



CITY OF SURPRISE
Library Advisory Commission
16755 W. Vereda Solana Dr.
Surprise, AZ 85387
Thursday, September 10, 2026 @ 6:00 PM
Asante Library

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Staff Reports
- E. Library Commission Agenda:

CONSENT AGENDA:

Approval of the consent agenda may be by one motion and a passing vote by the board. There will be no separate discussion on these items unless a board member requests such. The requested item for discussion will be removed from the consent agenda and considered in its normal sequence on the agenda.

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|---|---------|
| 1. | Citywide | Consideration and action pertaining to the August 20, 2026 Library Advisory Commission meeting minutes. | Library |
| 2. | Citywide | Presentation and discussion pertaining to Surprise Public Library FY26 budget. | Library |
| 3. | Citywide | Presentation and discussion on Surprise Public Library's Strategic Plan updates. | Library |

- F. Call To The Public

INSTRUCTIONS:

In order to address the board, you will need to fill out a Public Comment Form available at the entrance, and turn it in to the Clerk before the meeting begins.

You may also fill out the [Public Comment Form](#). If submitting the online form the Clerk must receive the request at least one hour before the meeting start time. In accordance with A.R.S. 38-431.01(I) - During this time, members of the public may address board only on issues within the jurisdiction of the Commission. At the conclusion of the open call, board may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda.

Board members may not discuss or respond to matters raised during the call to the public that are not specifically identified on the agenda.

Each speaker shall be limited to three (3) minutes per item. If several speakers desire to speak regarding a single topic, the Chair may limit the number of speakers or the time given to each group. A maximum time of 30 minutes will be given per topic. However, an equal amount of time will be given to each side of an issue.

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

KRISTI PASSARELLI, CITY CLERK

POSTED: September 2nd 2026 @ 4:00 PM

Meeting room doors will be open at least 30 minutes prior to the start of the meeting.

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: September 10, 2026
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 August 20, 2026 Library Advisory Commission meeting minutes.

Motion:

I move to approve the August 20, 2026 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. 082026 LAC Meeting Minutes DRAFT
-

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

Thursday, August 20, 2026 @ 6:00 p.m.

Surprise Regional Library

Meeting Minutes

A. Call to Order

B. Roll Call

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

Absent: Commissioner Annie Ansell

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

C. Pledge of Allegiance

D. Staff Reports

Ms. Ware reported on the following items:

- Hollyhock Library is officially closed for the next week! We are excited to be moving into the Surprise Community & Resource Center. Staff are sad for the original Hollyhock Library but very excited for our new adventure in the new space.
- Library of Things kits have been popping off! We have introduced some really fun outdoor activities for when the weather cools like bags for cornhole in the park and metal detectors. Until the heat changes, we are continuing to add more American Girl Dolls and Tonie Boxes!
- We are hosting Reflecting America: A Semi Quincentennial Living History speaker event in November. We have posted a call for speakers to come and talk about their time in the service, exceptional American stories, and family heritages throughout our country's 250 years.
- Library Director, Kelsey Lamphier, won the Gabe Zimmerman Community Builder Award.

E. Library Commission Agenda

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

1. Consideration and action pertaining to the June 11, 2026 Library Advisory Commission meeting minutes.

Vice Chair DiCapo moved to approve the June 11, 2026 Library Advisory Commission meeting minutes. Commissioner Riodique 2nd. 6 Yes votes. Motion carried.

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

Commissioner Gentry nominated Commissioner McCall as Chair of the Library Advisory Commission.

Commissioner McCall nominated Commissioner Van Loon as Chair of the Library Advisory Commission.

Chair Van Loon nominated Vice-Chair DiCapo as Chair of the Library Advisory Commission.

1st Vote

(DiCapo, McCarthy, Riodique, VanLoon) For Vice-Chair DiCapo
(McCall) For Commissioner VanLoon
(Gentry) For McCall

Commissioner McCarthy moved to select Commissioner DiCapo as Chair of the Library Advisory Commission. 6 Yes votes. Motion carried.

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

Chair VanLoon nominated Commissioner McCarthy as Vice-Chair of the Library Advisory Commission.

Commissioner McCall nominated Chair VanLoon as Vice-Chair of the Library Advisory Commission.

