CITY OF SURPRISE
Library Advisory Commission
16089 N Bullard Ave
Surprise, AZ 85374
Thursday, August 8, 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	Discussion and action pertaining to the selection of the Library Advisory Commission Chair.	Arts, Culture & Library Department
2.	Citywide	Discussion and action pertaining to the selection of the Library Advisory Commission Vice-Chair.	Arts, Culture & Library Department
3.	Citywide	Consideration and action pertaining to the June 13, 2024 Library Advisory Commission meeting minutes.	Arts, Culture & Library Department
4.	Citywide	Presentation and discussion regarding an update of the Surprise Public Library System.	Arts, Culture & Library Department

F. Other Business and Future Agenda Items
G. Current Events and Reports
H. Adjournment

KRISTI PASSARELLI, CITY CLERK

POSTED: Monday August 5, 2024 @ 10:00 AM

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: August 8, 2024 Contact Person:
Submitting Department: Arts, Culture & Library Department District: Citywide
Staff Recommendations:

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

Agenda Wording:
Discussion and action pertaining to the selection of the Library Advisory Commission Chair.

Motion:
I move to select _____ as Chair of the Library Advisory Commission.

Background:
Per Surprise municipal code SEC. 2-295 (11), any vacancy for chair or vice-chair, as may occur for any reason, must be filled from the body of membership at the next meeting where a quorum of the body is present. The commission will bring forth nominations and then select a new Chairperson to service through Fiscal Year 2025.

Nominations will take place and a paper ballot will be available in the event numerous commissioners are nominated. A motion, second, and roll call vote will follow the paper ballots.

Objective Analysis:
The mission of the Library Commission is to facilitate communication between residents and staff to ensure the alignment of services to community need. The role of the chair, or vice chair, when the chair is absent, is to preside over meetings, decide all points of order and procedure, and perform any duties required by law as they relate to the Library Commission.

Policy Compliant:
This item is consistent with city and council policies.

Financial Impact:
This item does not have a financial impact.

Budget Impact:
This item does not impact the budget.

FTE Impact:

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

ATTACHMENTS:

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: August 8, 2024 Contact Person:
Submitting Department: Arts, Culture & Library Department District: Citywide
Staff Recommendations:

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

Agenda Wording:
Discussion and action pertaining to the selection of the Library Advisory Commission Vice-Chair.

Motion:
I move to select _____ as Vice-Chair of the Library Advisory Commission.

Background:
Per Surprise municipal code SEC. 2-295 (11), any vacancy for chair or vice-chair, as may occur for any reason, must be filled from the body of membership at the next meeting where a quorum of the body is present. The commission will bring forth nominations and then select a new Chairperson to service through Fiscal Year 2025.

Nominations will take place and a paper ballot will be available in the event numerous commissioners are nominated. A motion, second, and roll call vote will follow the paper ballots.

Objective Analysis:
The mission of the Library Commission is to facilitate communication between residents and staff to ensure the alignment of services to community need. The role of the chair, or vice chair, when the chair is absent, is to preside over meetings, decide all points of order and procedure, and perform any duties required by law as they relate to the Library Commission.

Policy Compliant:
This item is consistent with city and council policies.

Financial Impact:
This item does not have a financial impact.

Budget Impact:
This item does not impact the budget.
FTE Impact:

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

ATTACHMENTS:

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: August 8, 2024
Contact Person:
Submitting Department: Arts, Culture & Library Department
District: Citywide
Staff Recommendations:

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

Agenda Wording:
Consideration and action pertaining to the June 13, 2024 Library Advisory Commission meeting minutes.

Motion:
I move to approve the June 13, 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. 061324 LAC Meeting Minutes DRAFT

CITY OF SURPRISE
Library Advisory Commission
16755 W Vereda Solana Dr.
Surprise, Arizona 85387

Thursday, June 13, 2024 @ 6:00 p.m.

Surprise Regional Library

DRAFT Meeting Minutes

A. Call to Order

B. Roll Call

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

Absent: Commissioner Jamie Baker

Staff: Kelsey Lamphier – Arts, Culture & Library Director, Ashley Ware – Acting City Librarian and Heather Donaldson – Management Analyst, Sr.

