CITY OF SURPRISE
Library Advisory Commission
16755 W Vereda Solana Drive
Surprise, AZ 85387
Thursday, September 12, 2024 @ 6:00 PM
Asante 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 August 8, 2024 Library Advisory Commission meeting minutes.	Arts, Culture & Library Department
2.	Citywide	Presentation and discussion pertaining to the Surprise Public Library System Customer Satisfaction Survey.	Arts, Culture & Library Department
3.	Citywide	Discussion pertaining to the Surprise Public Library System strategic plan.	Arts, Culture & Library Department

F. Other Business and Future Agenda Items

G. Current Events and Reports

H. Adjournment

KRISTI PASSARELLI, CITY CLERK

POSTED: Thusday, September 5th, 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: September 12, 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 August 8, 2024 Library Advisory Commission meeting minutes.

Motion:
I move to approve the August 8, 2024 Library Advisory Commission meeting minutes.

Background:
Not applicable.

Objective Analysis:
Not applicable.

Policy Compliant:
This item is consistent with the 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. 080824 LAC Meeting Minutes DRAFT

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

Thursday, August 8, 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 Jamie Baker and Tomasina DiCapo

Absent: Commissioners William Shields and Jill Thomsen

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

C. Pledge of Allegiance

D. Staff Reports

Director Lamphier reported on the following items:

- Summer Reading
- Bailey the Book Dog
- 1000 Books Before Kindergarten

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

1. Discussion and action pertaining to the selection of the Library Advisory Commission Chair.

Commissioner Baker moved to select Chair McCarthy as Chair of the Library Advisory Commission. 4 Yes votes. Motion carried.

2. Discussion and action pertaining to the selection of the Library Advisory Commission Vice-Chair.

Commissioner Baker moved to select Commissioner Gentry as Vice-Chair of the Library Advisory Commission.

Commissioner DiCapo moved to select Commissioner DiCapo as Vice-Chair of the Library Advisory Commission. 3 Yes votes. Motion carried.

2 Yes votes (DiCapo and McCarthy) for Commissioner Gentry
2 Yes votes (Gentry and Baker) for Commissioner Diccapo.

2nd Vote

1 Yes votes (DiCapo) for Commissioner Gentry
3 Yes votes (Baker, Gentry and McCarthy) for Commissioner Diccapo.

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

Commissioner Gentry moved to approve the June 13, 2024 Library Advisory Commission meeting minutes. Commissioner Baker 2nd. 4 Yes votes. Motion carried.

4. Presentation and discussion regarding an update of the Surprise Public Library System.

Director Lamphier provided the Commission with the Surprise Public Library System Year in Review where she addressed the following topics:

- Building the Foundation
- Library Cards
  - 25k+ active library card holders
  - 210 cities represented
  - 300+ library card designs submitted
  - 80,563 customer service interactions
- Visitor Count
  - 123.4% growth at Surprise Regional
  - 201.3% growth at Asante Library
  - 188.4% growth at Hollyhock Library
- Physical Collection
  - 11,622 items added
  - $242k collection budget
  - 4.75 turnover rate
  - 1,030 MAX Borrows
- Physical Collection
  - Library of Things
  - Digital Equity/ Literacy
- Online Resources
  - Libby (OverDrive)
  - Hoopla
- Added/ Expanded Services
- Programming
  - 1,200+ active programs
  - 21,775 attendance
  - 87 programs @ Hollyhock Library
  - 9 ASU OLLI classes
- Signature Events
  - 1,403 Mayor's Literacy Challenge participants
  - 672,975 Mayor's Literacy Challenge minutes read
  - 4,004 Summer Reading Program participants
  - 4,282,782 Summer Reading Program minutes read
- Department Partnerships

    - 613 Touch a Truck
    - 189 Surprise Stadium
    - 348 Aquatic Center
    - 415 Public Safety Story Time
- Community Outreach
    - 62 events
    - 1,036 attendance
    - 34 locations
    - 100% staff participation
- Community Engagement
- Library Survey Results

E. Other Business and Future Agenda Items:

- McCarthy – Why are some terms shorter than everyone else's.
- McCarthy – Item on the Survey to go over it in more detail

F. Current Events and Reports

- Commissioner Gentry participated in the Summer Reading Program.
- Commissioner Baker commented that the Summer Reading Program programming was exceptional this summer – Kids wanted to keep going back.
- Chair McCarthy advised that she changed jobs and she now does programming for a non-profit where she will be utilizing SPLS programming.
- Vice Chair DiCapo introduced herself to the Commission and advised that she has been a huge fan of libraries since she was a child and that she has worked at the City and in the libraries previously.

