



CITY OF SURPRISE
Library Advisory Commission
16089 N Bullard Ave
Surprise, AZ 85374
Thursday, March 14, 2024 @ 6:00 PM

Surprise Regional Library

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Staff Reports
- E. Library Commission Agenda:

CALL TO THE PUBLIC:

INSTRUCTIONS: In order to address the Board\Commission, you will need to fill out a Call to the Public Form available at the front counter, and then turn it in to the Secretary before the meeting begins.

Note: A.R.S. 38-431.01(H) - During this time members of the public may address the Board\Commission only on issues within the jurisdiction of the Board\Commission which are not an item on the agenda. At the conclusion of the open call, the Board\Commission may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda. No discussion or action shall take place on any item raised.

CONSENT AGENDA:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|--|------------------------------------|
| 1. | Citywide | Consideration and action pertaining to the February 8, 2024 Library Advisory Commission meeting minutes. | Arts, Culture & Library Department |
| 2. | Citywide | Presentation and discussion pertaining to proposed fiscal year 2024 agenda outline and Library Strategic Plan. | Arts, Culture & Library Department |
| 3. | Citywide | Presentation and discussion pertaining to library performance metrics and community surveys. | Arts, Culture & Library Department |
- F. Other Business and Future Agenda Items
 - G. Current Events and Reports
 - H. Executive Session

For information purposes: Upon a public majority vote of a quorum ("Commission"), the Commission may hold an executive session, which will not be open to the public, but for only the following purposes: discussion or consideration of records exempt by law from public inspection (A.R.S. §38-431.03(A)(2));

or discussion or consultation for legal advice with the attorney or attorneys of the public body (A.R.S. §38-431.03(A)(3)).

Confidentiality Requirements: Pursuant to A.R.S. §38-431.03(C)(D), any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney or by agreement of the Commission, or as otherwise ordered by a court of competent jurisdiction.

The Commission may vote to hold an executive session for the purpose of obtaining legal advice from the Commission's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

- I. Adjournment

POSTED: Thursday, March 7, 2024 @ 2:55pm

SPECIAL NOTE: PERSONS WITH SPECIAL ACCESSIBILITY NEEDS, INCLUDING LARGE PRINT MATERIALS OR INTERPRETER, SHOULD CONTACT THE CITY CLERK'S OFFICE @ 623.222.1200 OR TTY 623.222.1002, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.



CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: March 14, 2024 Contact Person:
Submitting Department: Arts, Culture & Library District: Citywide
Department
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to the February 8, 2024 Library Advisory Commission meeting minutes.

Motion:

I move to approve the February 8, 2024 Library Advisory Commission meeting minutes.

Background:

Not applicable

Objective Analysis:

Not applicable

Policy Compliant:

This item is consistent with City and Council policies.

Financial Impact:

There is no anticipated financial impact related to this item.

Budget Impact:

There is no anticipated budget impact related to this item.

FTE Impact:

There is no anticipated FTE impact related to this item.

ATTACHMENTS:

1. 020824 LAC Meeting Minutes DRAFT
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CITY OF SURPRISE
Library Advisory Commission
16755 W Vereda Solana Dr
Surprise, Arizona 85387

Thursday, February 8, 2024 @ 6:00 p.m.

Asante Library

DRAFT Meeting Minutes

A. Call to Order

B. Roll Call

Chair Kady McCarthy, Vice-Chair Deborah Gentry, Commission members Jamie Baker, Jill Thomsen, Kevin Perry and William Shields

Absent: Lillian Nieto

Staff: Kelsey Lamphier – Arts, Culture & Library Director and Heather Donaldson – Arts, Culture & Library Management Analyst, Sr.

C. Pledge of Allegiance

D. Staff Reports

Director Lamphier reported on the following items:

- City Librarian Vacancy
- Hollyhock Shoutout
 - January 2023 – 308 Visits || January 2024 487 Visits (58% Increase)
 - January 2023 – 0 Programs/ 0 Attendees || January 2024 – 12 Programs/ 55 Attendees
 - Wildlife World Zoo (2/5; Hollyhock/ Senior Center)
 - 160 Attendees
 - Youngest 7 Weeks/ Oldest 92 Years
- Mayor's Literacy Challenge
 - 867 Registrants so far
 - 25 Teachers/ 237 Students
 - Eric Gilliam 2/3 (Surprise Regional)
 - James the Juggler 2/17 (Asante)
- Touch-a-Truck (Saturday 2/10; Surprise Regional)
 - Armored Vehicle, Bike Officers, Motorcycle, Patrol Vehicle, Street Sweeper, Dump Truck, Loader, Grader, Backhoe, Garbage Truck, Grapple Truck, Fire TBD, Library Courier Vehicle
- Fire/ Medical Storytime (Saturday 2/24; Asante)
- AZSpeaks: Coded Messages and Songs of the Underground Railroad (2/28; Asante)
- New Programs
 - Tech Help
 - Peace and Quiet Book Club

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

1. Consideration and action pertaining to the January 11, 2024 Library Advisory Commission meeting minutes.

Commissioner Shields moved to approve the January 11, 2024 Library Advisory Commission meeting minutes. Commissioner Perry 2nd. 6 Yes votes. Motion carried.

2. Presentation of library collection management technique and best practices.

Director Lamphier made a presentation to the Commission addressing the following topics:

The Commission came up with the following suggestions for 2024 goals and objectives:

- Surprise Public Library System Collection
 - Physical Items
 - Books
 - Audiobooks
 - CD's
 - Blu Rays/DVD's
 - Library of Things (Toy Kits, Future Items)
 - Digital Materials
 - Southwest Valley Consortium
 - eBooks
 - eAudio
 - Streaming
 - Databases
- Library collection items selected using the following criteria:
 - Demand of Patrons
 - Budget/ Availability
 - Reviews
 - Best Sellers
 - Balance of Viewpoints
 - Commitment to Equity, Diversity & Inclusion
 - Surprise Public Library Supports: Freedom to Read, Freedom to View and Library bill of Rights Intellectual Statements
- Budget Allocations
 - General Fund/ Operating Expenses (FY25)
 - Books & Subscriptions/ \$252,450
 - ❖ Books, Audiobooks, CDs, BluRays, DVDs, Newspaper, Magazine
 - Software Licenses
 - ❖ Databases/ \$15,000
 - ❖ Digital Resources/ \$7,000
 - ❖ Hoopla/ \$30,000

- ❖ Overdrive/ \$50,000
 - Library Assistance Program Funds
 - \$178,887 (FY24)
 - 40% Assessed Value; 60% Library Cards Issued
- Weeding Process
 - How do we determine what stays and what goes?
 - # of Circulations
 - Condition of Item (poor physical condition, damaged)
 - Shelf Space
 - Relevance
 - Accuracy of Information
 - Where do the items we don't need anymore go?
 - Audiobooks/ CDs > Surplus
 - Friends of the Surprise Libraries
- MAX
 - Materials sharing with MCLD & Scottsdale Libraries
 - Soft Launched January 16
 - Books only, new items not included (12+ months)
 - No auto-renewal
 - Tempe, Glendale, Tolleson, Peoria and Buckeye
 - Delivery to all 3 Surprise Branches

E. Other Business and Future Agenda Items:

- Draft LAC schedule for the remainder of this fiscal year

F. Current Events and Reports

- Vice Chair Gentry attended the Eric Gilliam Magician event, and she suggested sharing book information on corresponding topics during events, i.e. Touch a Truck, etc.
- Chair McCarthy agreed with Vice-Chair Gentry to match books to programs.
- Commissioner Baker reminded everyone that the Mayor's Literacy Challenge is for adults in addition to children.
- Director Lamphier advised the Commission that there will be Storytime at the Stadium in center field during the 2024 Spring Training season.

ADJOURNMENT:

Motion to adjourn at 7:05 p.m. – Commissioner Perry made a motion to adjourn. Commissioner Baker 2nd. 6 Yes votes. Motion Carried.

	Kady McCarthy, Chair
ATTEST:	Heather Donaldson, Management Analyst, Sr.

CERTIFICATION:

I, Kelsey Lamphier, Director for the City of Surprise Arts, Culture & Library Department, Maricopa County, Arizona, do hereby verify that these are the true and correct minutes of the Library Commission meeting held on February 8, 2024.

	Kelsey Lamphier, Arts, Culture & Library Director
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CITY OF SURPRISE Library Advisory Commission

Council Meeting Date: March 14, 2024 Contact Person:
Submitting Department: Arts, Culture & Library District: Citywide
Department
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to proposed fiscal year 2024 agenda outline and Library Strategic Plan.

Motion:

None

Background:

Over the past nine months, library operations within the City of Surprise have stabilized; this brings the opportunity to begin development of a Library Strategic Plan. As a new system, this process will take a great deal of time to collect data, analyze, and determine where the Surprise community would like to see the libraries go into the future.

Objective Analysis:

Seek feedback and guidance from the Library Advisory Commission regarding agenda item topics, specifically as it relates to the future drafting of a Library Strategic Plan. Review of the proposed agenda items will help set clear expectations for the Library Advisory Commission over the coming months and prepare for fiscal year 2025.

Policy Compliant:

This item is consistent with city and council policies.

Financial Impact:

This item does not have a financial impact at this time.

Budget Impact:

This item does not impact the budget at this time.

FTE Impact:

This item does not change the full-time equivalent count.

ATTACHMENTS:

1. Proposed FY24 Agenda Items
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Proposed FY24 Library Advisory Commission Agenda Items

Library Advisory Commission | March 14, 2024

FY24 LAC Proposed Calendar

- **March**

- Proposed Calendar of Agenda Items
- Community Feedback + Statistics/ Performance Management

- **April**

- Friends of the Surprise Libraries Introduction
- Summer Reading Program Preview

- **May**

- Volunteer Program Update
- Budget Overview

FY24 LAC Proposed Calendar

- **June**
 - Library Policies > LAC Review/ Suggestions
- **July**
 - Strategic Plan Kick-Off
 - First Year in Review



SURPRISE
ARIZONA

QUESTIONS OR COMMENTS?

Kelsey Lamphier, Director of Arts, Culture + Library

Kelsey.Lamphier@surpriseaz.gov | 623.222.1329



CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: March 14, 2024 Contact Person:
Submitting Department: Arts, Culture & Library District: Citywide
Department
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to library performance metrics and community surveys.

Motion:

None

Background:

As the Arts, Culture and Library Department completes its first year as an operational department, it is important to identify measures in which we identify success and opportunities to improve services delivered to our community.

Objective Analysis:

Seek feedback and guidance from the Library Advisory Commission regarding performance measures recorded and future community survey questions.

Policy Compliant:

This item is consistent with city and council policies.

Financial Impact:

This item does not have a financial impact at this time.

Budget Impact:

This item does not impact the budget at this time.

FTE Impact:

This item does not change the full-time equivalent count.

ATTACHMENTS:

1. Community Feedback + Reporting
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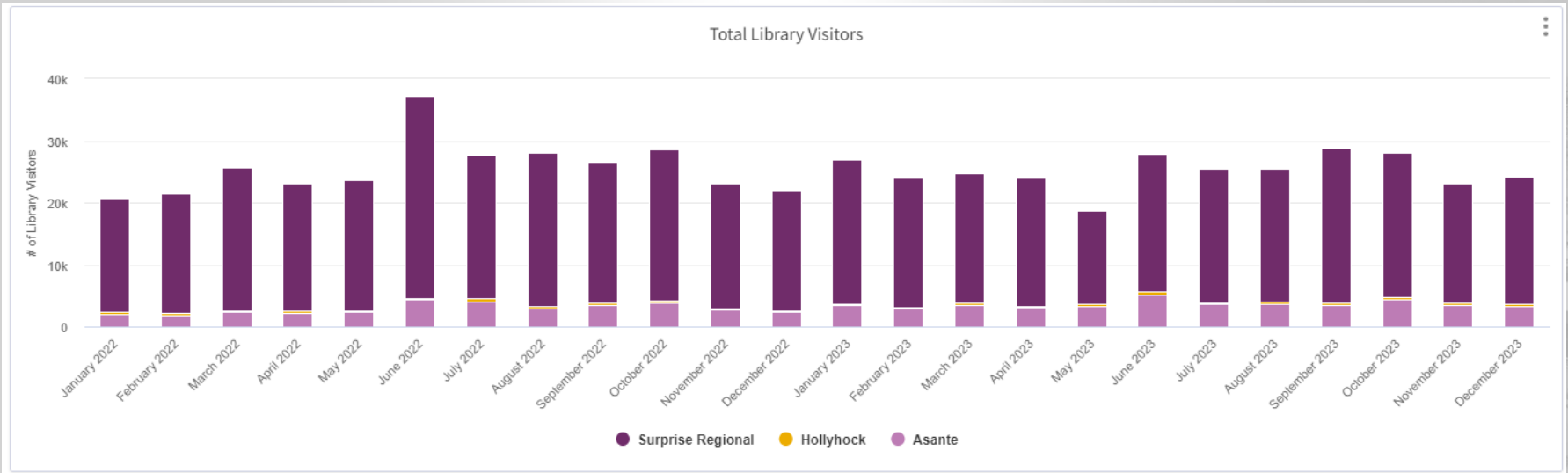
Performance Management: Statistics + Feedback

Library Advisory Commission | March 14, 2024

Quantitative: Statistics

- **What We Publicly Report:**

- Library Visitors
- Library Volunteer Hours





Quantitative: Statistics

- **What We Collect:**

- Library Visitors (Traffic Count)
- Customer Service Interactions (General v. Tech)
- Programming (In-Person v. Passive; # of Programs; Attendance)
- Outreach (# of Events; Attendance)
- Curbside Pick-Up Counts
- Volunteers (# of Volunteers; Hours Completed)
- Circulation Stats (# of Circulations/ Types)

- **How Should We Measure Success?**

Qualitative: Community Feedback

- Suggestion Box at each Library
 - Feedback Received/ Responded
 - Book/ Video Game Requests
 - More Board Books
 - Painting Area

Qualitative: Community Feedback

- Programming Survey
 - Data Informed Decision Making
 - Days/ Times of Programs

Qualitative: Community Feedback

- Future Surveys
 - 5-7 Questions
 - Collection Development
 - General Operations
 - Dream Big/ Best Practices
- How Do We Improve?



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QUESTIONS OR COMMENTS?

Kelsey Lamphier, Director of Arts, Culture + Library

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