



CITY OF SURPRISE
Library Advisory Commission
16755 W Vereda Solana Dr,
Surprise, AZ 85387
Thursday, October 9, 2025 @ 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 September 11, 2025 Library Advisory Commission meeting minutes. Library
 - 2. Citywide Presentation and discussion regarding the Surprise Public Library System Performance Management Dashboard. Library
- F. Other Business and Future Agenda Items
 - G. Current Events and Reports
 - H. Adjournment

KRISTI PASSARELLI, CITY CLERK

POSTED: Wednesday, October 1st, 2025 @ 4:30 PM

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



**CITY OF SURPRISE
Library Advisory Commission**

Council Meeting Date: October 9, 2025
Submitting Department: Library
Staff Recommendations:

Contact Person:
District: Citywide

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

Agenda Wording:

Consideration and action pertaining to the September 11, 2025 Library Advisory Commission meeting minutes.

Motion:

I move to approve the September 11, 2025 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:

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. 091125 LAC Meeting Minutes DRAFT
-

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

Thursday, September 11, 2025 @ 6:00 p.m.

Surprise Regional Library

Meeting Minutes

A. Call to Order

B. Roll Call

Chair Desiree VanLoon, Commission members Mark McCall and Kady McCarthy

Absent: Vice Chair Tomasina DiCapo and Commission members Deborah Gentry and Annie Ansell

Staff: Ashley Ware – City Librarian and Kelsey Lamphier – Library Director

C. Pledge of Allegiance

D. Staff Reports

Ms. Ware reported on the following items:

- Our MLIS intern, Samantha Sebeck, will be starting on September 16th. She will be spending half of her time at Surprise Regional working on the service side of libraries, and Asante Library working on programming for youth, teen, and adults.
- The Library Aide has position has been accepted and now they are moving forward with HR to get setup.
- At the September 2nd Council meeting, Mayor Kevin Sartor made a proclamation recognizing September as Library Card Sign-Up Month.
 - Every child who signs up for a new library card this month will get a little prize!
- Mayor Sartor also stopped by for his monthly Mayor's Minute. We talked all about the great resources and programs at the library and how to sign up for a new library card.
- Secretary of State Adrian Fontes and his team came to the library this week to learn more about the awesome things Surprise Public Library is doing for the community. Secretary Fontes had the chance to meet our Commission Chair and Vice Chair.
- America 250
 - QUICK HITS
 - Sign-Up Begins September 17
 - Program Runs October 1, 2025 – July 4, 2026
 - Kick-Off Party: Saturday, October 4, 2025 10AM-12PM at Surprise Regional Library
 - Program Goal: Read 1,776 Minutes

- Community Challenges: Participants will receive extra points for completing community challenges (visiting the Veteran’s Memorial at Surprise Park, Aviation Memorial at Asante Park, attending other America 250 events throughout the year)
- Closing Party: Saturday, June 27, 2026 at Surprise Regional Library
- PROGRAMS (Search ‘America 250’ on Library Program webpage to see designated programs)
 - Thematic and unique programs at all three libraries each month, special America 250 themed story time every month
 - LSTA Grant - Virtual Realty programs with Oculus VR Headsets - tour museums, history of the United States, Hamilton musical, tour Washington, D.C. monuments
 - Themed scavenger hunts, decorations, take n’ make crafts, passive programming
- SPEAKER SERIES
 - Committed to special speaker series every month at Asante Library and Surprise Regional Library
 - OCTOBER
 - Surprise Regional Library | October 13 2PM | Flying F-16’s at Luke AFB w. Lt. Col. Van Loon
 - Asante Library | October 24 | Imprints of Honor
 - NOVEMBER
 - Surprise Regional Library | November 12 11AM | Packages from Home (Speaker)
- MISCELLANEOUS
 - Surprise Stories | Adding 5 Stories to Surprise Stories Collection
 - Special Collections | Increasing collection to include more American Revolution and American History for all ages; American Girl Dolls throughout history (available now)
 - SPLS Newsletter | Spotlight veterans’ resources; market programs
 - Library Card Design Contest | Special Category for America 250 (plan to ask VDHS to help choose design)
 - Essay Contest | Themed Essay Contest with Gift Card Prize/ Council Recognition (February)

E. Library Commission Agenda

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

1. Consideration and action pertaining to the August 14, 2025 Library Advisory Commission meeting minutes.

Commissioner McCarthy moved to approve the August 14, 2025 Library Advisory Commission meeting minutes. Commissioner McCall 2nd. 3 Yes votes. Motion carried.

2. Presentation from staff who attended the American Library Association 2025 Conference.

Library Assistant Kayla Owens presented the Commission with a recap of the American Library Association 2025 Conference:

- Library Advocacy: Ways to Support Libraries
 - Stay up to date with library resources & services
 - Support Friends of the Library initiatives
 - Develop connections with community partners, city departments, resource centers, neighborhood patrons, etc.
 - Ensure library is accessible and brings the community together
 - Team communication
 - Encourage library patrons to get involved
 - Social media participation
 - Know the importance of libraries
 - Address city council members on funding and legal support

3. Presentation and discussion regarding a general FY25 recap and a FY26 forward projection of the Surprise Public Library System.