ADJOURNMENT:

Motion to adjourn at 7:20 p.m. – Vice-Chair Gentry made a motion to adjourn. Commissioner Baker 2nd. 4 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 August 8, 2024

	_____ Kelsey Lamphier, Arts, Culture & Library Director

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: September 12, 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 pertaining to the Surprise Public Library System Customer Satisfaction Survey.

Motion:
None.

Background:
The Surprise Public Library System launched a six-week survey from April 22, 2024 – June 3, 2024 to gather valuable feedback from residents as the library entered its first full year of service under operation of the City of Surprise.

Objective Analysis:
Staff will provide updates on survey results and discuss outcomes to improve and maintain excellent customer service and satisfaction.

Policy Compliant:
This item is consistent with the City and Council policies.

Financial Impact:
There is no anticipated financial impact related to this item.

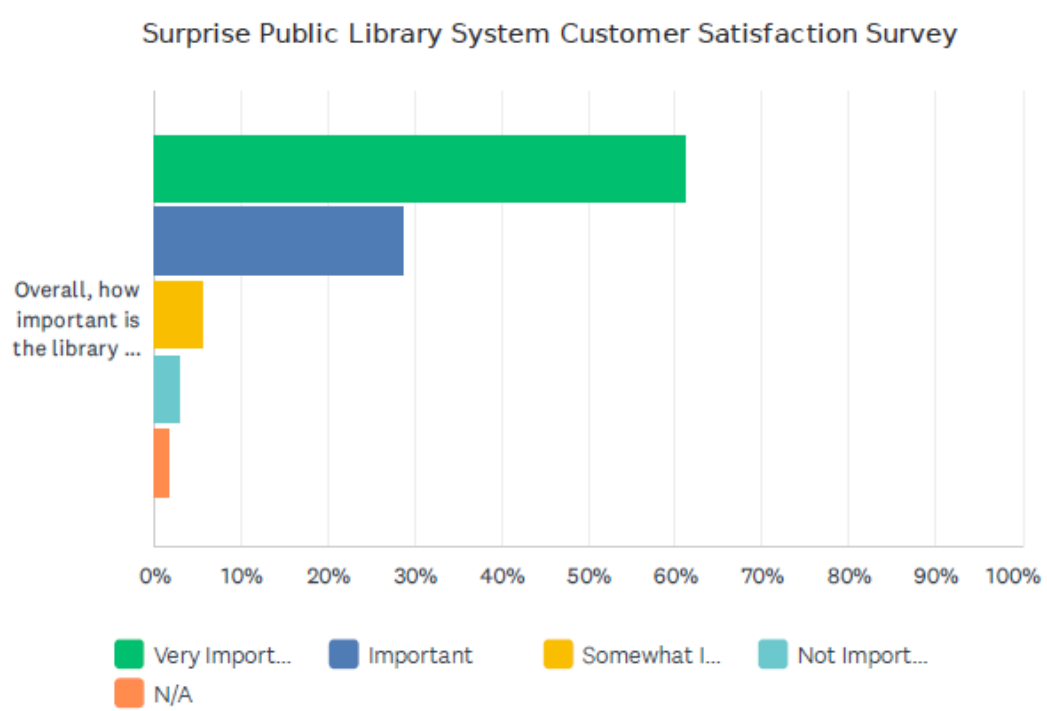
Budget Impact:
There is no anticipated budget impact related to this item.

FTE Impact:
There is no anticipated FTE impact related to this item.

