



**City of Scottsdale  
Library Board  
Regular Meeting Minutes  
Wednesday, April 17, 2024  
Appaloosa Library  
7377 E. Silverstone Dr.  
Scottsdale, AZ 85255**

**PRESENT:** Chair Freda Hartman, Vice-Chair Enid Seiden, Board Members Sam Campana, Natalee Esposito (telephonic), George Hartz, and Janet Smigielski (telephonic)

**ABSENT:** Board Member Leslie Totten

**STAFF:** Judy Doyle, Community Services Assistant Executive Director; Michael Beck, Library Director; Melissa Orr, Senior Library Manager; Tamera Norwood, Senior Library Manager; Shane Morrison, City Assistant Attorney II; Brandon Chapman, Volunteer Coordinator; Javier Mendoza, Staff Coordinator

**Call to Order**

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

**Roll Call**

Members present as listed above.

**Public Comment:**

One member of the public was present, but no public comment cards were submitted.

**Minutes – March 20, 2024**

BOARD MEMBER SMIGIELSKI MOVED TO APPROVE THE MARCH 20, 2024, LIBRARY BOARD MEETING MINUTES. VICE-CHAIR SEIDEN SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS CAMPANA, ESPOSITO, HARTZ, AND SMIGIELSKI VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

## **REGULAR MEETING AGENDA**

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

Michael Beck, Library Director, provided an overview of patron comments received over the last month. He highlighted the importance of speaking clearly during meetings since there are patrons who are listening. Staff is continuously working to ensure that the bandwidth experience is good and that patrons maintain good connectivity. Director Beck noted that great strides have been made with having libraries open seven days a week. Staff will review patron needs and look at the feasibility of increasing operating hours. Consideration can be given to bringing back patron programs that have gone away for various reasons, and events such as the Author Fair.

Board Members were given an opportunity to ask questions. In response to the patron's concern about homeless people in the library, Director Beck explained that the public library is open to all, and it is important to make sure everyone has a positive experience. Everyone must follow the code of conduct policy to ensure that the libraries remain a safe environment. Staff and library monitors can get involved if there are problems. He noted that the experience referenced in the comments happened seven years ago and was addressed at the time.

Tamera Norwood, Senior Library Manager, said that the patron who commented had some very disparaging opinions about people who are experiencing homelessness. The patron said that she has not been approached by anyone, but their presence makes her feel uncomfortable. Mrs. Norwood said that the library is all-inclusive and a safe space for everyone and that if the patron has issues with people, library staff and security are there to assist. Judy Doyle, Community Services Assistant Executive Director, noted that a new position was recently added to the Police Department to have a security guard who splits time between Civic Center Library and Mustang Library. It is hoped that the position will be filled soon.

### **2. Board Liaison Assignments and Best Practices**

Chair Hartman led a discussion on Board Liaison Assignments and Best Practices as a continuation of the March 2024 meeting. Board Members have been assigned to all library locations, and the new Board member will be assigned to Arabian Library. Board Member Smigielski will be assigned to Arabian Library until the end of her term next month. Chair Hartman is assembling a "Best Practices" document, including Board input given during the March meeting. A draft document will be brought forward for discussion during the May meeting.

### **3. Library Board Bylaws**

Shane Morrison, City Attorney Assistant II, led a discussion concerning Section 1.0 – Purposes, within the Bylaws of the Scottsdale Public Library Board. He noted that the overarching responsibility of all City boards and commissions is to act as advisors to the City Council. The Library Board advises the City Council on policies relating to the public library system. Mr. Morrison reviewed methods available to the Library Board and individual Board members when they wish to communicate with the City Council on a specific topic. Opportunities include the following:

- Speak as an individual citizen during the City Council public comment period. It is important to make clear that you are not speaking on behalf of the Library Board.

- Forward a special correspondence letter or email from the Library Board to the City Council. This method would require compliance with open meeting law requirements, including discussion about parameters of the communication and approval by the Board of the final draft during a board meeting.
- Advising Council on a specific item coming before them during a City Council Report. A recommendation would be agreed upon during an agenda item at a Library Board meeting and brought forward to the City Council by library staff.
- Recommendations and information on Library Board activities can be conveyed as part of the Annual Report.

Board Members were given an opportunity to ask questions. Mr. Morrison said that “general policies,” as referenced in the purpose and responsibilities of the Board, would include items that affect the operations of the library or the community’s ability to enjoy and utilize the library in the way it is intended.

In response to a question posed by Chair Hartman, Mr. Morrison explained that there are bylaws and ordinances for the Library Board and statewide open meeting law in terms of communicating with City Council during a public comment period. When speaking as an individual, it is important to make it clear that the speaker is not representing the Library Board. For someone to speak on behalf of the Library Board, a spokesperson would have to be elected during an agenda item and clear parameters should be outlined, staying within the guidelines of open meeting law. As a legal advisor, he advised against using this method.

#### **4. SPL Volunteer Services Presentation**

Melissa Orr, Senior Library Manager, presented a review and update on Volunteer Services and the use of volunteers for the library. Volunteers work in every area of the library and are especially vital to the scope of programming because the services they provide allow time for staff to assist patrons. Areas volunteers assist in include Story Time; Story Stops; computer instruction; developing classes on a variety of topics, including artificial intelligence, cybersecurity, and advanced photo techniques; stocking free little libraries; pulling holds, sorting and reshelving books; processing donations; Scottsdale Heritage Connection; cleaning; Kids Café; homebound services; and special events. Staff continues to identify positions and bring on volunteers to assist with specific tasks, which will lead to the retention of a successful volunteer team who love the library and act as brand ambassadors in the community.

