



**City of Scottsdale  
Library Board  
Regular Meeting Minutes**  
Wednesday, November 13, 2024  
Civic Center Library  
SHC Program Room  
3839 N. Drinkwater Blvd.  
Scottsdale, AZ 85251

**PRESENT:** Chair Freda Hartman, Vice-Chair Enid Seiden, Board Members Sam Campana, Natalee Esposito (telephonic, departed 3:21 p.m.), Roselyn O’Connell, and Leslie Totten.

**STAFF:** Judy Doyle, Community Services Assistant Executive Director; Mike Beck, Library Director; Alicia Brillon, Senior Library Manager; Tamera Norwood, Senior Library Manager; Jennifer Wong-Ortiz, Library Engagement Outreach Coordinator; Lee Schnoor, Department Technology Supervisor; Mike Murphy, Business and Analytics Manager; Javier Mendoza, Administrative Assistant

**Call to Order**

Chair Hartman called the meeting to order at 3:01 p.m.

**Roll Call**

Members present as listed above.

**Public Comment:**

No members of the public were present.

**Minutes – October 16, 2024**

Board Member Esposito noted a correction to the spelling of her last name on page 5. Chair Hartman requested that the first sentence in the fourth paragraph under agenda item 2 should read, “Chair Hartman questioned if the five CIP items were listed in priority order for the libraries.”

VICE-CHAIR SEIDEN MOVED TO APPROVE OCTOBER 16, 2024, LIBRARY BOARD MEETING MINUTES AS AMENDED. BOARD MEMBER TOTTEN SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS CAMPANA, ESPOSITO, O’CONNELL, AND TOTTEN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

## **REGULAR MEETING AGENDA**

### **1. Patron Comment Report**

Director Michael Beck provided an overview of patron comments received over the last month. Noting there were many comments related to staff consistently providing excellent customer service and programming. Other comments discussed related to quiet areas, water bottle refill stations, the coffee shop, and an issue with a book.

Chair Hartman asked to have a future presentation on the criteria staff use when deciding which books to bring into the libraries.

Board Member Totten noted the positive comment about security at Mustang. She also questioned if there are current CIP or maintenance projects to address the cleanliness and maintenance comments at Civic Center. Mr. Beck and Mrs. Doyle explained they are working with the maintenance department and facilities on those issues.

Chair Hartman suggested a way to let staff know what the comments say and praise them. Board Member Totten suggested incorporating it into the newsletter.

### **2. FY2025 – 26 Library Budget Update**

Director Michael Beck provided an update on the CIP projects noting the exterior painting and repair at Mustang are scheduled to be completed in FY 25/26 and the adult and youth bathrooms at Mustang are scheduled to be completed in FY 26/27. Mr. Murphy explained these projects will be completed by the facilities department as part of their five-year plan. Director Beck noted there is a new project request to add adult restrooms on the west side of the Civic Center.

Director Beck also updated the board on the budget decision package sorter requests for both Mustang and Appaloosa. The outdoor sails and purchasing equipment for Arabian have been put on hold pending research on alternative solutions and for the next budget cycle.

Chair Hartman asked about the cost of the AV equipment. Mr. Murphy explained the first quote was not acceptable and Mr. Schnoor and his staff are meeting with another vendor and believes that the cost will be more reasonable.

Board Member O'Connell asked how they decided which branches get sorters and if Arabian will get one. Director Beck explained the processes he and the staff use to determine the needs-based budget that is presented in priority order. He continued to explain the space restriction at Arabian and alternative solutions.

Chair Hartman commented it sounds like they are looking at this in a strategic way, and bigger picture, especially for the outdoor space at Arabian.

### **3. Library Board Public Comments About the CIP and Operating Budget Process**

Chair Hartman discussed the strategic steps necessary, as the board prepares their public comment regarding the budget, which will be presented to the City Council. As part of this discussion, Ms. Doyle clarified that the rates and fee schedule aligns with the entire budget process but, is handled separately and will be presented to the City Council in March for consideration and

tentatively adopted in May. Should the board wish to make any comments related to the rates and fees, Ms. Doyle suggested they be presented during the March meeting.

In response to Vice-Chair Seiden's question, Director Beck explained that rates and fees are charged not only because it is a best practice, but room rentals are an additional service to patrons, and offsets damage expenses to equipment and other items in the room.

Mr. Murphy and Ms. Doyle reviewed the budget timeline noting the proposed budget is presented to the City Council in April, with the tentative budget approval in May, and the final budget adoption in June. It was recommended that the board attend the meeting in April to present their statement related to the budget.

In summary, Chair Hartman reviewed the board's timeline being they would need all necessary data to prepare their statement by February. Once a draft statement is prepared it will be presented to the board for review, revision, and approval.

#### **4. Library Policy Review**

Tamera Norwood, Senior Manager, discussed the Accessibility and Early Closure Policies, which are public policies. Ms. Norwood reviewed the revised policies noting everything fell under staff procedure has been removed. Three new parts under regulations were added to the Accessibility Policy being 1) Adaptive resources available on the library website; 2) City of Scottsdale Accessibility and ADA commitments accessed on diversity webpage; 3) Acquisition of other assistive technologies will be considered or requested as deemed necessary. Ms. Norwood explained as part of the Early Closure Policy, the library is considered a necessary service and is the last facility to close during outages.

Board Member Totten asked about including consideration for Neurodivergent individuals. Mr. Norwood explained the Accessibility Policy relates more to ensuring everyone can enter the building, physically participate in programs, etc. There was a recent ADA review of all libraries to ensure nothing was overlooked, especially concerns related to ingress and egress. She noted a sensory room is being developed at Civic Center and potentially other libraries. A discussion ensued and Ms. Norwood noted an additional policy could be created titled "Adapted Services" as suggested by Board Member Totten.

Ms. Norwood implemented the change to the Early Closure policy as suggested by Board Member Totten.

#### **5. SPL Partnership Opportunities Update**

Jennifer Wong-Ortiz, Library Engagement Outreach Coordinator provided an overview of current and upcoming partnership opportunities for Scottsdale Public Libraries that included external organizations and other city departments.

In response to Ms. O'Connell's question, Vice-Chair Seiden provided an overview of what Blue Zones stands for and how they have been working with the library and other community organizations.

Chair Hartman asked if there is current data related to satisfaction of those who attended programming and suggested capturing such tangible data to substantiate the need for more funding and expanding programming.

## **6. Public Library Trends and Current Issues Update**

Director Beck provided an overview of the topics discussed at the American Library Association Conference held in San Diego, noting an emphasis on AI and technology programs. He also attended the Arizona Library Leader Summit, noting the three priorities discussed were marketing, staff training, and AI technology.

Chair Hartman recapped her attendance at the recent AzLA Conference where the sessions consisted of four categories: programs and services; staff training, development, and improvement; community collaborations and partnerships; and IT and digital impacts.

## **7. SPL Quarterly Report Update**

Director Beck and Mr. Murphy provided an overview of the 4<sup>th</sup> quarter and full fiscal year report on the library statistics compared to previous years. Nearly all library statistics were higher than the previous fiscal year, except for desktop computing usage and databases.

In response to questions, Director Beck noted the card holder numbers include the visitor cards. Mr. Schnoor advised they are unable by law to track what sites specific patrons visit upon gaining access to the library's Wi-Fi. Mr. Beck explained Freegal is a music streaming service that allows a patron to download music within guidelines. Board Member Totten suggested sharing statistics regarding the collection with the public to show the significant services and materials available.

## **8. Director's Report**

Michael Beck, Library Director, provided the Library Board with a summary of library current events.

- Friends 24-hour Donor Telethon raised \$14,000
- Civic Center grounds
- Associated Accounts included in Newsletter
- Staff Day Recap
- Website Redesign
- Upcoming Friends and Library Events

## **9. Board Member's Report**

- Board Member Campana provided a summary of upcoming events hosted by the Friends of the Library.
- Vice Chair Seiden discussed her attendance at the Hitchcock presentation, *The Birds*.
- Board Member O'Connell spoke about the Tail Wagging Tales program at Arabian and their upcoming story telling program.
- Vice-Chair Seiden discussed her attendance at the Rio Montana Story Walk program, feedback from staff about staff day, and a newspaper article about a Human Library.
- Chair Hartman spoke about her meeting with the Chair of the Human Services Commission and her involvement with Sister Cities.

## **10. Identification of Future Agenda Items and Future Meetings**

Future Meeting agenda items could include:

- Sensory Room
- Blue Zones
- Library Van

Next special meeting: Wednesday, December 11, 2024, at 3:00 pm at Civic Center Library

## **11. Adjournment**

VICE CHAIR SEIDEN MOVED TO ADJOURN THE MEETING. BOARD MEMBER CAMPANA SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS CAMPANA, O'CONNELL, AND TOTTEN VOTED IN THE AFFIRMATIVE. BOARD MEMBER ESPOSITO WAS NOT PRESENT. THERE WERE NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 5:07 p.m.

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