



**City of Scottsdale Library Board
Regular Meeting Minutes**
Thursday, June 25, 2020 – 3:30 p.m.
Meeting held electronically

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 and Mandy Carrico; Bill Murphy, Assistant City Manager; Brian Hancock, Digital Media Designer

Call to Order at 3:31 p.m.

Ms. Peters called the meeting to order at 3:31 p.m.

Roll Call

Members present as noted above.

Public Comment

None.

Minutes – February 19, 2020

BOARD MEMBER QUALE MOVED TO APPROVE THE FEBRUARY 19, 2020, LIBRARY BOARD REGULAR MEETING MINUTES AS PRESENTED. VICE CHAIR REYMAN SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR COLLINS, VICE CHAIR REYMAN, AND BOARD MEMBERS 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 a brief summary of current events at the Library. She noted that the data was from March 18th through June 12th, which encompassed the Library's closure for COVID-19. She presented the following highlights:

- Library Work During COVID-19:
 - Virtual and drive-thru service was continued
 - Ask The Librarian
 - The Call Center
 - The Drive-Thru
 - Curbside pickup was implemented in mid-May, with approximately 26,000+ cars using curbside pickup, with the Civic Center being the most popular location

- 24,599 material holds were placed
- Virtual Engagement represents Story Time and Books to Boogie programming online via Facebook
- City staff material delivery was made available by interoffice mail to employees
- Protests in Scottsdale impacted the Civic Center Library, so a fence was erected for security reasons, and some emergency fencing was also put up around City Hall
- Grants (Ms. Orr provided the following highlights):
 - Library has received four grants since last meeting
 - CARES Expanded Act Grants Fund will provide \$4,000 for technology needs for the Library
 - Received a staff development grant of \$4,000 for a keynote speaker for the next all staff meeting in October
 - A Citizen Science expansion grant was received
 - Only library in Arizona to receive a Law for Arizona grant, which will help to provide a center for legal resource and materials, and assist in staff training for these services
 - Awaiting word on two grant applications:
 - Applied for a \$40,000 from the Ak-Chin Community to be used for the Rio Montana facility
 - Wrote a grant application to Institute of Museum and Library Services (IMLS) for \$120,000 to research the use of vending machines for public to place holds and pick up from machines
 - Winding down spending on several grants for technology and the ESL Citizenship Learning Lounge (space will be opened soon)
 - Continuing to seek grants that might be appropriate, and spending the funds the Library currently has for specific projects

Ms. Peters continued her report, providing updates on the e-Resources During COVID-19:

- 115,000 items were checked out in the greater Phoenix Digital Library system
- Press Reader Newspaper increased by 1,000 views
- E-magazines jumped by 2,000 checkouts
- ACORN TV increased by about 1,000
- Increase in virtual branch
- Library Team Support Deployments were made during COVID-19:
- Library Team Members were deployed to other areas of the city, including five employees who were sent to the Human Services Department to assist with providing social services to citizens; other Library employees have been able to assist in different areas throughout the City
- Assistance and forecasts were provided by the City's Forecasting Team and by the Small Business Assistance Center
- Worked on social distancing, and employees worked from home as part of this effort
- Palomino Library Transition is complete (will now be turned over to SUSD and the satellite book drop at Rio Montana is in place)
- Scottsdale History Newsletter subscriptions are available
- Scottsdale Heritage Display is featuring Scottsdale High School Memorabilia
- Summer Reading Program 2020 themed "Imagine Your Story" is in progress, with registration continuing to grow
- With COVID-19 building closures, spaces that can accommodate social distancing have people considering the Civic Center auditorium, specifically for court activities such as jury selection starting in July

2. Patron Comment Report

Board Members reviewed the patron comment reports.

Ms. Peters noted that some patrons commended the Library on ease of access activities in the pandemic. She noted that although returned items were held for 24 hours before being handled, this delay in processing returns did not result in patrons incurring late fees.

Board Member Reyman asked if the comments could be grouped by library and Ms. Peters stated she would do that.

Board Member Smigielski commended Library staff for a quick response during the COVID-19 crisis, noting that the Library offered many services that other libraries do not.