1st Vote

(Gentry, McCarthy, Riodique, Van Loon) For Commissioner McCall
(DiCapo, McCall) For Chair VanLoon

Commissioner McCarthy moved to select Commissioner McCall as Vice-Chair of the Library Advisory Commission. Commissioner Riodique 2nd 6 Yes votes. Motion carried.

4. Presentation and discussion of staff attendance at the American Library Association Conference 2026.

Bambi Shelby, Branch Manager, provided the Commission with an overview of her experience at the 2026 ALA Conference which she attended in Chicago, Illinois where she addressed the following items:

- Sessions
 - New Member Orientation
 - Leading from the Middle: Building Consensus from Influence, Not Authority
 - Becoming a Library Triple-Threat: How Improv Helps You Become a Better Librarian, Teammate, & Leader
 - Breaking Barriers: A Librarian's Story of Changing Times

Rachel Gonzalez, Associate Librarian, provided the Commission with an overview of her experience at the 2026 ALA Conference which she attended in Chicago, Illinois where she addressed the following items:

- Serving the Health Needs of Teens and Tweens Through Literature
 - Adverse Childhood Experiences (ACE's)
 - Positive Childhood Events (PCE's)
- So, how can libraries help?
 - Stock the hard stuff
 - Reader's advisory specifically for parents with struggling kids
 - Keep being a safe space

Megan Baird, Collection Development Librarian, provided the Commission with an overview of her experience at the 2026 ALA Conference which she attended in Chicago, Illinois where she addressed the following items:

- It is critical to keep the library as safe a place for everyone.
- Collection development professionals must be intentional in their selection of library materials.
- Everyone should feel welcomed in library spaces.
- Communication techniques that promote calm, empathy, and constructive resolution during difficult interactions.
- De-escalation problem solving techniques.
- Everyone has a role in advocating for libraries.

Emily Orth-Smith, Library Specialist, provided the Commission with an overview of her experience at the 2026 ALA Conference which she attended in Chicago, Illinois where she addressed the following items:

- Panels
 - Pokemon Club @ Your Library
 - Pre-Preschool SEL Toolkit (Ready, Set, Preschool)
 - Books for youth to embrace deaf culture
 - Toxic exclusion: Banned Authors Share How to Support Children's Access to Information
 - Affirming Inclusive Library Services for All
 - Developing Creative Writing Programs for Library Kids
 - Crush Climate Anxiety" Support Kids' Love of Nature and Eco-Action

5. Presentation and discussion on the 2026 Summer Reading Program “Unearth a Story”.

City Librarian Ware presented the Library Advisory Commission with an overview of the 2026 Unearth a Story Summer Reading Program including participation outcomes, key accomplishments and community impact. She also discussed with the commission lessons learned and opportunities to enhance future Summer Reading initiatives. The topics she discussed are listed below:

- By the Numbers
 - Registered Users: 6,673
 - First Time Participants: 3,389
 - Achievers: 3,645
 - Badges Earned: 155,009
 - Total Minutes: 9,995,586
 - SRP programs June-July 31: 110
 - June Program attendance: 6,832
 - June volunteer hours: 1,063
- Sponsors

F. Other Business and Future Agenda Item

- 250th Celebration re-cap
- New Hollyhock opening information
- Banned Books Week / Freedom to Read

G. Current Events and Reports

- None

H. **ADJOURNMENT:**

Motion to adjourn at 7:40 pm – Vice Chair DiCapo made a motion to adjourn. Commissioner McCall 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 May 14, 2026.

	Ashley Ware, City Librarian
--	-----------------------------------



CITY OF SURPRISE Library Advisory Commission

Council Meeting Date: September 10, 2026
Submitting Department: Library
Staff Recommendations:

Contact Person:
District: Citywide

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

Agenda Wording:

Presentation and discussion pertaining to Surprise Public Library FY26 budget.

Motion:

Not applicable.

Background:

Fiscal Year 2026 represents another year of continued growth and service delivery for the Surprise Public Library System. Throughout FY26, the Library Department managed its approved operating budget to support personnel, supplies, services, programming, collections, technology and other resources necessary to serve the community. In addition to reviewing FY26 budget expenditures, staff will present key performance metrics that demonstrate library usage, service levels, and the impact of library programs and resources. Staff will also provide the Library Advisory Commission with a brief overview of the FY27 approved budget, including significant changes, priorities and investments that will support library operations and services in the coming fiscal year.