Director Lamphier lead a discussion with the Commission where she reported on the last 12 months of the Surprise Public Library System successes, identified best practices and determined opportunities for future growth. She provided a recap of FY25 and a forward projection of FY26 and addressed the following topics:

FY25 Budget Review

- Funding Sources
 - General Fund
 - N53010 – Library Startup
 - Donations
 - Grants
- Revenues
 - Copy/ Print Fees \$5,279
 - Replacement Fees \$95
 - Total FY25 Revenue \$5,824
- Historical Budget Trends
- FY2025 Approved Budget
 - Personnel \$2,913,200
 - Supplies \$317,400
 - Services \$431,300

FY2026 Approved Budget

- Budget Packages Approved
 - Utilities
 - Inflation
 - IT Security
 - Personnel \$3,058,600
 - Supplies \$358,500
 - Services \$445,400

FY24 v. FY25 Key Performance Indicators

- # of Programs
- Program Attendance
- Gate Count
- New Library Cardholders
- Customer Service Interactions
- Library Cardholders
- Physical Item Circs

F. Other Business and Future Agenda Item

G. Current Events and Reports

H. ADJOURNMENT:

Motion to adjourn at 7:40 pm – Commissioner McCarthy made a motion to adjourn. Commissioner McCall 2nd. 3 Yes votes. Motion Carried.

	<hr/> Desiree VanLoon, Chair
ATTEST:	<hr/> Heather Donaldson, Sr. Management Analyst

CERTIFICATION:

I, Ashley Ware, City Librarian for the City of Surprise Library Department, Maricopa County, Arizona, do hereby verify that these are the true and correct minutes of the Library Advisory Commission meeting held on September 11, 2025.

	<hr/> Ashley Ware, City Librarian
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CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: October 9, 2025
Submitting Department: Library
Staff Recommendations:

Contact Person:
District: Citywide

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

Agenda Wording:

Presentation and discussion regarding the Surprise Public Library System Performance Management Dashboard.

Motion:

None.

Background:

After two full years of city-operated service, the Surprise Public Library System has collected and analyzed key performance data to inform decision-making, identify opportunities, evaluate strategic goals, and measure success. Data-driven and transparent decision-making is a foundational principle of the library system. As a first step in sharing this process with residents and patrons, the library has developed a public-facing performance management dashboard.

Objective Analysis:

The Surprise Public Library System Performance Management Dashboard provides a centralized platform for reporting key performance metrics. This tool enhances government transparency and highlights the library's progress in advancing both City Council priorities and the Library's Strategic Goals.

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. 10.9.25 SPLS Performance Dashboard
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SPLS PERFORMANCE MANAGEMENT DASHBOARD

October 9, 2025



SURPRISE PUBLIC LIBRARY SYSTEM

MISSION STATEMENT

"The Surprise Public Library System fosters community connection and intellectual freedom through multi-generational literacy initiatives, cutting edge technology, and engaging programs that ensure equal access and opportunity for all."

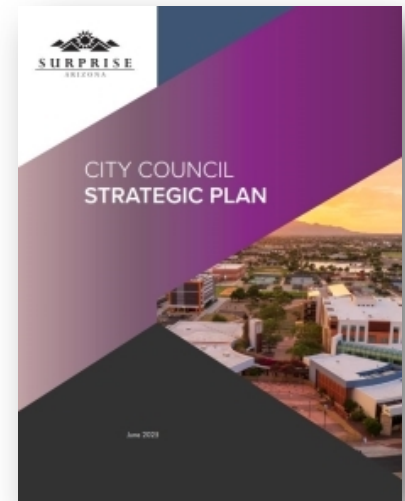
SURPRISE PUBLIC LIBRARY SYSTEM

CORE SERVICES + FUNCTIONS

- Provide Access to a Diverse Physical Collection
- Deliver 24/7 Digital Access (eBooks, Audio, Databases, Streaming)
- Offer Transformative Programs that Fosterer Literacy and Personal Growth
- Provide Research Guidance and Information Services
- Serve as a Catalyst for Innovation, Civic Engagement and Community Connection

SURPRISE CITY COUNCIL STRATEGIC PLAN GOALS

- Public Safety
- Transportation
- Community Experience
- Fiscal Responsibility
- Economic Development
- Government Transparency
- Water



SPLS STRATEGIC PLAN

GOALS

1. Grow community connection
2. Develop and encourage lifelong learning
3. Strengthen the visibility of the SPLS
4. Explore options for library expansion



HOW DO WE MEASURE **SUCCESS**

- ✓ Key Performance Indicators
- ✓ Library Programs
- ✓ Library Collection
- ✓ Library Budget
- ✓ Community Connection
- ✓ Technology Access

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS



- Gate Counts
- Library Card Holders
- Customer Service Desk Interactions
- Volunteer Hours
- Curbside Pick-Ups

LIBRARY PROGRAMS

LIBRARY PROGRAMS



- Programs + Attendance
 - By location
 - By age groups

LIBRARY COLLECTION

LIBRARY COLLECTION



- Physical Item Circulation
- Library of Things
- ILL/ MAX
- Digital Item Circulation

LIBRARY BUDGET

LIBRARY BUDGET



- Return on Investment
- Annual Budget/ Expenses
- Library Assistance Program
- Turnover Rate
- Cost Per Circ
- Cost Per Visit

Community Connection

COMMUNITY CONNECTION



- Outreach Efforts
- Newsletter
- Website
- Mobile App
- Social Media

TECHNOLOGY ACCESS

TECHNOLOGY ACCESS

- Printer Statistics
- Computer Sessions
- Computer Usage





surprisepubliclibrary.gov
library@surpriseaz.gov