Board Member McLendon agreed to that, and commended staff. She added that she had heard positive comments from local patrons.

3. Library and COVID-19

Ms. Peters said that the COVID-19 situation had caused a lot of rapid changes and commended the Library staff for their quick and efficient response to service and safety issues. She added that the closure period of March 18 through June 8, 2020 provided staff the opportunity to super-clean the library, and during this time, 2,000 cars per week were served. Drive-thru services were shifted to Mustang at first, due to the Civic Center being closed. Ms. Peters said that some items, such as curbside pickup, had been fast-tracked. Due to demand by new patrons it is now possible to obtain a library card online; this has generated positive feedback. Ms. Peters stated that economy and closures were also an issue at the time. Mustang and Civic Center branches were opened to the public on June 8th, with Arabian and Appaloosa still providing drive-thru services, but with limited hours. She added that when other branches will be opened will be based on the economy and other unknown factors.

Ms. Peters stated that Ms. Orr and the Training and Development Team had crafted a training program for employees regarding CDC and safety procedures. She added that an infomercial had also been provided for the public, prior to June 8th, which provided information on what to expect at the Library after re-opening.

4. Library Policy Updates and Approval

Ms. Carrico, Senior Library Manager, presented information on the following policies:

- A. Library Fines and Fees (updated per Board's recommendations) – eliminating all overdue

Ms. Carrico presented changes made (additions added in yellow; deletions with strike-throughs), and noted that on April 7, 2020, the City Council had adopted Resolution No. 11745, which approved the elimination of the following library fines, all to be effective July 1, 2020:

- New and high demand materials overdue
- All other materials overdue
- Maximum overdue fines
- Forgiveness and waiver of all existing overdue fines, except for overdue interlibrary loan materials fines
- Collection agency fees will also be eliminated

- Lost or damaged materials will be billed at \$5 per item

BOARD MEMBER QUALE MOVED TO ACCEPT REVISIONS AS PRESENTED. CHAIR COLLINS SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR COLLINS, VICE CHAIR REYMAN, AND BOARD MEMBERS FULLERTON, MCCLENDON, QUALE, SMIGIELSKI, AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

B. Meeting Rooms, Library Cards, and Computer Use Only Cards

Ms. Carrico presented revisions to the Library policies concerning meeting rooms, library cards, and computer use only cards:

- Meeting Rooms:
 - Dropping Palomino Library from the list and the policy
 - Name and capacity changes:
 - Changed the Gallery Room at Civic Center, to the SHC Program Room
 - Appaloosa meeting room changed occupancy rate from 80 to 79
- Library cards:
 - Changes to align with strategic plan and in response to the COVID-19 issue and retaining access for patrons
 - Computer use only cards now have their own policy:
 - Photo identification and proof of address are required (recent utility bill matching address on application, and postmarked mail matching name and address on application are required when applying online) – to be scanned or emailed
 - PO Boxes cannot be accepted as addresses, but can be used as mailing destinations for the library
 - Offer service to provide a free item card if no physical address is available (with photo ID)
 - Library cards expire annually and online renewal is now an option
 - Minors cannot obtain a library card online at this point
- Computer Use only cards:
 - Issued free and can be used repeatedly for access and to check out specified items only
 - Acceptable forms of identification must be presented and include driver's license, federal, state, or local ID card, passport, school ID, US Military card, permanent resident or alien registration card, or any document approved by the library supervisor
 - Use cards can be issued to minors without a parent present
 - Must be renewed annually
 - Headphones and external DVD drives are accessible when available

BOARD MEMBER WACHS MOVED TO ACCEPT REVISIONS AS PRESENTED. VICE CHAIR REYMAN SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR COLLINS, VICE CHAIR REYMAN, AND BOARD MEMBERS FULLERTON, MCCLENDON, QUALE, SMIGIELSKI, AND WACHS VOTED IN THE AFFIRMATIVE, WITH NO DISSENTING VOTES.

5. Strategic Plan Progress

Ms. Peters provided highlights to the updates to the Strategic Plan Progress as follows:

- Goal 1:
 - Library policies have been reviewed and updated (continuing agenda item)
 - Public should be able to see progress on the goals and strategies
 - Innovative library programs (outdoor programming is under consideration, especially after the summer heat is over)
- Strategy 1.3:
 - With building closure, the senior library team is looking into using open technology in future
- Goal 2:
 - Empower and develop staff – all staff training is annual so while successful training was held in October, there are a couple more years to go, but currently on track
 - Communications – continuing to work on communication
 - Tactic 2.2.4 – Before libraries closed, several employees met with Director before COVID-19 closure
- Strategy 2.3:
 - Still working on developing an internship succession program
- Goal 3:
 - Promote, advocate for the library through communication, marketing, and partnerships, 67% progress (website progression is dependent on City's IT Department)
 - Development of a robust Friends of the Library group, have developed an online plan for marketing (100% complete)
 - Have a full Friends Board; they are on summer break
 - Ms. Orr will continue working closely with Friends to develop and market an online presence and membership
 - Continuing to build communication with the Library Board and public and engage Board Members
- Goal 4:
 - Reassigning Palomino resources to serve the community; with COVID-19 being an issue, this will look a little different but those resources will be distributed
- Tactic 4.1.3:
 - Ms. Orr and Ms. Wong-Ortiz are focusing on the programs at Rio Montana, including getting the vending machine up and running – will utilize \$1,000 grant to purchase the machine
 - Open Plus can also be used at senior centers
 - Improve and maintain library facilities – started working with the project, but due to uncertainty of economy, the City Manager has placed all IT projects on hold
 - Storytime Room project and moving staff will resume pending economy status and priorities within the City.
 - COVID-19 safeguards and taping for social distancing have been placed
 - Pilot with part-time security guard has been put on hold due to COVID-19

Upon Ms. Peters' question about the appropriate reporting format for strategic planning going forward, Chair Collins requested the current format be retained.

Board Member McLendon suggested documenting the changes that had to be made to the plan due to the COVID-19 crisis, and Ms. Peters agreed that is important.

Ms. Peters stated it was time for another public survey.

6. Identification of Future Agenda Items

Chair Collins reminded the Board that there would be a summer hiatus for July and August, with meetings resuming in September.

The Board identified the following future agenda items:

- COVID-19 updates
- Library services
- Budget issues (changes for the fall)
- Friends of the Library presenter

7. Board Member Reports

Chair Collins stated that she had not traveled this year.

Vice Chair Reyman stated that she is also on the General Plan Review Committee, and she has asked the group to put the Scottsdale Heritage Connection and Civic Center Library on the City map.

Board Member Smigielski stated that Trey Granger was just elected President of the Friends Board, with Peggy Sharp Chamberlain as Vice President, Grant Brown as Secretary, and Carol Damaso as the Treasurer. She added that their goal was to donate \$25,000 to the library programs. She said that the Friends have a very aggressive fund raising plan, which has now changed because of the pandemic, and one thing they were working on was to partner with the Poison Pen bookstore whereby the store would give proceeds for some events to the Friends and members of the Friends would be able to attend for free.

Vice Chair Reyman asked how it was possible for a Board Member to work closely with Friends or be a member since Board Members are not allowed to contribute funds to the library. Ms. Peters stated that there is not an issue with a Board Member belonging to Friends of the Library, and it is appropriate for them to act at Friends events.

Board Member Quale stated that the issue was that a Board Member may not ask for money, but supporting the Friends is not considered the same thing.

Board Member Wachs stated that she had joined the Friends but had not received any communication from them since. Ms. Peters stated that should be placed as an agenda item if the Board was in favor of that. She added that Ms. Sharp Chamberlain was working on that issue. Vice Chair Reyman suggested that a Friends representative present to the Board.

9. Adjournment at 5:10 P.M.

CHAIR COLLINS MOVED TO ADJOURN THE MEETING. THERE WAS NO SECOND. BY CONSENSUS, THE MOTION CARRIED SEVEN (7) TO ZERO (0). CHAIR COLLINS, VICE CHAIR REYMAN, AND BOARD MEMBERS FULLERTON, MCCLENDON, QUALE, 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 5:10 p.m.

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