Objective Analysis:

The City of Surprise is committed to transparency and responsible stewardship of public resources, and the Surprise Public Library System supports that commitment through regular review of its operating budget and performance. Reviewing FY26 financial information alongside performance metrics provides the Library Advisory Commission with a more complete understanding of how resources were utilized and the services and outcomes those resources supported. The review also provides an opportunity for the Commission to ask questions and provide feedback and guidance regarding library operations and priorities. A brief overview of FY27 will help ensure the Commission is informed of the Library Division's current budget, priorities, and anticipated service levels as the library system continues to respond to the needs of the Surprise community.

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. 9.10.26 FY26 Library Budget Review
-

FY26 Budget Review

Library Advisory Commission | September 10, 2026

FUNDING SOURCES



General Fund

- Taxpayer Funded

~~N53010~~ — Library Startup

- Provided at beginning of system creation for 1x/ unforeseen costs

Donations

- Friends of the Surprise Libraries, Generous Patrons

Grants

- SGIA, LSTA
- Library Assistance Fund

REVENUES

Copy/ Print Fees \$7,667.40

77,076 Transactions

Avg Transaction Price: \$0.10

Replacement Fees \$868.52

56 Transactions

Avg Transaction Price: \$15.51

TOTAL FY27 REVENUE \$8,536

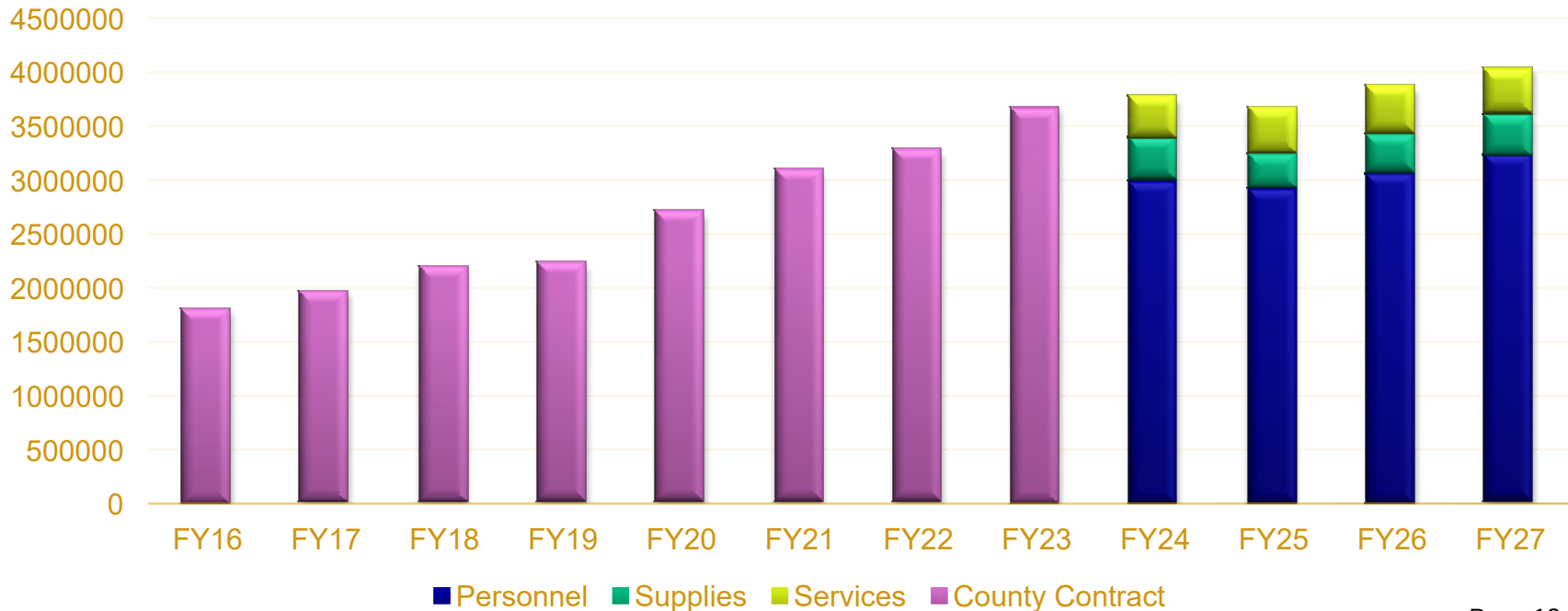
TOTAL FY26 REVENUE \$5,824



HISTORICAL BUDGET TRENDS



Approved Library Budget



FY2026

APPROVED BUDGET

Personnel \$3,058,600

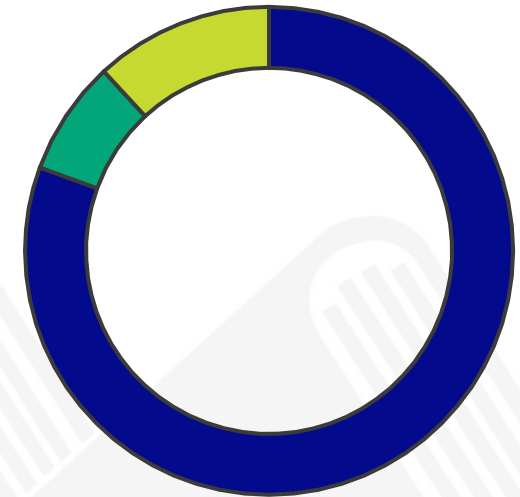
- Includes FT, PT and Benefits

Supplies \$289,100

- Books! Program, Outreach, Office Supplies

Services \$449,400

- Service Contracts, Utilities, Print Services



FY2026

PERFORMANCE INDICATORS

Supplies + Services Spend-Out | 99%

- Total Available: \$738,500
- Total Spent: \$731,482

Patron ROI | 9.7% Increase

- FY25: \$11.3M
- FY26: \$12.4M

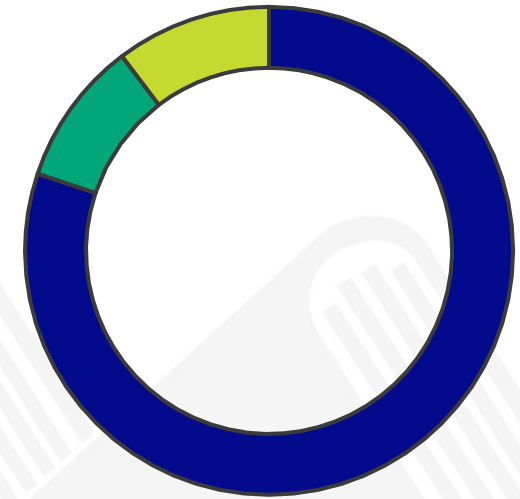
FY2027

APPROVED BUDGET

Personnel \$3,225,500

Supplies \$385,800

Services \$414,400



Department Changes



Org Chart Restructure

- Branch Managers Moved Under Director
- City Librarian to Hollyhock; Supervises HH Staff
- Librarian Moved From Ops to HH (First true FT staff member!)

City-Wide Committees

- Five Committees: Mayor's Literacy Challenge, Summer Reading Program, Social Media + Marketing, Volunteers, Sponsorship + Outreach
 - Each led by Leadership team member
- Opportunity to build resumes/ xp; Work with other staff throughout system

FY25 v. FY26

Key Performance Indicators

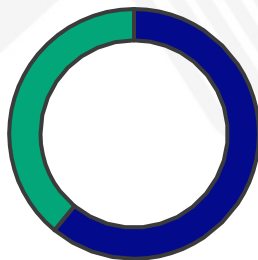


	FY25	FY26	Change
# of Programs	1,573	1,625	3.3%
Program Attendance	41,520	43,516	4.8%
Gate Count	371,295	388,322	4.6%
New Library Cardholders	15,627	13,802	-12%
Customer Service Interactions	122,501	133,917	9.3%