ATTACHMENTS:
1. LAC_091224_Presentation

SURPRISE PUBLIC LIBRARY CUSTOMER SATISFACTION SURVEY RESULTS

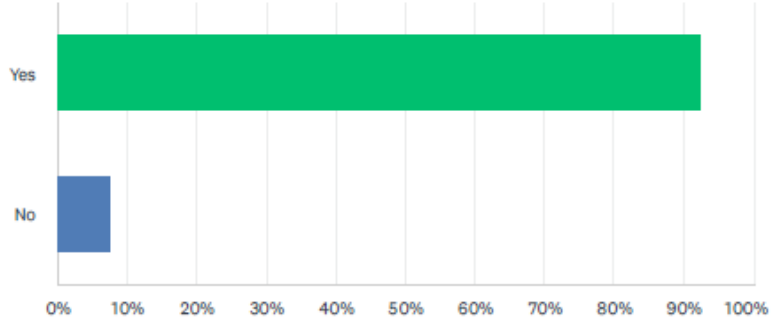
DATA POINTS



Overall, how important is the library to you and your family?	61.10% 479	28.83% 226	5.48% 43	2.93% 23	1.66% 13	784

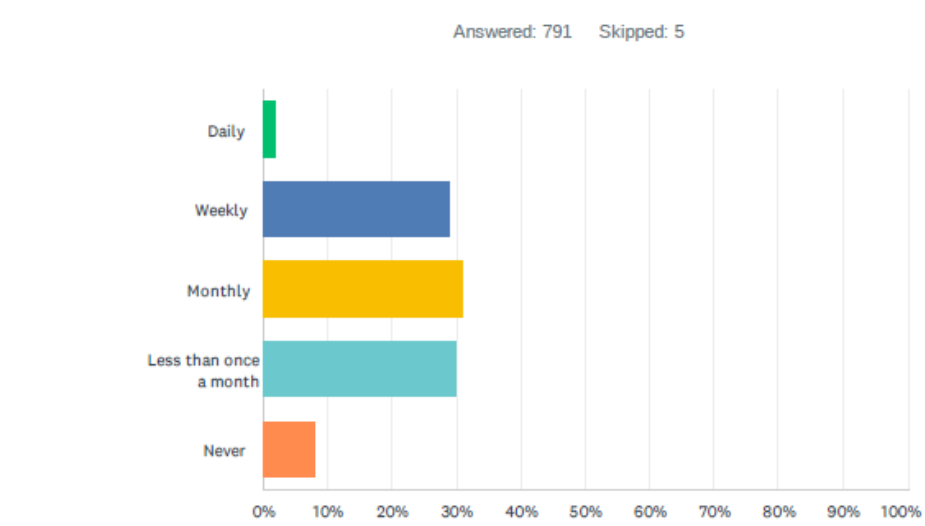
Overall, how important is the library to you and your family?

Answered: 794 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	92.57%	735
No	7.43%	59
TOTAL		794

Do you have a Surprise Public Library System library card?



ANSWER CHOICES	RESPONSES	
Daily	1.90%	15
Weekly	29.08%	230
Monthly	30.85%	244
Less than once a month	30.09%	238
Never	8.09%	64
TOTAL		791

SURPRISE PUBLIC library

On average, how often do you visit Surprise Libraries?

Answered: 788 Skipped: 8

	EXCELLENT	GOOD	FAIR	POOR	N/A	TOTAL
Customer service	62.60% 487	24.55% 191	3.60% 28	1.80% 14	7.46% 58	778
Collection (books, DVDs, music, newspapers, etc.)	21.62% 168	42.86% 333	18.40% 143	6.82% 53	10.30% 80	777
Programs (classes, storytimes, etc.)	17.61% 137	18.89% 147	8.74% 68	1.80% 14	52.96% 412	778
Online services (website, catalog, research databases, etc.)	29.44% 227	34.24% 264	10.89% 84	4.28% 33	21.14% 163	771
MAX/ILL (Interlibrary loan)	20.05% 153	20.84% 159	8.39% 64	4.72% 36	46.00% 351	763
Library policies	31.45% 240	33.81% 258	7.34% 56	1.97% 15	25.43% 194	763
Computers and printers	18.26% 141	18.13% 140	3.89% 30	0.78% 6	58.94% 455	772
Internet access	24.19% 186	21.72% 167	3.38% 26	2.21% 17	48.50% 373	769
Facilities	50.59% 385	32.98% 251	5.65% 43	2.10% 16	8.67% 66	761
Hours of operation	46.13% 358	39.69% 308	5.03% 39	0.77% 6	8.38% 65	776
Overall, how would you rate the library?	40.49% 315	42.16% 328	9.38% 73	3.21% 25	4.76% 37	778

