



**City of Scottsdale
Library Board
Regular Meeting Minutes**
Wednesday, October 20, 2021
Meeting Held Electronically

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

STAFF: Library Director/Community Services Administrator Kira Peters; Managers Mandy Carrico, Becky Gallivan Butler, Melissa Orr, and Medina Zick

GUEST: Trey Granger, President, Friends of Scottsdale Library

Call to Order

Chair Reyman called the meeting to order at 3:30 p.m.

Roll Call

Members present as listed above.

Public Comment

No public comments were submitted.

Minutes

Regular meeting minutes September 22, 2021

VICE-CHAIR SMIGIELSKI MOVED TO APPROVE THE SEPTEMBER 22, 2021 REGULAR MEETING MINUTES AS WRITTEN. BOARD MEMBER MCLENDON SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS CAMPANA, COLLINS, HARTMAN, KLEIN, AND MCLENDON VOTED IN THE AFFIRMATIVE WITH CORRECTIONS. THERE WERE NO DISSENTING VOTES.

REGULAR MEETING AGENDA

1. Patron Comment Report

Kira Peters, Community Services Administrator, provided an overview of the patron comments and actions being taken to address them.

2. The Friends of Scottsdale Public Library Update

Trey Granger, President of the Friends of Scottsdale Public Library, provided an update on the recent activities within the Friends of Scottsdale Public Library organization. Mr. Granger highlighted the following upcoming events.

- ◆ Tuesday, October 26, 2021 Virtual Free Book Bingo
- ◆ Tuesday, November 2, 2021 Airtime with an Author at Appaloosa (members only)
- ◆ Friday, November 5, 2021 Spirit of Literacy Awards for 2020 and 2021 at Civic Center Library
- ◆ Tuesday, November 16, 2021 Restaurant Fundraiser at White Castle

Commissioners were given an opportunity to ask questions. Mr. Granger noted the ArtWalk Event was a success and the gallery has asked to have them back. Board Member Campana, who attended the event, commented positively on the experience.

3. Working with The Friends of Scottsdale Public Library

Chair Reyman shared information on the roles of the Library Board members in relation to working with the Friends of Scottsdale Public Library board. In gathering proper information Chair Reyman met with Kira Peters and City Attorney Kim Campbell.

When attending a Friends of the Library event best practice is to post a notice of quorum, meaning Library Board members will be in attendance. This also covers any perception of impropriety in case library business is discussed. Ms. Peters will investigate this further.

Library Board members are not permitted to solicit money for the Friends of the Library. This is to avoid the perception of impropriety. However, the Friends of the Library and the Library Board can set up a table next to each other at an event, as there is no rule pertaining to distance.

All Library Board members can be members of the Friends of the Library. Only one Library Board member can attend the meetings; at this time Vice-Chair Janet Smigielski provides representation on the Friends board.

4. Expanding Library Services

Ms. Peters provided an update on the status of expanding library system operations. The current goal is to have the library system fully open to the public in the new year. A formal date for reopening will be provided once competently staffed.

Approval has been received to recruit, hire, and train for staff positions. The library is being impacted by the employee shortage as there is a scarcity in the application pool and a competitive employment market.

A further discussion ensued pertaining to staffing, credentials, benefits, and possible options for recruitment. Chair Reyman stated the Board is trying to gather information to best support the library. Staffing requirements and challenges will be added to a future agenda.

5. Mustang Library Branch Update

Medina Zick, Mustang Library Branch Manager, provided an update on operations and services at Mustang Library. She introduced herself, noting she has worked for the City for 23 years with 20 of them spent at Civic Center and three years at Mustang.

Mustang Library was the first library branch to open in 1987 and the second largest library in Scottsdale with 32,000 square feet, 140 seat auditorium, 40 seat meeting room, two study rooms, and is the home of the Scottsdale Seed Library.

Mustang quickly became the busiest branch taking over patrons from Arabian and Appaloosa during COVID shutdowns. During these challenging times it was all hands on deck as 18,000 cars passed through the drive-thru in a three-month period. Books sat on quarantine carts for three days prior to being put into recirculation. Since March 2020 more than 71,000 cars have gone through the drive-thru, with approximately 41,000 visits to the library between March and September of 2021.

Some of the challenges at Mustang include managing negative behavior and maintaining cleanliness and ensuring safety for all, due to people camping around the building and no outdoor facilities. It was difficult to enforce wearing masks, but has gotten easier with the relaxed mask mandate. This branch must meet the needs of a diverse population from people experiencing homelessness to families with children to seniors, as well as ongoing building maintenance and improvement needs for the building.

A computer in the vestibule was added to meet patrons' needs. A screen was added to showcase Human Services and library offerings. Mustang converted to a cashless pilot program with Clover to reduce staff time and simplify cash handling procedures.

The summer reading program was opened to the public with some virtual programs offered. Through a partnership with Scottsdale Sister Cities, Mustang's vestibule displays artwork from other countries, currently displaying teen artwork from Kenya. Thanks to a grant written by Sam Riley (phonetic) a legal reference space will be added to the Mustang and Civic Center libraries.

Future plans include reupholstering furniture, having a centralized information desk, revamping the youth patio, adding green to the adult patio, holding the Garden Show, and adding additional hours and services in January 2022.

Commissioners were given an opportunity to ask questions. Ms. Zick explained Mustang had a drive-thru service prior to the pandemic and will continue to offer the drive-thru service.

6. Library Resources and Utilization Metrics

Ms. Peters and Senior Library staff led a discussion regarding library resources.

Currently the library systems are working with reduced budgets and operations. It is anticipated as the libraries reopen operations will increase. The plan is to get the library resources back through using the decision package within the budget process.

During budget reductions \$600,000 was reduced from the materials collection budget. A decision package will be submitted on November 1, 2021, for funds to cover library materials collection and reinstating the director position for FY 2023. However, it is important to note there is still a concern for economic stability and priorities that take precedence. If this is not approved the libraries will be fully operational with less funding. The fine free resolution stated there would not be an adverse impact to the library operational budget; however, there was an impact.

Commissioners were given an opportunity to ask questions. During the discussion; Vice-Chair Smigielski stated the resolution passed in good faith and the funds were not to be taken from the library. The Library Board should seek enforcement of the resolution for the current fiscal year budget and going forward.

Chair Reyman noted being fine free eliminated the cost of overseeing and collecting fines, fees, and forfeitures. Becky Gallivan Butler, Collections Manager, explained without the fines and fees more materials are being returned and fewer accounts are being sent to collections. Mandy Carrico noted when the fines and fees were being collected the revenue did not go to the library to replace materials; it went to the City's General Fund.

Ms. Gallivan Butler elaborated that the revenue from fines went to the City and not to the library, however, since the Library is not collecting the approximately \$150,000 annually, the City took \$150,000 out of the library budget to cover the shortfall in the General Fund. Ms. Peters clarified this was not a malicious act, however, it has had an impact on the library's budget.

At the next Library Board meeting information will be discussed regarding the resolution being binding, based on a conversation with Attorney Campbell. Based on the information provided the next course of action will be discussed.

7. Director's Report

Ms. Peters provided the Library Board with a summary of current events in the library.

On October 11, 2021, an all-library staff conference was held, with keynote speaker Ken Nwadike, organized by Melissa Orr and Stephen Redmond. Included in the conference was a session with the Scottsdale Police Department focusing on talking a customer off the ledge. Additionally, virtual programs related to the honor system, technology, and social media were presented.

The library is working on a pilot program to bring selected volunteers back. This is a phased approach to bringing the library volunteers back, including redoing background checks. Updates will be provided to the Board as the process progresses.

The library card campaign is in full force with a goal of 2,000 and is already at 1,600. Friday, November 12, 2021, will be the end of the campaign event at the stadium.

The strategic plan review is almost complete, and the updates will be presented at the next meeting. A survey will be sent out to compile an understanding of what citizens need from the library.

With Appaloosa reopening the plan is to find a satellite location and relocate the Pony Express technology there.

The Scottsdale Leadership visited Civic Center Library and Scottsdale Historic Society Connection to learn about the library system and other things.

The Library Board Ordinance was approved by City Council. Ms. Peters will work with Attorney Campbell to update the bylaws and present them at the November meeting for approval.

Demolition will start on October 25, 2021, for the Sky Room Expansion project. Unfortunately, the project is \$110,000 over budget due to inflation, however, with the decrease in the staff budget, approval has been given to utilize those funds to cover excess cost. It is anticipated the project will be complete by March 2022.

Civic Center Plaza mall area has been fenced off for renovations and is anticipated to be completed by Superbowl 2023.

8. Identification of Future Agenda Items

- ◆ Library staffing
- ◆ Fine free
- ◆ Bylaw changes
- ◆ Library branch presentation
- ◆ Safety report
- ◆ Agenda calendar

9. Board Members' Reports

Board Member Klein stated the logo looked medical. Ms. Carrico advised the mission statement is "Putting People at the Heart of Dynamic Library Services," which is why a heart is depicted.

Board Member McLendon noted she attended the reception showcasing art from the Arizona Watercolor Association that will be on display until the end of the year. She noted this is a great way to get citizens from the Valley into the library.

10. Adjournment

VICE-CHAIR SMIGIELSKI MOVED TO ADJOURN THE MEETING. BOARD MEMBER COLLINS SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0) BY ROLL CALL VOTE. CHAIR REYMAN, VICE-CHAIR SMIGIELSKI, BOARD MEMBERS CAMPANA, 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 5:14 p.m.

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