C. Pledge of Allegiance

D. Staff Reports

Ms. Ware reported on the following items:

- Summer Reading is here! Kickoff numbers, participant numbers, and programs being opened further
- City Internship for Asante and Regional
- Library Card Contest
- First newsletter went out to over 10,000 people
- Discussions from last time; Kindle update and study room reservations at Asante
- Policy update
- Library survey is finished and had near 800 responses
- Plan to make a plan - strategic planning

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

1. Consideration and action pertaining to the May 9, 2024 Library Advisory Commission meeting minutes.

Commissioner Perry moved to approve the May 9, 2024 Library Advisory Commission meeting minutes. Commissioner Shields 2nd. 5 Yes votes. Motion carried.

2. Discussion and action pertaining to the approval of the Fiscal Year 2025 Library Commission meeting calendar.

Ms. Ware reviewed the proposed FY25 Library Commission meeting calendar with the Commission.

Vice Chair Gentry moved to approve the FY2025 Library Advisory Commission Meeting calendar. Commissioner Perry 2nd. 5 Yes votes. Motion carried.

3. Presentation and discussion pertaining to the Surprise Public Library FY24 budget.

Director Lamphier provided the Commission with a review of the SPLS FY24 budget where she addressed the following topics:

- Approved FY24 Budget
  - Personnel - $2,983,500
  - Supplies - $347,400
  - Services - $394,500
  - Library Startup - $91,300
- FY24 Spend Out Strategy
  - Priorities
  - Final Push
- FY24 Revenue
  - Donations
  - Copy/Print Fees
- FY24 New & Expanded Services
- FY24 Programming
- FY24 Outreach Events
- FY24 Statistics
- FY24 Accomplishments
- FY25 Update
  - Operating Budget
  - Asset Replacement Allocation

E. Other Business and Future Agenda Items:

- Commissioner Perry requested a future agenda item to discuss the breakdown of the different types of items people are checking out (i.e. books, cd's, games etc.)
- Commissioner Shields would like to have a press release or some type of SPLS year end review available for the community to see.

F. Current Events and Reports

- Vice Chair Gentry appreciated the quickness of her being able to check out a series she was looking for.
- Chair McCarthy thanked the Library team for all of their hard work over the past year and is excited to see what the next year has in store.

ADJOURNMENT:

Motion to adjourn at 7:20 p.m. – Commissioner Shields made a motion to adjourn. Commissioner Perry 2nd. 5 Yes votes. Motion Carried.

	_____ , 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 June 13, 2024

	_____ Kelsey Lamphier, Arts, Culture & Library Director

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: August 8, 2024 Contact Person:
Submitting Department: Arts, Culture & Library Department District: Citywide
Staff Recommendations:

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

Agenda Wording:
Presentation and discussion regarding an update of the Surprise Public Library System.

Motion:
Presentation and discussion only.

Background:
In December 2022, the Arts, Culture + Library Department was formally created. This began the transition period where library services shifted from county-operated to city-operated. Due to software constraints, this process was split into two phases. On July 1, 2023, the library transition was completed with the city fully operating library services for the community. Now with one full year of library operations complete, the division has taken careful review of the last twelve months to celebrate the successes, identify best practices and determine opportunities for future growth.

Objective Analysis:
Presentation of this item allows for discussion regarding the Surprise Public Library System.

Policy Compliant:
This item is consistent with city and council policies.

Financial Impact:
This item does not have a financial impact.

Budget Impact:
This item does not impact the budget.