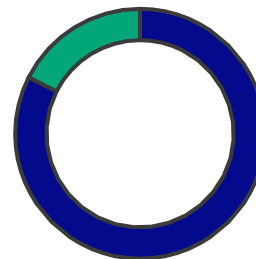
New Library Cardholders



Fiscal Year 2025

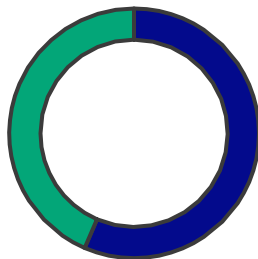


■ Surprise Residents ■ Other Residents

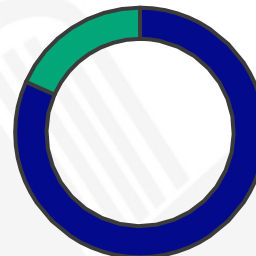


■ Adult ■ Juvenile

Fiscal Year 2026



■ Surprise Residents ■ Other Residents



■ Adult ■ Juvenile

Physical Item Circs



	FY25	FY26	Change
Books	491,678	537,773	9.4%
DVDs/Blu Rays	100,749	99,207	-1.5%
Audiobooks	5,481	4,422	-19%
Music CDs	3,685	3,630	-1.5%
Video Games	5,953	9,589	61%
Library of Things	9,478	18,354	94%



kelsey.lamphier@surpriseaz.gov

Kelsey Lamphier | Library Director





CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: September 10, 2026
Submitting Department: Library
Staff Recommendations:

Contact Person:
District: Citywide

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

Agenda Wording:

Presentation and discussion on Surprise Public Library's Strategic Plan updates.

Motion:

Not applicable.

Background:

The Library Advisory Commission approved the Surprise Public Library strategic plan in June 2025, establishing a clear roadmap for services, programming, and community engagement over the next several years. Developed after months of extensive community research, staff workshops, and public input, the plan prioritizes modernizing library spaces, expanding access, and fostering inclusive community hubs.

Objective Analysis:

This evaluates the Library Strategic Plan following its first year of adoption, balancing our community mandate with current operational realities. By analyzing year-one data, navigating resource trade-offs, and establishing measurable performance metrics, this update shifts the focus from initial forecasting to strict risk management. Ultimately, to provide an initial forecast of achievements and a clear view of where Surprise Public Library is heading.

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. 091026 LAC Strategic Plan
-

Strategic Plan Updates

September 10, 2026

City Librarian – Ashley Ware

Grow Community Connection to Improve the Lives of Surprise Residents

SHORT 1 – 2 Years



- Employ diverse methods for community feedback
- Understand distinct needs for all patrons in Surprise as it grows
- Work with partners for co-creation of services
- Offer resources in various formats for all abilities

MEDIUM 3 – 4 Years

LONG 5+ Years



- Create an asset map for library partnerships
- Measure impact of collaborative initiatives for continued investment
- Implement human design thinking

Develop and Encourage Lifelong Learning through Innovative and Impactful Programming, Collections, and Resources Addressing Community Interests and Needs

SHORT 1 – 2 Years



- Understand academic needs of local schools and homeschool groups for support.
- Utilize resources for a circulation analysis representing resident needs
- Provide initiatives and resources to better support staff

MEDIUM 3 – 4 Years

LONG 5+ Years



- Expand and refine literacy programs for all ages
- Expand access for adult learning, workforce development, and mentorship
- Identify strengths and areas of growth to create individualized development plans for staff
- Perform a diversity audit to ensure the collection represents patrons' needs

Strengthen the Visibility of the Surprise Public Library System to Broaden the Perception of what a Library could be for the Community

SHORT 1 – 2 Years



- Actively pursue grants and monies
- Optimize digital presence for library services

MEDIUM 3 – 4 Years

LONG 5+ Years



- Craft a marketing and social media strategy
- Create a library dashboard to understand library metrics and return on investment
- Create a comprehensive welcome orientation for Surprise residents

Explore Options for Surprise Public Library System Expansion for the Growing Needs and Population of Surprise to Enhance the Community Experience and Improve Services

SHORT 1 – 2 Years



- Collaborate with City departments to understand Surprise growth long-term

MEDIUM 3 – 4 Years

LONG 5+ Years



- Research similar sized libraries for best practices and trends
- Conduct a detailed analysis of library space and usage
- Capture patron feedback on desired library spaces and features
- Create preliminary design concepts for expanding or building new library space
- Develop phased implementation approach for expansion



surrisepubliclibrary.gov
library@surpriseaz.gov