SURPRISE PUBLIC library

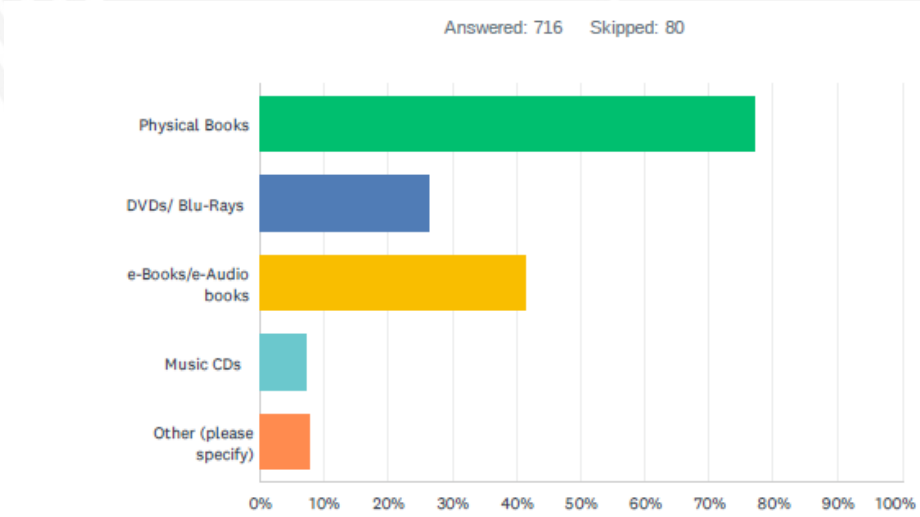
How would you rate each of the following Surprise library services?

Answered: 789 Skipped: 7

	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	N/A	TOTAL
Borrowing materials (books, DVDs, music, etc.)	76.02% 596	14.54% 114	3.57% 28	2.68% 21	3.19% 25	784
Reference (research assistance from librarians)	20.23% 157	21.91% 170	22.55% 175	18.56% 144	16.75% 130	776
Programs (classes, storytimes, etc.)	23.78% 185	17.48% 136	14.65% 114	19.67% 153	24.42% 190	778
Computers and printers	16.19% 125	15.93% 123	15.28% 118	25.52% 197	27.07% 209	772
Help using computers, printers, etc.	13.68% 106	16.39% 127	12.26% 95	28.13% 218	29.55% 229	775
Study rooms/reading areas	18.71% 145	20.26% 157	15.87% 123	20.00% 155	25.16% 195	775
Community meeting rooms	16.45% 127	18.26% 141	15.03% 116	23.58% 182	26.68% 206	772
Internet access	35.35% 274	19.48% 151	10.32% 80	16.00% 124	18.84% 146	775
MAX/ILL (Inter-library loan)	39.20% 303	23.93% 185	12.68% 98	6.47% 50	17.72% 137	773
Online services (website, catalog, research databases, etc.)	51.16% 398	25.19% 196	7.84% 61	5.53% 43	10.28% 80	778
Newspapers and magazines	17.36% 134	23.45% 181	20.98% 162	19.82% 153	18.39% 142	772
Mobile Library Services (Words on Wheels – homebound delivery service, Arizona Traditions, Fellowship Square)	15.91% 123	17.59% 136	11.00% 85	17.59% 136	37.90% 293	773
Overall, how important is the library to you and your family?	61.10% 479	28.83% 226	5.48% 43	2.93% 23	1.66% 13	784

SURPRISE PUBLIC library

How important is each of the following library services to you?

