



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

Wednesday, November 15, 2023, 3:00 p.m.
Civic Center Library, Studio Program Space Room
3839 N. Drinkwater Blvd
Scottsdale, AZ 85251

PRESENT: Chair Janet Smigielski, Vice Chair Freda Hartman (by telephone), Board Members, Sam Campana (left at 4:00 PM), Natalee Esposito, George Hartz, Enid Seiden, and Leslie Totten (arrived at 3:05 pm)

STAFF: Melissa Orr, Senior Library Manager and Interim Library Director; Alicia Brillon, Senior Library Manager; Lee Schnoor, Systems Integration Supervisor; Javier Mendoza, Staff Coordinator; Judy Doyle, Community Services Assistant Executive Director; Rebekka Jones, Collection Management Coordinator; Anna Anderson, Management Analyst; and Jennifer Wong-Ortiz, Community Engagement and Outreach Coordinator

Call to Order

Chair Smigielski 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 and no public comment cards were submitted.

Minutes – October 18, 2023

BOARD MEMBER ESPOSITO MOVED TO APPROVE OCTOBER 18, 2023, LIBRARY BOARD REGULAR MEETING MINUTES. BOARD MEMBER SEIDEN 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 SEIDEN VOTED IN THE AFFIRMATIVE. BOARD MEMBER TOTTEN WAS NOT YET PRESENT. THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Patron Comment Report

Melissa Orr, Interim Library Director, provided an overview of patron comments received over the last month, which included patrons expressing happiness about the great, beautiful, and wonderful library and Pony Express. There was a negative comment related to a specific incident at Mustang in which more information can be provided upon request.

In response to Board Member questions, Ms. Orr stated that a handful of patrons have commented on extending the hours. The hours are being monitored to determine if a request for additional hours and staff is warranted. Ms. Jones stated all customer comments are in a searchable database.

2. FY 23/24 1st Quarter Library Usage Metrics Report

Anna Anderson, Management Analyst, provided an overview of year-to-date library usage compared to last year's 1st quarter numbers.

- Gate counts are up 22% with Civic Center increasing significantly
- Digital gate counts are slightly down
- 78,838 current cardholders; new cardholders are up 12%
- Internal usage remains steady
- Remote usage is up 11.5%
- Total usage is at 719,937 and last year ended with 2.8 million users
- Total collection is holding steady with 376,842 physical items
- Total circulation is up 6.6% over a 12-month period and 36.5% over a 24-month period
- 174 youth programs were offered with 5,845 participants
- 56 adult programs were offered with 774 participants
- Computer and Wi-Fi usage is up
- Library Shop revenue is at \$24,874
- 261 volunteers provided 4,469 hours of service, the equivalent of 8.59 full-time employees.

In response to Board Member Totten's question, Ms. Orr explained she did not have an answer for the decrease in adult program attendance but noted the Adult Services Coordinator works with all branches to schedule programs that meet patrons' needs. Ms. Wong-Ortiz explained that fewer programs are offered in the summer as staff prepare for fall program offerings.

In response to Chair Smigielski's question, Ms. Orr stated she would investigate the arts display and explained staff are re-engaging with past partners to bring programs back and finding new partners for new program offerings.

3. Community Events

Jennifer Wong-Ortiz, Community Engagement and Outreach Coordinator, provided an overview of community events that board members could volunteer to participate in. These include:

- Old Town Farmers Market
- Family Read Aloud Nights
- NOAHFest
- Parada del Sol

- All Things Senior Expo
- Scottsdale Family Arts Fest
- City Earth Day Event
- G.A.I.N. Block Parties

Future events not listed will be provided to the Chair for distribution to board members.

In response to Board Member Totten's question, Ms. Orr stated board members who want to participate in an event should email her and cc the Library Board Chair. The board members will be put in contact with the proper staff member. This will ensure any required notifications related to a quorum are completed.

Chair Smigielski stated rather than creating new events, board members can volunteer to become involved in existing community events, which will afford them the opportunity to help the library and get to know the community.

4. Reconsideration Policy Presentation

Rebekka Jones, Collection Manager Coordinator, was present to answer board member questions related to the reconsideration process.

Chair Smigielski recommended maintaining documentation related to the steps taken once a complaint form is received. Board Member Seiden suggested using a database for such information. Ms. Jones explained due to the patron information that is contained in the complaint form, the forms are not maintained for privacy reasons. An official letter on the library letterhead is sent to the patron explaining the processes and decision. Staff would need to discuss maintaining documentation, either hard copies or using a database, as the library's records are released to the public upon request.

In response to Board Member Esposito, Ms. Jones explained the turnaround time is approximately four weeks depending on how long it takes to get through the review. The estimated length of the review process is included in the letter sent to the patron.

5. Library Policies

Melissa Orr, Interim Library Director, provided an overview of the process for reviewing library policies and which ones are currently in the review process. The review of all library policies is a priority for the upcoming year. In the absence of the Library Manager of Operations, one of the Branch Managers has taken on the task of reviewing the policies. The goal is to ensure all policies within Community Services are similar. There are 21 policies related to acceptable use of electronic resources, confidentiality, fees, loan guidelines, etc. These are all accessible by the public on the Library website under the more information tab.

The review process takes time as there are many different departments that must review the policies including technology, DEI committee, and legal. There are currently four policies in the review process which will be presented to the Board soon. A plan is being developed on how often the policies should be reviewed. The current suggestion is every three years. If there are questions or issues pertaining to a specific policy, it will be pulled immediately for review. The policies on the Library page would be kept updated.

In response to questions from Board Member Hartz, Ms. Orr confirmed the Library Presented Public Programs has not been reviewed since May 16, 2007, but it will be reviewed in the coming year. During the review process they will determine if it needs to be translated into another language. The one policy that is currently translated to Spanish is due to the nature of the policy because it contains comprehensive rules that patrons must adhere to.

In response to Chair Smigielski's suggestion, Ms. Orr explained they plan to research how other library systems publish their policies, and where the reconsideration policy and procedure is located will be included in that.

In response to questions from Board Member Totten, Ms. Orr explained most of the policies are required to be reviewed by the legal department, which is done prior to the policy being presented to the Board.

6. Old Business

a. Calendar Update

Chair Smigielski noted the calendar guides the Board on items up for discussion. The Board and library staff discussed reoccurring topics and decided what month they should be presented. The following is the result of the conversation:

- Library Retreat will be discussed after the appointment of a new chair in January
- Library Outreach and Marketing in November
- Technology update in June and any new projects that will impact the library will be added to the appropriate agenda
- Safety and Security in June, National Safety Month
- Budget Process in December
 - Judy Doyle, Community Services Assistant Executive Director, noted the elimination of the rental tax has impacted the City's General Fund and the City will have a flat budget. Further information will be provided at the next meeting.
- Adult and Youth Library Outreach – Ms. Orr will work with the team to determine a month that works best for them.
- Collection Development in April with updates during the Director's Report
- Summer Reading Program in May
- Branch highlights presented by branch managers the first time the Library Board meets at their branch
- Setting December meeting date in November
- Reminder of Board Elections in December
- Board Elections in January
- City Annual Report in January
- Branch Liaison Roles biannually in February
- Friends Presentation in March
- Volunteer Presentation in April, National Volunteer Month
- Diversity Presentation in March

In response to Board Member Totten's question, Mr. Orr explained the Annual Ethics Review is done by paper and required of all board members.

Chair Smigielski stated the calendar will be updated with this information and added to Old Business next month for review.

b. December Meeting

Chair Smigielski stated the Friends of Scottsdale Public Library were invited to come to Rio Montanya for the December meeting; however, their attendance has not been confirmed. Upon discussion it was determined to keep the December meeting as scheduled.

The board discussed branch recognition being the week of December 10th. Board Member Esposito noted she has a food handlers license and makes and sells Cocoa Cones for \$1.50 each. Chair Smigielski stated this is voluntary, but asked if anyone was unable to participate the week of December 10th to let her know and she will cover it.

Chair Smigielski asked Ms. Orr for an updated list of board members including contact information.

7. Director's Report

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

- Several library staff attended the Arizona Library Association (AZLA) Conference and provided two presentations.
- Proper communication among the board, staff contact, providing notice of quorums, and compliance with the Open Meeting Law was discussed. The purpose of the board according to A.R.S. § 38-431 was reviewed. If there is something that should be shared with the entire board send it to Mr. Mendoza for proper distribution.
- Staff Retention: There have been 33 vacant positions since January 1, 2023; 9 internal promotions, 9 external promotions, 7 left for personal reasons, 3 retirements, 3 career changes, and 2 went to college. The job postings are being modified to be more inviting and include the mission statement. The City is conducting a class and comp study for all departments. The Library has a great staff development task force that includes employee orientation. The mentorship program is in its second year and has doubled in participation.
- Upcoming Events include the art exhibition that goes through December, providing tools and space at each branch for citizens to write their greatest American novel, Spirit Literacy Awards on November 17, 2023, holiday crafts in December for all ages, and the Ultimate Family Play Date on December 9, 2023.
- Research is being conducted on Scottsdale becoming a Blue Zone City, which is a community that teaches and provides healthy opportunities to support long life.
- The library continues to build partnerships with committees and programs within Scottsdale and some sister cities. Any financial support needs or opportunities are forwarded to the Friends of the Scottsdale Public Library.

8. Board Members' Reports

Vice Chair Hartman provided an update on the Friends of Scottsdale Public Library, noting their newsletter will be out December 1st. The 24-hour Donor Challenge raised \$8,874. The Friends are working on pursuing several grants. The anticipated use of the grant funds if received has not been determined at this time. The Krispy Kreme campaign runs through December 31, 2023. For every dozen of glazed donuts purchased a percentage goes to the FRIENDS. They will be updating their technology to include software to track membership and general organizational information and one to

track fundraising. There was a discussion related to providing a behind the scenes tour of Appaloosa with the library director for top donation contributors.

Chair Smigielski stated she invited the Friends of Scottsdale Public Library directors to come to the library board meetings and to the library branches. Anyone wanting to participate in the Ultimate Play Date should email Ms. Orr and the chair.

Board Member Seiden stated she will be attending Wag and Tails at Arabian.

Board Member Totten stated she has visited a couple of the branches, spoke with staff there, and will be sending out thank you notes. She will also be attending Wag and Tails at Arabian.

Board Member Esposito shared comments from parents regarding the play area at Civic Center.

9. Identification of Future Agenda Items and Future Meeting

- Budget Process presented by Judy Doyle, Community Services Assistant Executive Director
- Calendar review
- Signage at Arabian and Mustang
- Paperless
- Sister City Partnerships and board participation

Next regular meeting: Wednesday, December 20, 2023, 3:00 pm at Rio Montana

10. Adjournment - 4:54 p.m.

BOARD MEMBER SEIDEN MOVED TO ADJOURN THE MEETING AT 4:54 P.M. BOARD MEMBER ESPOSITO SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SIX (6) TO ZERO (0). CHAIR SMIGIELSKI, VICE CHAIR HARTMAN, AND BOARD MEMBERS ESPOSITO, HARTZ, SEIDEN, AND TOTTEN VOTED IN THE AFFIRMATIVE. BOARD MEMBER CAMPANA WAS NO LONGER PRESENT. THERE WERE NO DISSENTING VOTES.

Recorded and transcribed by eScribers, LLC.