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

ATTACHMENTS:
1. 8.8.24 - LAC Library Year in Review

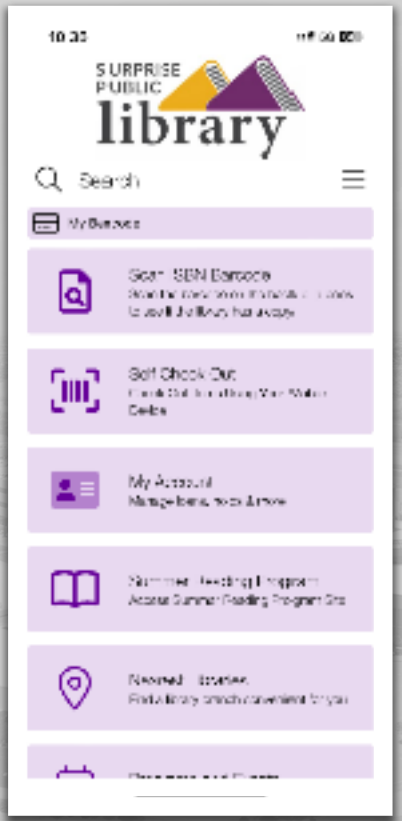
SURPRISE
ARIZONA

Surprise Public Library Year in Review

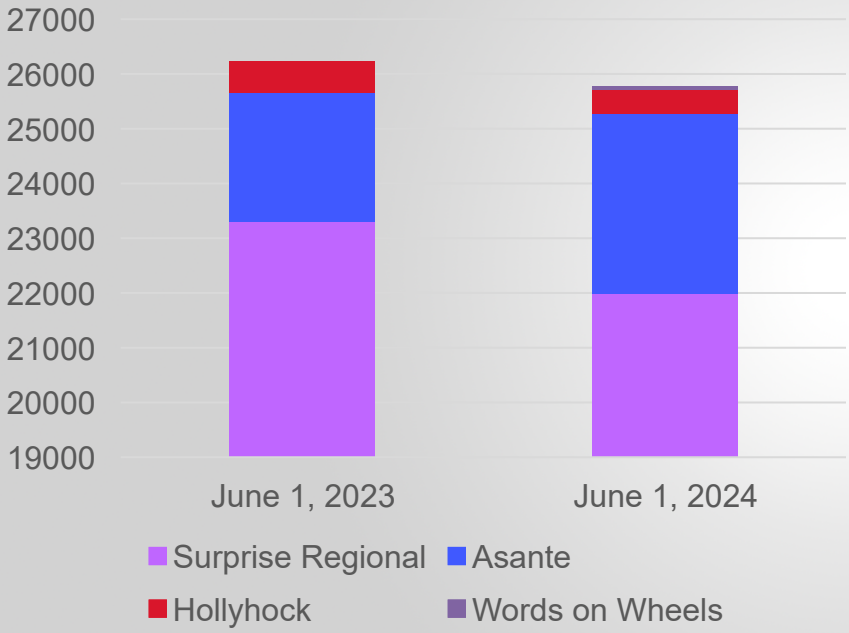
Library Advisory Commission | August 8, 2024

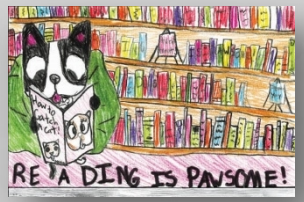
Building the Foundation

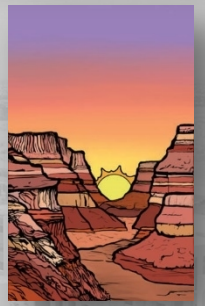
- ✓ Hired Entire Division
- ✓ Transitioned Integrated Library System and Patrons
- ✓ Completed a Renovation of Surprise Regional Library
- ✓ Developed New Logo and Brand Guidelines
- ✓ Designed a Brand New Website w. Upgraded Features
- ✓ Launched a Mobile App