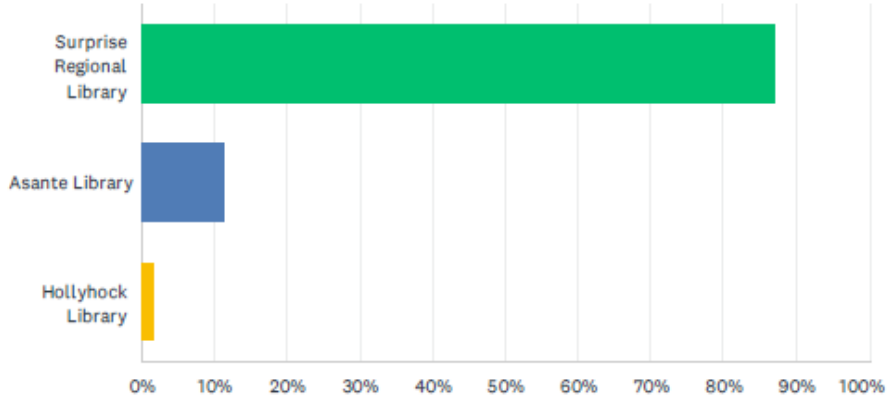


What type of library materials do you check out the most? Check all that apply.

ANSWER CHOICES	RESPONSES	
Physical Books	77.23%	553
DVDs/ Blu-Rays	26.54%	190
e-Books/e-Audiobooks	41.48%	297
Music CDs	7.26%	52
Other (please specify)	7.96%	57
Total Respondents: 716		

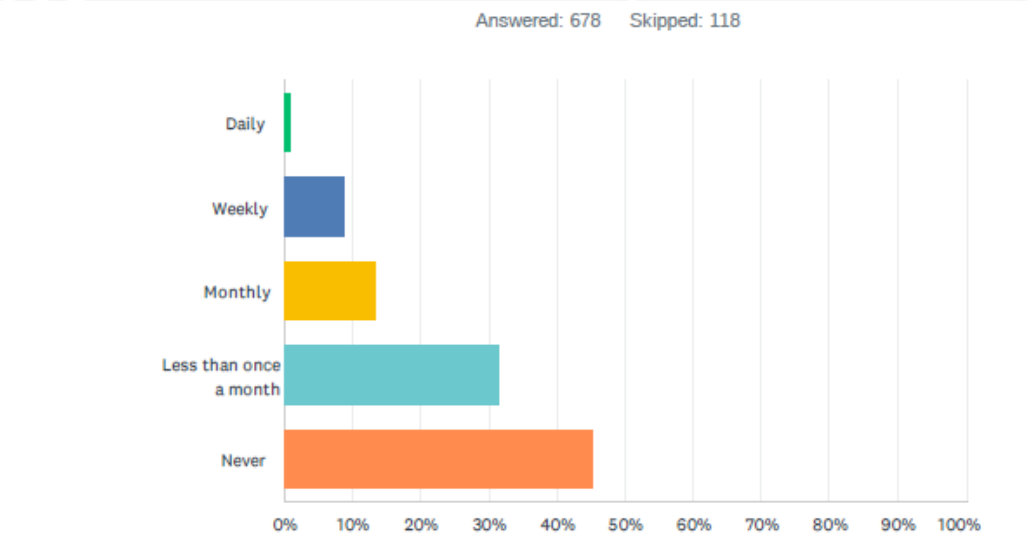
Other: mobile hotspots, culture passes, magazines, video games, telescope, rooms

Answered: 595 Skipped: 201



Which library do you attend programming at most often?

ANSWER CHOICES	RESPONSES	
Surprise Regional Library	86.89%	517
Asante Library	11.43%	68
Hollyhock Library	1.68%	10
TOTAL		595



ANSWER CHOICES	RESPONSES	
Daily	1.03%	7
Weekly	8.85%	60
Monthly	13.42%	91
Less than once a month	31.56%	214
Never	45.13%	306
TOTAL		678

SURPRISE PUBLIC library

On average, how many times do you visit the library to attend programming?

