

**SHASTA PUBLIC LIBRARY
CITIZENS ADVISORY COMMITTEE**

**Redding Library Community Room, 1100 Parkview Avenue, Redding, California
October 1, 2008**

MINUTES

1. Roll Call

The regular meeting of the Library Advisory Committee was called to order by Chair Peggy O'Lea at 4:03 p.m. on Wednesday, October 1, 2008, with the following Committee Members present: Patte Jelavich, Elaine Grossman, Connie Cleckler and Missy McArthur. Also in attendance was Library Director Jan Erickson, Administrative Assistant Margaret Haas and City of Redding Community Services Director Kim Niemer.

2. Public Comment

None

3. Consent Calendar

Chair Peggy O'Lea asked if there were any corrections needed to the minutes of the September 3, 2008, meeting. Ms. Jelavich asked that there be a correction to her comment on page 4 regarding posting of library staff's e-mail addresses on the website. Ms. Niemer suggested Ms. Jelavich provide the language she would like to see changed to Margaret Haas for correction. Ms. Niemer also suggested a few minor edits to the minutes. Chair O'Lea put forth the motion to approve the minutes with said amendments.

Ms. McArthur made a motion to approve the minutes as amended.

Second: Committee Member Patte Jelavich

Ayes: All

Noes: None

Abstain: None

Absent: None

4. Strategic Planning Update

Chair O'Lea introduced the strategic plan document and turned the floor over to Director Erickson.

Ms. Erickson asked the Committee to refer to the Shasta Public Libraries Strategic Plan Goals and Objectives document. She provided a brief history of how this document was developed including: the composition of the Focus Group members; a summary of their April and May meetings; the resulting community vision; and prioritized the library service responses.

Ms. Erickson also described Library staff's development of goals and objectives for the service responses, and the incorporation of the input from the final September 18, 2008, meeting of the Focus Group. She indicated that the goals and objectives are outputs-- what the Library wants to give or provide, as opposed to inputs.

Director Erickson thanked the Focus Group for their work in developing the plan and stated that it had been an interesting process. Director Erickson opened the floor for questions and comments.

Chair Person O'Lea asked if there would be a narrative to accompany the strategic plan, to which Director Erickson responded in the affirmative.

Ms. McArthur asked if this plan would be starting in 2009. The time period of the plan is 2009-2012.

Ms. Niemer pointed out that some items say "annual" and some give the year. Director Erickson clarified this by advising the Committee that if it stated "annual", it meant the Libraries fiscal year. Otherwise, if an actual year is given, that indicates the calendar year.

Ms. Jelavich asked if there had been a discussion including "Life Long Learning" as a part of the Strategic Plan. Director Erickson said that "Life Long Learning" is indeed one of the five service responses the Focus Group

selected.

Chair Person O'Lea asked if the Committee was looking at the strategic plan in its entirety. Director Erickson answered that the Committee was looking at the goals and objectives for the library responses that were chosen by the Focus Group.

Ms. Niemer added that the Focus Group had chosen five library service responses. Chair Person O'Lea said she would prefer that the Committee had the whole document rather than just the goals and objectives. Director Erickson answered she had printed the service responses on a separate sheet available on the table by the entrance.

Ms. Niemer suggested including the service responses with the goals and objectives. Ms. Jelavich agreed and suggested the service responses be typed in bold above the appropriate set of goals and objectives.

Chair Person O'Lea asked that there be a definition for the library service of Basic Literacy.

Director Erickson answered that there is a list of definitions on the last page of the document.

Director Erickson stated the five library service responses in the order of importance as chosen by the Focus Group are:

- 1) Life Long Learning
- 2) Information Literacy
- 3) Basic Literacy
- 4) Best Sellers and Hot Topics
- 5) Public Spaces

Ms. McArthur asked if anyone was planning to do anything to thank the Focus Group for all their work. Ms. Niemer agreed that this would be a good idea once the strategic plan is adopted.

Chair Person O'Lea asked how resources would be realigned to meet the goals and objectives.

Director Erickson replied that if the City of Redding Municipal Board of Trustees adopts this strategic plan, staff would distribute available resources to support it.

Ms. Niemer added that the strategic plan is a tool to be administered by the Library. It is up to the Library management how to accomplish the goals set forth in the plan. At the end of the year management will be able to quantify the results, such as, how many exhibits did the Library sponsor and did it fulfill the intended goal.

Chair Person O'Lea asked Director Erickson how the Library Advisory Committee could assist the Library in an advocacy role to achieve the goals under the current funding. Director Erickson replied that the Library does operate some services with funds obtained from grants and also from support groups such as the Shasta Library Foundation and Friends groups.

Chair Person O'Lea asked that the Library Advisory Committee be kept in the loop especially when situations change.

Director Erickson asked if there were any more comments. Kim Niemer suggested a change in the language on Goal 2.3 to omit the wording "hand-eye coordination" to "on topics of interest to them". Ms. Niemer explained that this change of wording would provide a broader range of programs for young adults.

