



**City of Scottsdale
Library Board
Regular Meeting Minutes**

Wednesday, January 17, 2024, 3:00 p.m.
Mustang Library
10101 N. 90th Street
Scottsdale, AZ 85258

PRESENT: Chair Janet Smigielski, Vice Chair Freda Hartman, and Board Members Sam Campana, Natalee Esposito (departed at 5:04 p.m), George Hartz, Enid Seiden (arrived at 3:18 p.m.), and Leslie Totten

STAFF: Melissa Orr, Senior Library Manager and Interim Library Director; Alicia Brillon, Senior Library Manager; Tamera Norwood, Senior Library Manager; Javier Mendoza, Staff Coordinator; Judy Doyle, Community Services Assistant Executive Director, Lee Schnoor, Systems Integration Supervisor

Call to Order

Chair Smigielski called the meeting to order at 3:07 p.m.

Roll Call

Members present as listed above.

Public Comment:

No members of the public were present and no public comment cards were submitted.

Minutes – December 20, 2023

BOARD MEMBER CAMPANA MOVED TO APPROVE DECEMBER 20, 2023, LIBRARY BOARD REGULAR MEETING MINUTES AS AMENDED. BOARD MEMBER TOTTEN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SIX (6) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITO, HARTZ, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES. BOARD MEMBER SEIDEN HAD NOT ARRIVED.

Chair Smigielski asked for page 4, item #5, line 4 to include Ms. Campana's request for the Friends Liaison position to be shared as she is away for two months out of the year.

REGULAR MEETING AGENDA

1. Patron Comment Report

Melissa Orr, Interim Library Director, provided an overview of patron comments received over the last month, noting this is the first month they were all online as they move to being paperless. Many amazing comments were received related to the Curious Crafter event held at Appaloosa. There was one negative comment pertaining to a team not being allowed to participate, which has been addressed and for future events we ask that teams be allowed. Positive comments were received related to the Pony Express hours at Appaloosa and the best comment stated, "*what would we do without the library*". Often comments are received related to things out of our control, such as how materials are purchased, which is explained nicely in the response.

Board members were given an opportunity to ask questions or comment and Board Member Totten praised the library and staff and noted how the comments and response provide an understanding of how the library is being experienced. Chair Smigielski suggested incorporating positive comments into documents that go before the City Council to show the value of the library system.

In response to Board Member questions, Ms. Brillon noted books written in a foreign language is a weak area and steps were taken last year to secure a grant that provided electronic Spanish materials, which needs to be publicized more. Purchasing of foreign language material is dependent on demand and circulation which is low. Board Member Totten's suggestion to incorporate native language books will be discussed with Ms. Jones.

In response to Vice-Chair Hartman's inquiry on a "floating collection", Ms. Orr explained the floating collection process among the Scottsdale libraries. Another example of a floating collection is the MAX Program implemented last year within Maricopa County that gives access to additional material without Scottsdale having to purchase it. The Greater Phoenix Digital Library is another option to share digital materials. Vice-Chair Hartman stated that although she is a supporter of digital and online materials, patrons regularly want a book in their hands and a floating collection of physical material could make an impression and encourage people to come into the library. Chair Smigielski stated this would be like an interlibrary loan system.

2. Mustang Library Highlights

Medina Zick, Mustang Branch Manager, provided an overview on the history of Mustang including its unique look, circulation, and exciting events.

- Currently, it is the second largest in all areas, size, patrons, usage, circulation, card holders, etc. The 32,000 square foot building has a collection of approximately 85,000 items. The 2023 circulation count was approximately 234,000, which is 20,000 less than Civic Center. Door counts are not readily available as the counter is not working properly, but options are being researched to provide accurate counts in the future.

- Pam Beach and the Adult Service team worked diligently to bring adult programming back, which excelled to 86 programs with 1,400 attendees during 2023.
- The Seed Library is very popular and includes gardening programs.
- The MAX Program is handled by Mustang because they are the county pick up site for Scottsdale. Ms. Jones reports the same amount of material is going out that is coming in and four additional libraries (Surprise, Tolleson, Tempe, and Glendale) will be joining the program within the next week.
- As a result of a previous CIP request, sound panels were added to the meeting room and a new carpet was installed in the public area.
- The literacy stations were replaced using grant funds obtained through the Salt River Pima Indian Gaming Community Grant.
- Color is being added to the youth room by adding acrylic panels to the picture book area, which will be a nice addition to the many toys and beautiful patio.
- Grant funds are being sought to address the sound wall project to address noise coming from the early literacy area. Although many patrons don't ask for a response when they make a complaint about the noise, a response is provided explaining this is a family place where noise can be challenging, and quiet rooms are offered.
- Future projects include remodeling the dated youth restrooms to create two family restrooms with changing stations, upgrade the other restrooms, and paint the exterior, which is planned for 2028.

In response to Board Member questions, Ms. Zick noted they are still offering free cuttings from the Ivy plants. Universities are not part of the MAX program but can be accessed through the interlibrary loan system. Usage of the MAX program can be monitored and reported to the board. CIP projects other than those previously mentioned include upgrading the front patio that is often used as an encampment. There is no urgency or safety issues associated with the request to remodel the children's restrooms, they are merely old and dated.

3. 2023 Annual Library Board Report

Melissa Orr, Interim Library Director, reviewed the 2023 Annual Library Board Report and noted the name and template cannot be changed as it is used for all boards and commissions across the City of Scottsdale. The following items were highlighted.

- Ten meetings were held and within those meetings two public comments were heard.
- All Board Members were listed with the Chair and Vice-Chair separated
- There were no subcommittees
- Ethics training has been completed and the proper paperwork and signatures were collected this evening from all Board Members
- Officers were elected in January 2023 and the 2024 election will take place during this evening's meeting.
- The laws and City Code were reviewed and discussed during the March 28, 2023 Retreat
- A key issue is the increase in challenges facing both school and public libraries
- Work will continue on assisting the unhoused population and addressing the opioid problem within the City

- There is anticipated increase in usage of the digital and media platforms, concerns with the increased costs, and how best to utilize available funds and resources
- The MAX program will be expanded to better utilize shared resources
- Patron Point will be expanded for educating and marketing to the public what the library does (A brief review of Patron Point was provided)
- Work continues with the Strategic Plan because it is extremely important to keep staff and stakeholders current on accomplishments and challenges within the library system
- Expand second chance and special collections, such as video and board games
- Continue working with The Friends of Scottsdale Public Library because they are a great resource for grants
- Continue to research and apply for grants to supplement funding for the library
- Continue to utilize State training funds and create internal training opportunities to ensure staff are trained to be consistent in the service they provide

Chair Smigielski noted where the report requires a review of the By-laws and City Code it should be completed annually.

In response to Board Member questions and comments, Ms. Orr noted Jennifer Juan-Ortiz handles outreach and marketing while working closely with the Community Services Marketing team to ensure compliance with City standards. Education on the library's programs can be completed in several ways but will be added as a future agenda item for further discussion on how to proceed. Ms. Doyle noted she would discuss adding a section for achievements/accomplishments to the template with the City Clerk and suggested adding those for 2023 in the comment section of this report. A discussion ensued regarding major achievements/ accomplishments and a decision was made to create a list to be added to the report. The hold-it lockers are represented under the Pony Express at Granite Reef because they are considered an express outreach service. "Patron comment discussion held monthly" will be added as a bullet in January so patrons know the board takes them seriously by reviewing and discussing them at every meeting.

After discussion, under additional comments it would say "Library Accomplishments" that includes these items as addressed in the Director's Report; the Strategic Plan, Second Chance Collection at Via Linda Senior Center, library shops reopened, added more collection, had the first Presidents Volunteer Service Awards for teens and adults, added the youth entrance at Civic Center, pony express, 1,000 books before kindergarten, library card auto renewal, the Ultimate Family Play Date, the MAX, 2,591,900 physical and digital items were circulated, and the Greater Phoenix Digital Library reached 6 million check outs in 2023 with the Greater Phoenix Digital Library being the 11th highest for digital check outs in the world from OverDrive.

VICE-CHAIR HARTMAN MOVED TO APPROVE THE 2023 ANNUAL LIBRARY BOARD REPORT. BOARD MEMBER SEIDEN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SEVEN (7) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITO, HARTZ, SEIDEN, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

4. Hold Lockers and Pony Express Statistics

Alicia Brillon, Senior Library Manager, provided an overview of the hold locker and pony express statistics, noting the hold-it lockers have only been active for six months so there is minimal statistical data, but the usage is increasing at Granite Reef without any marketing, which is in the works. Costs associated with the hold-it lockers consist of the initial purchase of \$50,000, \$2,100 yearly maintenance costs, and staff hours associated with training, maintenance, and trouble shooting.

Pony Express usage continues to increase yearly with an average of 402 items per month checked out. The hours of operation are from 8:00 – 10:00 a.m. daily except for Sunday is 10:00 a.m. to 1:00 p.m. Card registrations are up 6% over last year. Pony Express will be promoted in the February 1, 2024, Patron Point Newsletter, which is anticipated to increase usage even more. Costs associated with the Pony Express are like the hold-it lockers with an initial purchase and set up costs of approximately \$20,000, annual software at \$11,000, and staff hours associated with training, maintenance, and trouble shooting.

In response to Board Member questions, Ms. Norwood explained the process for a patron to gain access to the Pony Express library which uses facial recognition. Ms. Brillon noted Pony Express users must renew their cards in person. Ms. Orr noted legal and Homeland Security protocols were followed to ensure protection of the City's assets. The implementation of a second Pony Express system has not been discussed due to the cost associated with it.

5. Library Policy Review – Rules of Conduct, Meeting Room Use, Quiet Rooms / Study Rooms, Acceptable Use of Electronic Resource Policies, and Unattended Belongings

Tamera Norwood, Senior Library Manager, provided an overview of procedures related to policy review and revision and the status of policies presently under review. The library is part of the Community Services department and must follow their policy review procedures. There are 56 library policies that get reviewed on a three-year rotation basis with 33 of them being forward facing, meaning they touch patrons. This list was created by Ms. Zick who spent many hours finding the policies and their current iterations. There is a new policy being developed for Group Library Cards. Policies are first reviewed by the Committee that consists of Ms. Zick and her team to ensure they are still practical, proceeds to appropriate departments for review to address what is actually happening, the next review is by DEIB to ensure the policies do not include biases, the next review is by the City Attorney for language review and recommended changes, and the final step is review by Senior Management prior to changes being presented to the Library Board.

Status of policies presently under review:

- Acceptable Use of Electronics is ready to go to Senior Managers
- Accessibility is in Committee Review
- Display and/or Distribution of Non-Library Printed Materials is ready to go to Senior Managers
- Meeting Room Use is ready to go to Senior Managers

- Quiet Room and Study Room Use is in Committee Review, this will be a long conversation because of the various types of rooms and permissible uses
- Rules of Conduct is in Attorney review
- Unattended Belongings has been eliminated and incorporated into Rules of Conduct

The next group of policies to be reviewed include Library Card policies, Library Cards for Visitors, Computer Use- only Library Cards, and Interlibrary Loans.

In response to Board Member questions, Ms. Doyle explained the Library Board is an advisory board and can provide input and make recommendations for the policies but does not act on them. Ms. Norwood clarified the policy would come before the board after Senior Management has completed their review and any comments would be taken under advisement. Ms. Orr clarified recommended changes may not be made based on further review and that should be brought back to the board. A request has been made to revise the policy template to include the updated and review dates.

6. Director's Report

Melissa Orr, Interim Library Director, provided the Director's Report highlighting the following:

- ▶ The library has a table at the Old Town Farmers Market that is held the first Saturday of every month and Library Board members and Friends of the Library are welcome to participate
- ▶ NOAHFEST was scheduled to be in January on McDowell Road but has changed to March 2, 2024
- ▶ Bonanza event will be held on March 30, 2024. An overview of the event was provided.
- ▶ Blue Zones event was held this past weekend where 170 people visited the library table and issued over 20 library cards.
- ▶ The Knit-it program continues throughout this month
- ▶ A Puzzle swap will be held at Arabian on January 29th
- ▶ The new public Art Exhibition at Civic Center runs through March 30, 2024.
- ▶ A Stuffed Animal Storytime and Sleepover will be held at Civic Center on February 12, 2024
- ▶ Author and Appetizers was discussed, noting it was a Friends of the Library fundraising event that they chose not to hold this year. However, they replaced it with the 24-hour donor challenge that raised over \$8,000.
- ▶ Local Author Book Sale and Event was discussed noting the money handling posed the biggest challenge in the past.
- ▶ A \$5,000 grant was received from the Women's Collective which will be used for local author talks. Many local authors participated in the National Novel Writing in November. Future author events are being discussed.
- ▶ The partnership with Poison Pin was discussed, noting conversations are ongoing but depend on the ability to hold an event that best meets the library's legal standards.
- ▶ Work is ongoing with the Human Relations Commission to have a lecture series that includes diversity, equity, and inclusion. In recognition of Women in History Month, Gloria Feldt will present on March 21, 2024, at the Civic Center Auditorium.
- ▶ The year in review:

- accomplishments include programs and initiatives such as, the Strategic Plan, Second Chance Collection at Via Linda Senior Center, library shops reopened, added more collection, had the first Presidents Volunteer Service Awards for teens and adults, added the youth entrance at Civic Center, pony express, 1,000 books before kindergarten, library card auto renewal, the Ultimate Family Play Date, and the MAX.
- Statistics include 2,591,900 physical and digital items circulating, 586,000+ people visited the branches, windows, and curbside with a 30% increase in virtual patrons, 17,000+ new card holders, 35,400 items added, 600 adult services programs held with 6,500 in attendance, youth services hosted over 950 programs with 28,000 in attendance, 2,800 summer reading programs were held with 6,000 registered attendees, and the Greater Phoenix Digital Library reached 6 million check outs in 2023 with Scottsdale being the 11th highest for check outs within that consortium.

7. Board Members' Reports

- Vice-Chair Hartman provided an overview of the Friends of the Library updates, on January 30th an Architectural Tour of the Appaloosa library will be offered from 3:30 – 5:30 p.m. They will participate annual Birdies for Charity donation program and the portal is open for online donations. Grant requests will be submitted for the Thunderbirds for Churros for Cops Communication and the Fiesta Bowl. Shiela Raymond has been approved as a Board Director with the Friends.
- Chair Smigielski thanked the staff for a very productive year and recognized new staff and especially Ms. Orr for all they have done to support the board.

8. Identification of Future Agenda Items and Future Meeting

- Training on library programs for board members
- Blue Zone Centers in the Library
- Grants
- Strategic Plan update

Next regular meeting: Wednesday, February 21, 2024, 3:00 pm at Arabian Library

9. Library Board Nomination and Election of Officers for 2024

Chair Smigielski reviewed the process for electing a Chair and Vice-Chair. Noting she will term out at the end of May and has enjoyed being Chair during a time of significant changes such as the retreat, unexpected loss of two board members, welcomed four new board members, established a good orientation package, created a cycle for branch liaisons, established a calendar of topics, started branch tours, and went paperless.

BOARD MEMBER TOTTEN NOMINATED VICE-CHAIR HARTMAN AS THE NEW CHAIR, WHICH CARRIED BY A VOTE OF SIX (6) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, HARTZ, SEIDEN, AND TOTTEN VOTED

IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES. BOARD MEMBER ESPOSITO LEFT AT 5:04 P.M.

Ms. Hartman stated she is in her fourth year on the board and has enjoyed every year. Libraries have been a part of her life since childhood, she previously served on a library board prior to coming to Scottsdale and feels she can bring different perspectives and ways of looking at things.

Board Member Seiden nominated Board Member Campana who turned down the nomination as she is unable to attend the meetings regularly. Chair Smigielski briefly discussed the By-law related to missed meetings and tardiness. A brief review of the Vice-Chairs responsibilities was also provided.

BOARD MEMBER TOTTEN NOMINATED BOARD MEMBER SEIDEN AS THE NEW VICE-CHAIR, WHICH CARRIED BY A VOTE OF SIX (6) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, HARTZ, SEIDEN, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES. BOARD MEMBER ESPOSITO LEFT AT 5:04 P.M.

Chair Hartman discussed the Friends of the Library Liaison position noting the liaison is expected to attend each meeting either in person or remotely and they do not meet during the summer, but you are not a voting member. After discussion Board Member Campana will serve as the Liaison with Board Member Totten as the backup.

10. Adjournment – 5:16 p.m.

VICE-CHAIR SEIDEN MOVED TO ADJOURN THE MEETING AT 5:16 P.M. CHAIR HARTMAN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SIX (6) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS CAMPANA, HARTZ, SMIGIELSKI, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES. BOARD MEMBER ESPOSITO DEPARTED EARLY.

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