

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

Thursday, October 9, 2025 @ 6:00 p.m.

Asante Library

Meeting Minutes

A. Call to Order

B. Roll Call

Chair Desiree VanLoon, Vice Chair Tomasina DiCapo, Commission members Annie Ansell, Deborah Gentry, Kady McCarthy and Mark McCall

Absent: None

Staff: Ashley Ware – City Librarian, Heather Donaldson – Senior Management Analyst and Kelsey Lamphier – Director

C. Pledge of Allegiance

D. Staff Reports

Ms. Ware reported on the following items:

- Bella started at Asante last week and is doing great.
- Stars & Stories has 475 registered users, and our kick off was a great success with nearly 400 people attending.
- We hosted our quarterly job fair in partnership with Arizona @ Work and HSCV. There were 358 people who joined!
- Asante has been hosting school tours! They have done a wonderful job with two groups of 50 1st graders and another 50 coming later this month.
- Kelsey did such an awesome job on Tuesday at the Council Meeting presenting our vision of the library.
- Asante is the pilot program for new shelf-talkers. We worked with the Communications Department for new signage, and the shelf-talkers are now on the shelves at Asante. We will be implementing these at Surprise Regional and Hollyhock Libraries in the future.

E. Library Commission Agenda

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

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

Commissioner McCarthy moved to approve the September 11, 2025 Library Advisory Commission meeting minutes. Vice-Chair DiCapo 2nd. 6 Yes votes. Motion carried.

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

Director Lamphier led a discussion with the Commission regarding the newly implemented Surprise Public Library System Performance Management Dashboard where she addressed the following topics:

- Surprise Public Library 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
- Surprise City Council Strategic Plan Goals
- Surprise Public Library System Strategic Plan Goals
- Measures of Success
 - Key Performance Indicators
 - Gate Counts
 - Library Card Holders
 - Customer Service Desk Interactions
 - Volunteer Hours
 - Curbside Pick-Ups
 - Library Programs
 - Programs + Attendance (by location and age groups)
 - Library Collection
 - Physical Item Circulation
 - Library of Things
 - ILL/ MAX
 - Digital Item Circulation
 - Library Budget
 - Return on Investment
 - Annual Budget/ Expenses
 - Library Assistance Program
 - Turnover Rate
 - Cost Per Circ
 - Cost Per Visit
 - Community Connection
 - Outreach Efforts
 - Newsletter
 - Website
 - Mobile App

- Social Media
- Technology Access
 - Printer Statistics
 - Computer Sessions
 - Computer Usage

Director Lamphier also provided the Commission with a tour of the Surprise Public Library System Data Dashboard where she reviewed each of the 33 metrics comprised of data regarding Library Key Performance Indicators, Library Programs, Library Collection, Library Budget, Community Connection and Technology Access.

F. Other Business and Future Agenda Items:


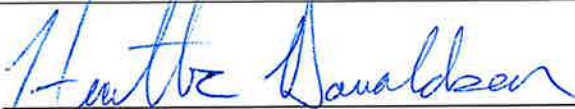
- Vice-Chair DiCapo suggested hosting a local author night or event at the library. She also advised the Commission that The Phoenix Mercury mascot, Scorch, is available to attend SPLS events for a nominal fee.

G. Current Events and Reports

- Commissioner McCarthy let the Commission know that her son received his first library card which he is very excited about. She also attended the Stars and Stories kickoff which she said was a great event where she really enjoyed the music playing in the background, Chair VanLoon said that the music was a big hit with families at the event.
- Chair VanLoon reported that her husband will be at the Surprise Regional Library next week for the first speakers series event.

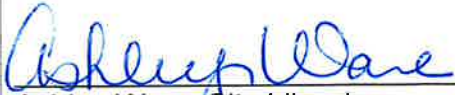
H. **ADJOURNMENT:**

Motion to adjourn at 7:31 pm – Commissioner McCarthy made a motion to adjourn. Vice Chair DiCapo 2nd. 6 Yes votes. Motion Carried.

	 Desiree VanLoon, Chair
ATTEST:	 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 October 9, 2025.

	 Ashley Ware, City Librarian
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