, as she is working with staff toward the same goal. Chair Quale stated that at times it seemed the Board is not as utilized as they could be, and Ms. Orr stated that she would like staff to work with the Board on this. Ms. Orr stated that the upcoming Bike Event at WestWorld would be appropriate for a Board table, and staff would reserve that if the Board so wished. Board Member Fullerton clarified that it would be appropriate for Board Members to wear buttons, and Ms. Orr stated that it would be. Ms. Orr asked the Board to let her know the events they would like to attend, and Board Member Collins stated it might be more appropriate for staff to direct Board on that. Ms. Peters stated that the Memorial Day Event at McCormick-Stillman Railroad Park might be a good upcoming venue, and that the Board should let staff know if they would like a presence there.

8. Board Members' Report

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

Chair Quale stated she was very appreciative of recent interaction with the Friends of the Library (consisting only of three or four people) and their enthusiasm. She added that the Library Board should look for continued ways to interact with them.

Board Member Collins mentioned that at every library she had known, a robust Friends of the Library component (sometimes 300 to 400 people) usually headed up the volunteer activities.

Chair Quale stated that Phoenix Friends of the Library is a lot different and perhaps the Board should be studying other libraries in order to gain insight on their Friends Programs. Board Member Collins stated this topic should be investigated further.

9. Identification of Future Agenda Items

The following agenda items were identified:

- Safety Issues for staff
- Communication of policies that affect patrons
- Summer Reading Program Presentation

10. Adjournment

BOARD MEMBER COLLINS MOVED TO ADJOURN THE MEETING. BOARD MEMBER WACHS SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0). CHAIR QUALE, VICE CHAIR REYMAN, BOARD MEMBERS COLLINS, 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 4:55 p.m.

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