



**City of Scottsdale
Library Board
Regular Meeting Minutes**
Wednesday, February 15, 2023, 3:30 p.m.
Arabian Library, Room 1
10215 E. McDowell Mountain Ranch Rd.
Scottsdale, AZ 85255

PRESENT: Chair Janet Smigielski, Vice-Chair Freda Hartman, Board Members Sam Campana, Natalee Esposito, and Shiela Reyman

ABSENT: Board Member Fred Klein

STAFF: Kira Peters, Library Director /Community Services Administrator; Managers, Mandy Carrico, Alicia Brillon, and Melissa Orr; and Carli Stock, Staff Coordinator

Call to Order

Chair Smigielski called the meeting to order at 3:33 p.m.

Roll Call

Members present as listed above.

Public Comment:

No public comments were submitted.

Minutes – January 18, 2023

BOARD MEMBER REYMAN MOVED TO APPROVE THE FEBRUARY 15, 2023, LIBRARY BOARD REGULAR MEETING MINUTES AS WRITTEN. VICE-CHAIR HARTMAN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF FIVE (5) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITIO, AND REYMAN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Patron Comment Report

Ms. Peters highlighted a negative comment on a particular program at Appaloosa, noting the patron has been responded to. Ms. Peters stated comments are taken seriously and evaluate the programs that are happening.

Chair Smigielski referenced a negative comment relating to not having enough copies of popular titles and saw the concern addressed on the Library's Facebook page, that announced additional copies were coming. Chair Smigielski stated it would be beneficial to add this announcement to the library marquee.

2. Library Board Annual Report for 2022

Ms. Peters noted the importance of the annual report as it provides City Council an understanding of what has been reviewed, upcoming issues, projects, and opportunities, and feedback from the board. Ms. Peters stated comments provided by Vice-Chair Hartman have been added to the report. Additionally, Ms. Peters plans to adjust the titles so there is a distinction between staff and board comments/recommendations.

Vice-Chair Hartman asked to adjust the title of the report to be Library Board and Scottsdale Public Library Staff Report for clarity purposes. Ms. Peters stated this is a City template and does not think the title could be changed but believes the four sections could be modified to distinguish between the staff and the board. She will also discuss possible modifications to the template with City staff.

Board Member Reyman asked that the statistics presented during the December 14, 2022 meeting be included in the report. Ms. Peters stated this information could be added noting something like "the increasing library metrics were reviewed."

Chair Smigielski asked to make sure the additional comments/recommendations to City Council says Library Board.

VICE-CHAIR HARTMAN MOVED TO APPROVE THE LIBRARY BOARD ANNUAL REPORT FOR 2022 AS AMENDED. BOARD MEMBER ESPOSITIO SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF FIVE (5) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITIO, AND REYMAN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

3. Q2 Library Usage Metrics Report

Anna Anderson, Management Analyst, gave a PowerPoint presentation of the quarterly library usage statistics, including: gate counts, digital gate counts, library cardholders, internal and remote usage, total collection, total circulation, program and attendance, library shop, and volunteers.

- ▶ Gate Counts - This is inclusive of patron attendance by entering the library and those who utilize the drive through and curbside services. Compared to the previous fiscal year's Q1 & Q2, this year is up 61% and will likely exceed the previous fiscal year's year-to-date count.

- In response to Board Member Esposito's questions, Ms. Anderson explained how the gate counts are acquired.
- ▶ Digital Gate Counts - This is inclusive of Polaris and Pegasus logins that are at 268,000 year-to-date. Overall, the digital counts are down compared to previous years, attributed to all branches being open.
 - In response to questions from Vice-Chair Hartman, Ms. Peters stated the libraries and communities are still trying to figure out if patrons prefer in person or digital access. A brief discussion ensued.
- ▶ Library Cardholders - The number of cardholders decreased by 10,000, which can be partially attributed to the most recent purge of 16,000 cards. However, new cardholders are being added regularly.
 - In response to Vice-Chair Hartman's suggestion to look at the policy and process for deleting accounts, Ms. Carrico explained why the accounts are deleted, which is mainly linked to auditing purposes and the process for reinstating accounts. Ms. Orr explained the ability of the Patron Point software to reach out to patrons and remind them to renew their card and educate them on what is available at the libraries. A brief discussion ensued.
- ▶ Internal Usage - While in the library patrons are checking out physical books, using the Wi-Fi, and computers. These numbers are up 45% compared to Q1 & Q2 last fiscal year.
- ▶ Remote Usage - This is inclusive of the e-circulation, database usage, library help line, and ask a librarian.
- ▶ Internal and remote usage combined are at 1,343,894 for half of this fiscal year.
- ▶ Total Collection - The collection has grown 4% compared to the previous fiscal year.
- ▶ Total Circulation - This is inclusive of physical and e-circulation which are up 29.2% over last fiscal year and 25.6% over the 19/20 fiscal year.
- ▶ Programs and Attendance - There were 679 total youth and adult programs with 13,702 patrons in attendance, the majority being youth programs. No virtual programs were offered during this time.
- ▶ Computer and Wi-Fi Usage - Both appear to be slightly up compared to last fiscal year.
- ▶ Library Shop - This revenue supplements the budget and is up 8.4% from last fiscal year and to date has earned \$47,802.
 - In response to a question from Board Member Reyman, Ms. Orr stated the increased revenue reflects people looking for the shops, purchasing more, and the selections are good.
- ▶ Volunteers - This is inclusive of teen volunteers and is up by 190 people who have logged in over 4,000 hours, which is equivalent to 4.3 employees.

4. Library Board Retreat

Chair Smigielski stated the Board must determine if they want to have the retreat, and if so, a location, date, and time will need to be determined as well as an agenda.

In response to a question from Board Member Reyman, Ms. Peters stated the retreat is an informal meeting that is considered a public meeting where the Library Director and staff attend. A discussion ensued regarding the purpose of the retreat.

Chair Smigielski stated without opposition from the Board it has been determined the retreat will be an informal opportunity for members to express their ideas. There will be an agenda, but Robert's Rules will not be followed. The retreat will be held the last week of March, scheduled on a weekday afternoon for approximately three to four hours. Ms. Stock will send out a Doodle poll to determine a

date that works for everyone. Once the date is determined Ms. Stock and Ms. Peters will identify a location to hold the meeting outside of the libraries. Board members will send legal questions to Chair Smigielski by March 1st, at which time she will compile them and send them off to Ms. Brillon to obtain legal counsel.

Board Members developed the following agenda items:

- ▶ Purpose and mission of the Board
- ▶ Branch liaison role discussion (best practices)
- ▶ Library projects/programs of interest for the Board
- ▶ Community outreach by the Board
- ▶ Maybe City legal or response/clarification on questions

5. Library Board Meeting Time

Chair Smigielski stated concerns have been raised pertaining to going over the meeting time and she proposed having the meeting start at 3:00 p.m. instead of 3:30 p.m. Ms. Carrico stated if the start time is too early it could impact staff and community participation at the meeting. Longer meetings impact the library budget. Ms. Peters stated the Board should take into consideration eScribers availability. Moving the meeting by a half-hour should not impact any other meetings, but she will check to make sure.

Board Member Reyman noted the City Clerk's Office will need to be made aware of the change to inform the current applicants to the Board of the time change and confirm it will not affect their availability. Board Member Campana suggested putting a time limit on each agenda item to keep meetings on track.

BOARD MEMBER REYMAN MOVED TO CHANGE THE MEETING START TIME TO 3:00 P.M. BOARD MEMBER CAMPANA SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF FIVE (5) TO ZERO (0). CHAIR SMIGIELSKI, VICE-CHAIR HARTMAN, AND BOARD MEMBERS CAMPANA, ESPOSITO, AND REYMAN VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

6. Library Board Meeting Standing Agenda Items

Chair Smigielski reviewed the Bylaws 6.0 related to the agenda, the existing standing agenda items, and how the agenda is determined between the Library Director and the Chair.

Board Member Reyman suggested adding "old business" as a non-discussion standing agenda item to allow the Board to receive follow-up reports. Ms. Peters stated that can be added to the agenda. Chair Smigielski stated the more standing agenda items there are the less room there is for items that come up, unless time limits are set for each agenda item.

Chair Smigielski stated she would like to see the board reports be more of a business report. Board Member Campana stated that part of the agenda allows Board Members to get to know each other and present fun facts.

Vice-Chair Hartman stated in accordance with the Bylaws she would like to add a standing agenda item of statistical data. Ms. Peters stated she prefers to do a quarterly report on statistics because staff put a lot of work into preparing information for the meetings. A discussion ensued.

The final decision of the Board was to add “old business” as a standing agenda item.

7. Director’s Report

Ms. Peters provided the board with an update on the following topics:

- ▶ For the sake of the public record, for any follow-up information that is emailed to the Board, there will be a notation under the Director’s Report stating an email with clarifying information was sent out as well as a link.
- ▶ Under Board Member Reports, Board Members can thank and recognize patrons who attend the meeting and address the Board.
Board Member Campana commented that patron comments are currently classified as positive, negative or neutral. Some comments are suggestions, and classifying these as negative could lead to a misperception that there are many complaints.
- ▶ The budget is still in development with decision packages continuing to be reviewed and the Board will continue to be updated on the progress. Asked to restore \$50,000 in collection funding
 - Requested municipal security to be provided by the police department for Civic Center and Mustang
 - Reclassification of the Library Coordinator position, as Dr. Whelan has taken on additional responsibilities.
 - Requested \$100,000 to hire a consultant regarding the architectural services for Mustang’s front area
 - Library volunteer budget restoration
 - Technology service office space needs to be upgraded
- ▶ The Strategic Plan was provided to Board Members for review of the format that will be posted on the website and distributed to all library branches.
- ▶ The annual Library Vision Award will be presented to Trey Granger, President of the Friends of the Library for the work he has done supporting the library’s vision.
- ▶ Ms. Peters’ last day is February 23, 2023, and Senior Manager Alicia Brillon will become the contact person and run the meetings in the interim.

8. Board Members’ Reports

Vice-Chair Hartman provided an update from the Friends of the Library meeting she attended to include; 225 teen volunteers who logged in 3,700 hours serving the library. They will be recognized by Mayor Ortega at the April 18, 2023 City Council meeting. The Friends of the Library have been asked to donate \$1,000 to support a luncheon for the teen volunteers. Trey Granger, President of the Friends of the Library, will be recognized at the April 18, 2023 City Council meeting. A grant has been submitted to the Literary Society of the Southwest to support an Author Affair, where three authors representing the children, teen, and adult genre would be present. They are still waiting for the amount raised at the fundraiser at BJ’s restaurant on February 1, 2023. It is believed \$2,000 was raised from the Waste Management Phoenix Open Thunderbirds Charity. The Friends of the Library will have a retreat on a Saturday in the spring.

9. Identification of Future Agenda Items and Future Meetings

- Discuss at the retreat the relationship with Friends of the Library and a possible joint retreat or luncheon with them.
- Meeting location(s)
- A volunteer tea is being scheduled and the details will be provided to Board Members.
- Books to Go is meeting on March 1, 2023, at 8:30 a.m., Board Members should advise Ms. Stock if they plan to attend.

- Next meeting - Wednesday, March 15, 2023, at 3:00 p.m. at Arabian Library.

Board members highlighted the work that Ms. Peters accomplished while working as Library Director, expressed appreciation, and wished her well.

10. Adjournment

With no further business to discuss, Chair Smigielski adjourned the meeting at 5:24 p.m.

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