Answered: 461 Skipped: 335

	MORNING (9AM-12PM)	AFTERNOON (12PM-4PM)	EVENING (4PM-8PM)	TOTAL RESPONDENTS
Monday	41.11% 155	38.99% 147	41.11% 155	377
Tuesday	41.13% 146	38.31% 136	42.54% 151	355
Wednesday	39.26% 137	38.97% 136	44.13% 154	349
Thursday	40.34% 144	39.22% 140	43.14% 154	357
Friday	43.21% 140	39.81% 129	42.59% 138	324
Saturday	55.92% 170	59.87% 182	28.29% 86	304
Sunday	51.53% 135	61.07% 160	31.30% 82	262

What days and time of day works best for you to attend Adult programs (18+)

Answered: 149 Skipped: 647

	MORNING (9AM-12PM)	AFTERNOON (12PM-4PM)	EVENING (4PM-8PM)	TOTAL RESPONDENTS
Monday	41.67% 50	30.83% 37	51.67% 62	120
Tuesday	40.35% 46	27.19% 31	56.14% 64	114
Wednesday	40.54% 45	27.93% 31	55.86% 62	111
Thursday	38.89% 42	28.70% 31	55.56% 60	108
Friday	42.73% 47	32.73% 36	53.64% 59	110
Saturday	68.14% 77	67.26% 76	37.17% 42	113
Sunday	67.35% 66	70.41% 69	37.76% 37	98

SURPRISE PUBLIC library

What days and time of day works best for you to attend Youth programs (under 18)

Answered: 596 Skipped: 200

ANSWER CHOICES	RESPONSES	
Library website	53.02%	316
Social media (Facebook, Instagram or X)	23.32%	139
City emails	20.97%	125
Newspaper	9.56%	57
Signs or flyers in the library	33.05%	197
Word of mouth	14.60%	87
Library staff	10.91%	65
Don't know/Not applicable	14.09%	84
Other (please specify)	6.38%	38
Total Respondents: 596		

How do you typically find out about library programs? Check all that apply.

Other: Grand Living Magazine, HOA newsletter, Surprise Quarterly Magazine (Progress), Osher Lifelong Learning Institute, Council Members

LIBRARY COLLECTION & PROGRAMMING

NEW ITEMS	CURRENT ITEMS
• Artwork • Bike rentals • Bird viewing • Board games • Building tools • Camping equipment • Card games for seniors • Chargers • Computer programs (Adobe Photoshop) • Cooking equipment • Craft machines/supplies, makerspace • Deep cleaning tools • Fishing gear • Food • Hiking scavenger hunts • Movie/Podcasting equipment • Musical instruments • Plant Clippings • Puzzles • Spin wheel • Sports equipment • Rock tumblers	• Seed library • Book Club boxes • Culture passes • Gaming consoles • Gardening tools • LEGOs • Toys – educational, stem • Vinyl records

SURPRISE PUBLIC library

A 'Library of Things' is any collection of objects which can be checked out at a library. What would you like to see added to our collection in the future?

SUGGESTIONS	COMPLETE
• More folktales • Reorganize children's area • More diverse collection • Government documents • Arrange books in Dewey Decimal System • Books on collectible jewelry • More western • More books on coding • Kanopy • Genealogy collections/resources • Readers levels 4 & 5 • Classical music • More PBS movies and shows • Arizona history and travel	• Copies of popular titles • Maps • Allow holds on unpublished titles • Borrow books from Maricopa County • Better access from other libraries • More digital books • Complete series collections • Have recommended lists for readers • Great already • ILL covers what is missing • More audiobooks • Extend new books due dates

SURPRISE PUBLIC library

What can we do to improve our library collection?

AUTHORS	SERIES	TOPICS/GENRES
• Agatha Christie • Alexander McCall Smith • Alfair Burke • Tom Clancy • Ray Bradury • Janet Evanovich • Ana Huang • Colleen Hoover • David Baldacci • James Patterson • John Grisham • Lee Child • Danielle Steel • Nicholas Sparks • Stephen King • Jodi Picoult	• Jack Reacher • No. 1 Ladies Detective Agency • The Shetland Series • The Longmire Series	• Current events • History • Self help • Christian literature • Arizona travel • Artificial intelligence • Business • Crochet patterns • Latin music • Fantasy • Horror • Literary fiction • Contemporary fiction • Sports • Chinese philosophy • Romance/dark romance • Couture/fashion • Thrillers • True crime • Young adult

SURPRISE PUBLIC library

Is there a specific author or series you are particularly interested in and would like the Collection Development team to keep an eye out for?