The supervisor of volunteers is working to benchmark the Scottsdale Library volunteer program with other libraries in the region. Surveys were recently sent out and results showed that the Scottsdale Library volunteer program is comparable to others in the Valley and far exceeds those in Texas and California in the number of hours put in by fewer volunteers. Ms. Orr noted that three Scottsdale volunteers have won the William P. Shrader Volunteer of the Year award.

Board Members were given an opportunity to ask questions. Ms. Orr said that the Kid’s Café is located at the Civic Center branch because it is in a Title 1 school area, and volunteers assist with handing out food during the summer to those children who qualify based on SUSD standards. Brandon Chapman, Volunteer Coordinator, stated that those who are interested in volunteering can go to the City of Scottsdale Website and search “volunteer,” or they can contact him or staff in their area of interest. He said that the background check for volunteers is not as comprehensive as it is for employees but does include a nationwide database search for criminal activity, sex offenses,

terrorism, social security number verification, and an Arizona county criminal search. It was noted that in 2023, there were a total of 99 active adult volunteers, working a total of 8,225 hours, which equates to an approximate salary savings of \$261,555.

## **5. Library Board Advocacy Update**

Chair Hartman led a discussion about areas and/or topics of Scottsdale Public Library advocacy of possible interest to Library Board Members. She said that the idea of individual Board Members being assigned to volunteer in areas related to the library that they are passionate about came from past and present Board Members making comments about having a desire to volunteer in specific areas of interest. If Board Members are interested in establishing a volunteer schedule, a pilot program could be started.

Discussion ensued regarding the idea of Board Members establishing a system of volunteering in their areas of interest and possibly reporting out to the Board on those topics. Board Members commented that they are all already involved in areas that they are interested in outside of their membership on the Library Board. They talked about the importance of Board Members being present at libraries and interacting with people using the services and attending programs. They agreed that everyone is busy and should continue being involved with the libraries independently.

The topic was tabled to be revisited if there is interest in developing a program in the future.

## **6. Library Policy Review – Confidentiality of Library Records**

Tamara Norwood, Senior Library Manager, reviewed the original draft version of the Confidentiality of Library Records policy and its newly updated and completed version. The focus of the revisions was on clarifying the law for patrons and letting them know what safeguards are in place that the library will follow to protect their confidentiality. In cases where a subpoena or a warrant for information is presented, the library director or designee would work with the City Attorney to determine what information was appropriate to provide.

In response to questions, Ms. Norwood explained that a police officer would have to have reasonable cause to request information about someone using a computer and a response would be given based on direction from the library director and City Attorney. She said that the reason the 2012 version on the website is longer than the printed version is because it included procedural information. Procedures have to do with the way the library operates in terms of the ILS and will be included in a separate policy manual in the future.

## **7. Director's Report**

Director Beck provided the director's report. He gave a follow-up on the Culture Pass Program, noting that the Culture Pass program was created by ACT One as a separate arts agency in 2013. ACT One partners with over 175 libraries statewide to allow library cardholders the opportunity to check out free passes. Cardholders receive admission for two tickets on a first-come-first-serve basis, good for one week, to many of the museums, theatres, and cultural sites that participate in the program. Information about the different agencies is available on Scottsdale Library's website.

Director Beck gave an overview of the electronic resources/downloadable content available through the library. Services available through the library include Hoopla, Kanopy, cloud Library, and other library-oriented streaming services. Other consumer-oriented streaming services, including

Amazon, Criterion, Apple+, MAX, PBS Passport, Netflix, and Hulu currently do not offer institutional licensing options.

Following up on a question from a previous meeting, Director Beck explained that unique program information about program attendees is not currently available, because the library programs use a physical ticketing system. Public libraries are required to submit a Public Library Data Report annually, so overall attendance counts are tracked for that purpose.

The Library Budget requests have been submitted and are available for public review. The best time for Board Members to weigh in on the annual budget is in the September and October timeframe.

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

Board Member Campana gave an update on the Friends of the Library meeting. She encouraged Board Members to attend the "Meet the Library Director" event scheduled on Tuesday, April 30, 2024, at 10:00 a.m.

Board Member Hartz announced that the Scottsdale Sister Cities Association currently has art exhibits at Mustang Library, Appaloosa Library, and Civic Center Library.

Board Member Smigielski said she recently checked out a Culture Pass to the Desert Botanical Gardens.

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

It was suggested that topics listed on the approved calendar be reviewed.

Future Meeting agenda items could include:

- Overview of Appaloosa Library
- Collection Development
- Summer Volunteer Program/Community Outreach
- Summer Reading Program

Next regular meeting: Wednesday, May 15, 2024, at 3:00 p.m. at Appaloosa Library

## **10. Adjournment – 4:49 p.m.**

VICE-CHAIR SEIDEN MOVED TO ADJOURN THE MEETING. BOARD MEMBER CAMPANA SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0). CHAIR HARTMAN, VICE-CHAIR SEIDEN, AND BOARD MEMBERS CAMPANA, ESPOSITO, HARTZ, AND SMIGIELSKI VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSIDENTING VOTES.

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