



**CITY OF SCOTTSDALE
LIBRARY BOARD
REGULAR MEETING MINUTES
WEDNESDAY, April 21, 2021
Meeting held electronically**

PRESENT: Chair Shiela Reyman, Vice-Chair Janet Smigielski, Board Members Sheila Collins, Freda Hartman, Fred Klein, and Marna McLendon

ABSENT: Board Member Sam Campana

STAFF: Community Services Administrator Kira Peters; Managers Mandy Carrico, Becky Galligan-Butler, Melissa Orr, and Library Outreach Coordinator Jennifer Wong-Ortiz, Administrative Secretary Amy Herring

Call to Order

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

Roll Call

Members present as listed above.

Public Comment

No public comments were submitted.

Minutes

Regular meeting minutes March 17, 2021

BOARD MEMBER MCLENDON MOVED TO APPROVE THE MARCH 17, 2021 REGULAR MEETING MINUTES. VICE-CHAIR SMIGIELSKI SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS COLLINS, HARTMAN, KLEIN, AND MCLENDON VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSIDENTING VOTES.

REGULAR MEETING AGENDA

1. Rio Montana Library Services

Melissa Orr, Senior Library Manager, gave a presentation on the current and proposed library services at Rio Montana Park. Based on community surveys and focus group input, Rio Montana Park was chosen as a satellite library location following the decision to close Palomino

Library, because of its close proximity and the amenities the park offers. Ms. Orr presented a video and photographs of the facility. Rio Montana satellite location is a 1,551 square foot building less than a mile from the Palomino location and offers outdoor space to accommodate adult and children's programming. Thanks to a State Library SGIA construction grant, the City received \$25,000 to renovate the building into a mini-library. The soft grand opening event was cancelled last year due to the COVID-19 pandemic. Unique features of the library that are being planned are installation of a Hold It locker and a Lend It locker; a books2Go location; a story walk that can be updated monthly; and coordinated programs with the fire department located next door.

Commissioners were given an opportunity to ask questions. Ms. Orr explained that the library is designed to be outside. Patrons would only enter the building if a program was scheduled inside it. The Hold It and Lend It lockers operate similar to Amazon boxes or Redbox in that they are automated. The Hold It system would contain reserved materials for patron pickup using their library card. Those items would be returned to the same machine. The Lend It machine would have new materials available for checkout. Mandy Carrico, Manager, said that the Scottsdale library system has the ability to relocate materials to the library most convenient for patron pickup. Requests can be made in person, through a call center, or online.

Ms. Orr said that use statistics are comparable to Palomino, although the Palomino location had parking issues and fewer adult and family programs were offered. Currently, the facility is not available for rental and the Hold It and Lend It machines are not operating, in part because the project temporarily lost funding due to the pandemic.

2. Strategic Plan Progress Update

Kira Peters, Community Services Administrator, gave an update on the progress of the Library's Strategic Plan, which was implemented in 2019. Modifications were made to the plan in response to the COVID-19 pandemic. Ms. Peters summarized the progress that has been made in implementing the plan and highlighted details of the primary goals.

Primary goals are as follows:

- Goal 1 - Improved customer service through convenient, virtual, and safe in-person access
- Goal 2 - Inspire and develop staff to provide high-quality COVID-sensitive services through innovation, care, and trust
- Goal 3 - Promote and advocate for the library through communication, marketing, and partnerships
- Goal 4 - Focusing on inspiring value-driven COVID-safe library outreach
- Goal 5 - Enhance and maintain library facilities

Ms. Peters noted that the Storytime Room (Sky Room) is included as part of the CIP being considered by City Council during the budget process. The strategic plan will be updated in 2022.

3. Patron Comment Report

Ms. Peters said that this month's patron comment reports included a theme of great customer service and a caring staff. Staff at Arabian Library and Monty from the youth area were specifically called out in the comments.

Patrons also expressed an interest in learning when Arabian Library will open. Ms. Peters said that as recovery from the pandemic continues, she is hopeful that staff vacancies will be filled and the libraries will be able to reopen in a limited capacity.

Ms. Peters noted that staff will approach people who are not wearing a mask. Consideration is being given to how to identify people who have already been spoken to about wearing a mask so that they will not be repeatedly approached by staff.