TOP TEN

- Mystery
- Fiction
- Historical Fiction
- Romance
- Biography
- History
- Cooking
- Thriller
- Fantasy
- Literary Fiction

What are the top three book categories you read most?

MOST ENJOYED PROGRAMS

- Tai Chi
- Storytimes – baby listed the most
- Book clubs
- Summer Reading Program
- Crafts
- Star Party
- Surprise Party
- Touch-a-truck
- Brick Masters & LEGO Club

Which programs have you attended this past year you enjoyed the most?

SUGGESTIONS	COMPLETE
• Beginner art • DIY • Music – songwriting, music theory, culture • Adult health • CPR/First aid certifications • Most history – art history • World religions • Financial literacy • Coding & robotics • Author events • Trade skills • Sensory storytime • Playdates for toddlers • Digital literacy • Nature talks • Library lock-ins	• Painting classes • Adult crafts • Knitting/sewing group • Tai chi • Chair yoga • Line dancing • STEM programs • Book clubs • Community reads • Summer/winter reading programs • Touch-a-truck • Star party • Pokémon events • Master gardners • Seed swaps • Escape rooms

SURPRISE PUBLIC library

What suggestions do you have for new library programming?

LIBRARY SERVICES AND BENEFITS

SUGGESTIONS	COMMENTS
• Access to books and reading materials • Community engagement and programs • Educational resources • Safe and inviting spaces • Technology and internet access	• "A good library is an essential component of a city." • "Expands my knowledge and the enjoyment of books." • "Gathering place, place of peace and welcome. Great variety of books and resources." • "I have become a voracious reader of books on tape with some Kindle. I have appreciated suggestions about different titles offered and it has broadened my reading choices. I encourage friends to join the library and expect it is an underutilized resource." • "The computers and internet, the newspapers are needed because there are still people who do not have access to them. The Mobile Library is a great way to service those who don't drive or ate home bound."

SURPRISE PUBLIC library

How does the library benefit you or the community?

SUGGESTIONS	COMMENTS
• Larger Book Selection • Include more outlets, chargers, and seating • More diverse programs • Enhance account management and website • Expand the role of the library to include mental health and senior services • Marketing events and services • File adult books by author	• "Allow patrons to pick up Maricopa County library items at Surprise, rather than having to trek to El Mirage or elsewhere to check out items." • "Better chairs. The chairs are not accommodating to a larger person." • "Have no due dates, no fine for late items, and more books" • "It has been improved and I believe it is better than ever." • "Just continuing to grow and meet the needs of the community. I think we have a large population of people with disabilities/ neuro typical differences so maybe some programming that is sensory friendly or partnering with adapted rec would be beneficial."

SURPRISE PUBLIC library

How could the library or its services be improved, if at all?

SUGGESTIONS	COMMENTS
• Library programs for all ages • Online library • The library's proximity to homes and city attractions • It is a welcoming space for everyone • The friendly and helpful staff • Wide selection of library materials	• "The library's classes, particularly Tai Chi, and programs for children (like storytime and summer programs), are highly valued." • "The variety of media available to borrow with ease. Last year I saved over $2,000 by borrowing books from the library." • "The wealth of information. The Surprise Library is wonderful areas to sit and read and enjoy a beautiful view." • "The location. I think it is great to be by the park, the ballpark and the pool for residents to be able to enjoy it all on the same weekend." • "Excellent staff: friendly and knowledgeable."

SURPRISE PUBLIC library

What do you value most about the library?

SURPRISE PUBLIC library

SURPRISE
ARIZONA

Thank you

Ashley Ware, Acting City Librarian
Ashley.Ware@SurpriseAZ.gov

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: September 12, 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 pertaining to the Surprise Public Library System strategic plan.

Motion:
None.

Background:
The Surprise Public Library System and Commission will start the process of developing a strategic plan.

Objective Analysis:
Brief discussion about the timeline and what the process may look like for Surprise Public Library System.

Policy Compliant:
This item is consistent with the 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: