

**CITY OF SURPRISE
Library Advisory Commission
16089 N. Bullard Ave.
Surprise, Arizona 85374**

Thursday, March 14, 2024 @ 6:00 p.m.

Surprise Regional Library

Meeting Minutes

A. Call to Order

B. Roll Call

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

Absent: William Shields and Lillian Nieto.

Staff: Kelsey Lamphier – Arts, Culture & Library Director and Karina Caraveo – Executive Management Assistant for the City Manager’s Office

C. Pledge of Allegiance

D. Staff Reports

Director Lamphier reported on the following items:

- The Mayors Literacy Challenge, paired with the Winter Reading Program
 - 1400 participated
 - Partnership with Sports & Tourism, included Spring Training Tickets
- Baseball Story Time at the Surprise Stadium
 - Over 150 attendees

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

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

Commissioner Perry moved to approve the February 8, 2024 Library Advisory Commission meeting minutes. Commissioner Baker 2nd. 5 Yes votes. Motion carried.

2. Presentation and discussion pertaining to proposed fiscal year 2024 agenda outline.

Director Lamphier discussed the following proposed FY24 Library Advisory Commission agendas with the Commission:

- March
 - Proposed Calendar of Agenda Items
 - Community Feedback + Statistics/Performance Management
- April
 - Friends of the Surprise Libraries Introduction
 - Summer Reading Program
- May
 - Volunteer Program Update
 - Budget Overview
- June
 - Library Policies – LAC Review/Suggestions
- July
 - Strategic Plan Kick-Off

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

Director Lamphier discussed Performance Management and the following statistics with the Commission:

- Quantitative: Statistics
 - What we publicly report
 - Library visitors
 - Library volunteer hours
 - 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
 - Programming Survey
 - Data Informed Decision Making
 - Days/ Times of Programs
 - Future Surveys (5-7 Questions)
 - Collection Development
 - General Operations

- Dream Big/ Best Practices
- How Do we Improve?

E. Other Business and Future Agenda Items:

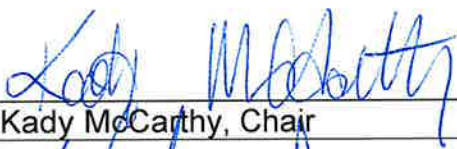
Already discussed in Item 2.

F. Current Events and Reports

- Commissioner Baker pointed out that when you visit the Library counter, you will see how much money you have saved from using the library on your receipt.

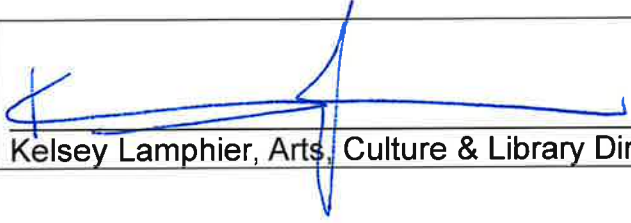
ADJOURNMENT:

Motion to adjourn at 7:16 p.m. – Commissioner Perry made a motion to adjourn. Vice-Chair Gentry 2nd. 5 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 March 14, 2024

	 Kelsey Lamphier, Arts, Culture & Library Director
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