Library Cards







BY THE NUMBERS

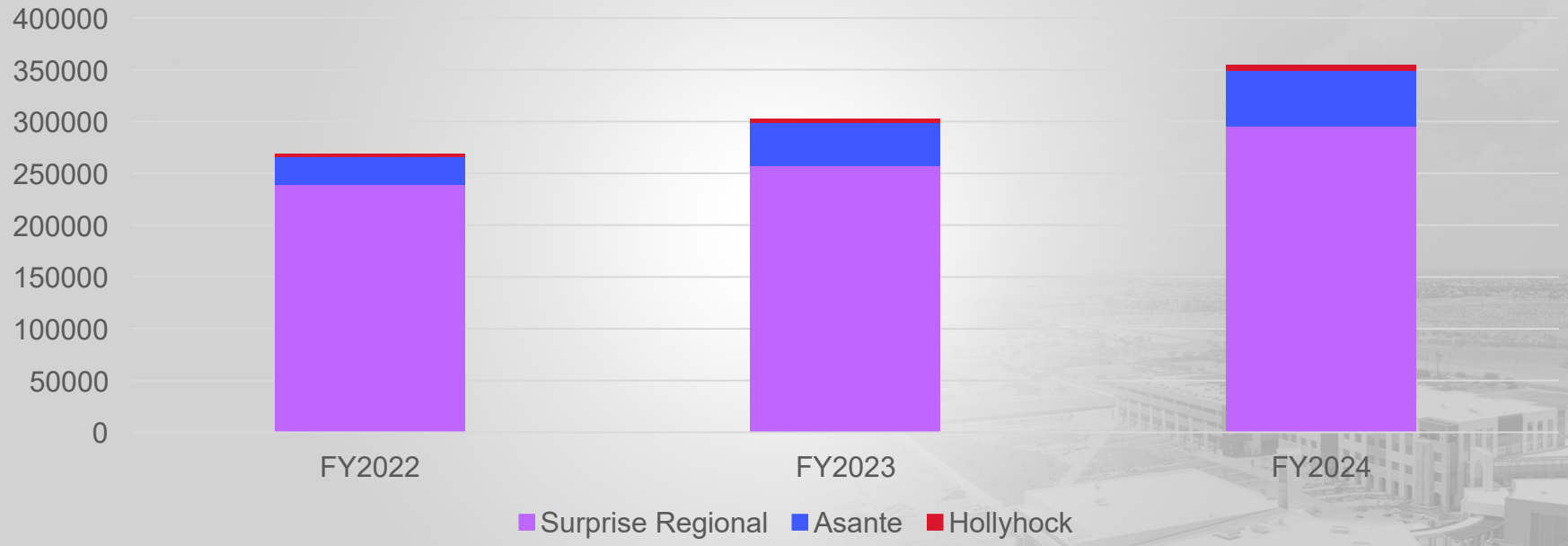
25k+ Active Library Card Holders

210 Cities Represented

300+ Library Card Designs Submitted

80,563 Customer Service Interactions*

Visitor Count



BY THE NUMBERS	% Growth FY22-FY24	123.4% Surprise Regional	201.3% Asante	188.4% Hollyhock

Physical Collection

Items in Collection: 114,326 ($2.3M valuation)
Annual Book Budget $242k
LAP Funds: $121,640

Purchase Requests: 231

Total Circulation: 545,846

MAX Usage: 1,030 Borrowed; 277 Loaned

ILL Usage: 113 Requests; 87 Filled

MAX library access
Maricopa County's Book Sharing Service

BY THE NUMBERS	11,622 Items Added	$242k Collection Budget	4.75 Turnover Rate	1,030 MAX Borrows

Physical Collection

Library of Things

- Video Games
- Development Toys
- Binge Boxes
- Book Club Kits
- Headphones (in-house)
- Seed Library
- Gardening Tool Kits
- Vinyl Record Player Kits
- *Telescopes*
- *Culture Passes*
- *Citizen Science Kits*

Digital Equity/ Literacy:

- Chromebooks
- Wifi Hotspots,
- Laptops for Classes/ Tech Help

Online Resources

- eBooks
- Audiobooks
- Access to 10 Partner Libraries
- Pay Per Item

- eBooks
- Audiobooks
- Periodicals
- Streaming (Music, Movies, TV)
- Pay Per Check Out

Libby (OverDrive)

- 2,700+ Users
- 36,334 Circulations
- 52,836 Items in Consortium
- Additional 200,562 w. Partner Libraries
- Average Wait Time: 18 Days

Hoopla

- 2,000+ Users
- 22,119 Circulations
- 1,737,303 Items in Collection
- Average Wait Time: Instantaneous!

Added/ Expanded Services

- ✓ Words on Wheels Mobile Library
- ✓ Curbside Pick-Up *(Previously discontinued by MCLD)*
- ✓ Expanded Holiday Hours
- ✓ Free Printing Services
- ✓ 1,000 Books Before Kindergarten Program
- ✓ New Overdrive Consortium
- ✓ Increased Security/ Safety Measures
  - CPR, AED, First Aid Training for Staff; Active Shooter Training; Duress Buttons/ Security Cameras; Network/ Patron Security

Programming

YOUTH

- Pajama Storytime
- Stuffed Animal Storytime
- Toddler Time
- Little Innovators

TEEN

- Nintendo Switch Tournaments
- Nerf Nights
- Glow in the Dark Painting

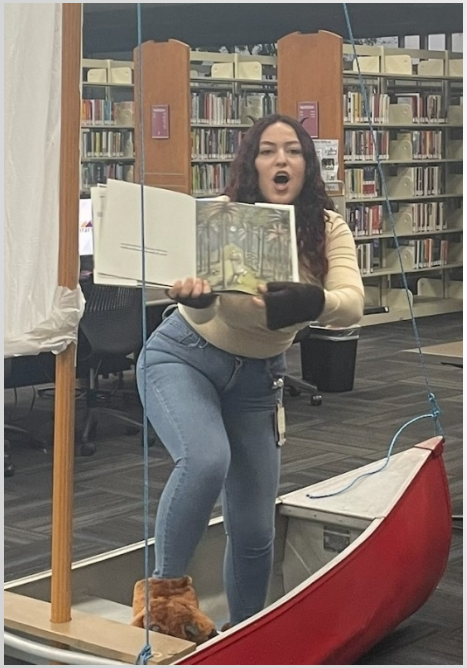
ADULT

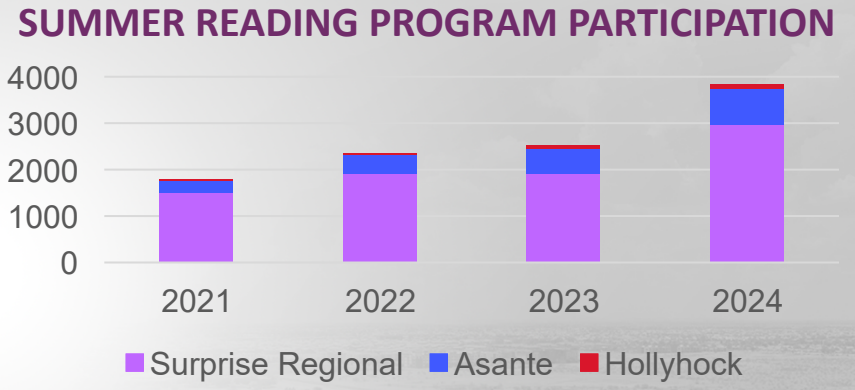
- Book Clubs
- Surprise Stitchers
- Tech Help
- Paint and Chat

BY THE NUMBERS

1,200+	21,775	87	9
Active Programs	Attendance	Programs @ Hollyhock	ASU OLLI Classes

Signature Events





BY THE NUMBERS

1,403	672,975	4,004	4,282,782
MLC Participants	MLC Minutes Read	SRP Participants	SRP Minutes Read

Department Partnerships

BY THE NUMBERS

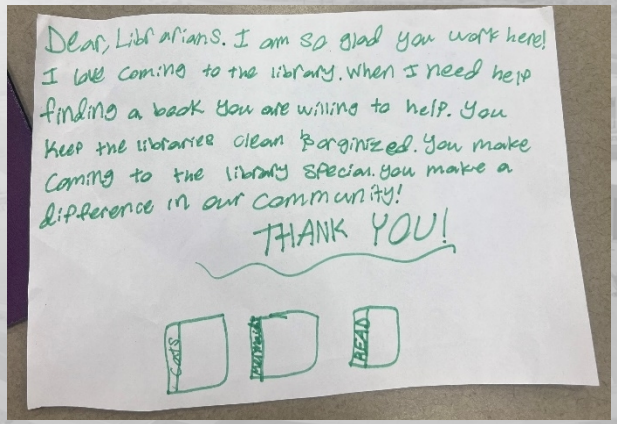
613	189	348	415
Touch a Truck	Surprise Stadium	Aquatic Center	Public Safety Story Time

Community Outreach

BY THE NUMBERS

62	1036	34	100%
Events	Attendance	Locations	Staff Participation

Engaging With Our Community



Library Survey Results

- **Six Week Survey**
- **794 Responses**
- **Operations** – How do you use the library? What do you value? What can we improve upon?
- **Collection** – What are your reading habits? Which genres are you interested in? Physical copy v. e-book? Library of things?
- **Programming** – Are you attending programs? What schedules work best? What ideas would you be interested in attending?

What do you value most?

Key Themes

Books/ebooks | Programs | Customer Service | Community Focused

‘Our FAMILY (not just me) **absolutely love the library programs**!! Especially during the summer!’

‘The book **collection has dramatically improved** the library has college level books now’

‘I am just happy to get a book but lately, I feel like I have a personal librarian who renews my books for me when I take too long. The service with this branch since last year has been great. **I would not have dreamt of better service**. The librarians are the most professional we have ever had and I thank them all.’

‘I value the **community space where my children can read** and be able to play with other children.’

‘A community atmosphere for families. Reasonably priced. **Great activities for all ages**.’

‘It’s a free community resource… Thank you for running such a **beautiful system** here in Surprise…’

How can we improve?

Key Themes

Expand Collection | Homeschool Hangouts | Increase Programs for Seniors/Adults

Ability to return materials from other libraries

Loss of access to MCLD materials

Prefer Dewey Decimal to 'Book Store Model'

'**Teach us about all the library has to offer**! There is so much and it is really overwhelming. I feel like I use 1/100th of the services offer.'

SURPRISE
ARIZONA

QUESTIONS OR COMMENTS?

Kelsey Lamphier, Director of Arts, Culture + Library

Kelsey.Lamphier@surpriseaz.gov | 623.222.1329