4. Library Board Member Branch Liaison

Chair Reyman discussed the goals of assigning Board Members to advocate and engage with specific Library branches. She listed the specific assignments allocated to each Board member. She encouraged Board members to attend events at all library locations and invited them to contact her with any concerns about their assignments.

Commissioner Smigielski suggested making buttons that Board members can wear when visiting libraries or attending events to identify themselves as a Library Board member.

Chair Reyman said that Library Board posters will be updated once City Council makes new Board appointments.

5. Director's Report

Ms. Peters wished Amy Herring a happy Administrative Professionals Day.

Ms. Peters announced that she has been promoted to Community Services Administrator. Her new role will include overseeing the parks and recreation director as well as the library. One of her first projects will be to hire a new parks and recreation director. For the time being, she will continue to act as library director while working to support Assistant City Manager Bill Murphy in other areas. She anticipates that at some point the library director position will be filled.

To date 893 patrons have registered for the Pony Express service at Appaloosa. As of April 21st, 3,913 items have been circulated and approximately 1,550 people have entered the building. Recently, senior staff worked in the front area of Appaloosa to educate patrons about how to use the service.

Ms. Peters said that because of Governor Ducey's March 25, 2021 executive order lifting the mask mandates, masks are no longer required at drive-through locations, but are still recommended. Masks are still required for indoor locations. Senior library managers recently met to discuss priorities. The top priority is to gain enough staff support to be able to reopen the library system.

Ms. Peters said that WestWorld has been assigned as a COVID vaccination site and will be operating from April 22, 2021 through April 30, 2021. Staff will be available at the vaccination events to assist people who are in the 15-minute holding period with signing up for a library card.

The pilot in-person outdoor youth programming (Books to Boogie) has been successful and staff plans to move forward with offering in-person adult programming. Adult programming will likely begin with weekend movies at the Civic Center Library auditorium and possibly at Mustang Library auditorium.

Ms. Peters announced that the library card campaign will begin in September and will run for three months. Staff will focus on attending community events and being present at public locations. Library Board members are invited to participate in the campaign.

The triennial Library Board sunset review is scheduled for Monday, June 21, 2021 at 4:00 p.m.

Ms. Peters said that she consulted with the City Attorney's Office regarding the Library Board chair term and found that most City boards and commissions allow a chairperson to be reelected for consecutive years. The City Manager's office is currently reviewing boards and commissions and the associated rules, bylaws, and ordinances. The City Manager asked that staff wait to make any changes to the Library Board bylaws until after the upcoming City Council work study session. The City Manager will bring any changes relative to boards and commissions forward to Council for approval as a single package.

The e-resources librarian will be making a presentation about the Kanopy platform during the next meeting. Kanopy is a video streaming platform for libraries that offers communities one of the largest collections of films in the world and has an amazing selection for children.

6. Identification of Future Agenda Items

Agenda items for a future meeting include:

- E-resources presentation
- Presentation by architect Doug Sydnor about a new display at Civic Center Library celebrating Scottsdale organizations
- Preview of the Civic Center Mall master plan

7. Board Members' Reports

Commissioner Smigielski gave an update on Friends of Scottsdale Library activities. The group was awarded a \$3,000 Southwest Literacy Grant, which has been designated to go to the Storytime room. \$1,040 was raised during AZ Gives Day, which will go towards the second grade library card program. The group is working with the Scottsdale Gallery Association and will be participating in the Gold Palette ArtWalk in October. It is hoped that another author event can be planned outdoors in Civic Center Mall sometime this spring.

Commissioner Klein said it would be helpful if Board Members could be involved in the planning meetings for library projects, whether as observers or participants. Ms. Peters said that in the future Commissioners will be invited to observe or participate as appropriate.

The next meeting is scheduled for May 19, 2021. The Board will recess during July and August.

8. Adjournment

BOARD MEMBER MCLENDON MOVED TO ADJOURN THE MEETING. BOARD MEMBER KLEIN SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS COLLINS, HARTMAN, KLEIN, AND MCLENDON VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 4:58 p.m.

Recorded and Transcribed by eScribers, LLC.