A member of the audience, Ms. Janet Alright, asked if Objective 7.4, to make the Library a smoke free campus had been considered by the Board.

Chair Person O'Lea recommended the wording be changed in Objective 7.4 to read: "In 2009 the Library Advisory Board will consider recommending to the Redding Municipal Library Board a policy to provide a tobacco-free campus."

Chair Person O'Lea asked for a motion to approve the Shasta Libraries Strategic Plan and recommend that it be presented to the City of Redding Municipal Library Board of Trustees for adoption.

Ms. McArthur put forth the motion for approval.

Second: Committee member Elaine Grossman

Ayes: All

Noes: None

Abstain: None

Absent: None

Ms. Niemer said that the strategic plan would be presented to the Board of Trustees at their next meeting on October 20, 2008 at 5:15 p.m.

Chair Person O'Lea suggested the Focus Group be advised of this meeting so members can attend and be acknowledged.

5. Budget

City of Redding Community Services Director, Ms. Kim Niemer, provided the Committee with an "Internal Communication" discussing the recent adoption of the California Budget Act of 2008, which outlines a 10 percent cut for local assistance and adult literacy.

Ms. Niemer reported the City of Redding had just transferred the responsibility for Anderson Library custodial services to LSSI. This will save the Library Fund about \$2,000 per year. These savings can translate into more money for book collections.

Chair Person O'Lea asked if it might be possible to negotiate with the City of Anderson for more funds. Ms. Niemer responded that the appropriate time for renegotiation between LSSI and the City of Anderson would be in 2010 when the current management services contract will be re-evaluated.

Committee Member Ms. Jelavich commented that if Anderson's book collection was improved, more books would be reserved, adding to their circulation numbers.

Ms. Niemer asked if there were any other questions and added she would

bring in the City budget spread sheet to the next meeting.

6. Donations

Ms. Niemer discussed some happier news on the budget front including a \$5,000 grant from Wal-Mart to the Anderson Library. Additionally, there was a \$33,000 bequest from Francis L. Eisenberg Trust to the Anderson Library. Of that money \$8000 will immediately go to the Library's book collection and the rest will be held for future needs. Ms. Niemer is trying to make contact with one of Ms. Eisenberg's family members to get some back ground information and then do a press release on this most generous gift and the woman behind it.

7. Meeting Room Policies

Chair O'Lea asked Director Erickson for some background on the Library's need to update the meeting room policy.

Director Erickson replied that the Library has a variety of public spaces such as the community rooms, Foundation Reading Room, Fireside Room, Computer Center as well as study rooms. It is important that the public know about the variety of public spaces the Library offers, how to reserve the rooms, and the rules of usage. The updated policy will clarify options and procedures for the public and also supports the options offered by the on-line reservation system. Director Erickson said she had worked on the meeting room policy with Community Services Director, Ms. Niemer.

Committee Member Grossman asked if there would be something similar put into place for the Anderson Library with the ability to book the public space on line. Director Erickson responded that the public space at the Anderson was not currently on line and that there would be a different policy with the same goals that would fit the needs of the Anderson Library.

Chair Person O'Lea asked if the Redding Library public spaces would be

available for private events as well as by businesses and non profits. Ms. Niemer replied that the updated policy would clarify which rooms could be used by private companies and which rooms were open to nonprofits.

Ms. Jelavich noticed that there is a reverse mortgage group frequently using the reading rooms and wondered if they were being charged for the room use.

Ms. McArthur said that all citizens have paid for the Library's public spaces via taxes.

Director Erickson responded that the new policy allows access for a variety of users. For example, the study rooms are for use by mostly students, the reading rooms now are to be used only for nonprofit organizations and the community rooms can be used for both non profits and for profit organizations. The for-profit organizations will be charged a fee for the use of the community rooms.

Ms. Niemer pointed out that the language in the new meeting room policy allows for greater flexibility for the Library and its staff. Groups that need to either come in before hours or stay after hours will be able to do so, with prior approval, at no charge. The Library was built to accommodate such groups.

This is a service the Library can offer certain groups that have a proven track record in their use of the community rooms. Approval of before, or after hour use of the Library would be at the Director's discretion.

Ms. Grossman asked if information about our Computer Center's operating system will be available on line as one is reserving the room, or does the public need to call our IT department to find out the particulars of the Computer Center. Director Erickson said that such questions should be addressed to the Library's IT staff.

Ms. Jelavich asked if there could be a PDF with such information added to the reservation website. Director Erickson said she thought that was a good idea and would look into it.

Ms. Mc Arthur asked why reservations now must be made at least 72 hours in advance, why not 48 hours?

With short reservation notice the staff often cannot prepare the necessary arrangements to accommodate the requesting group. Often with a last minute request the group has also requested equipment that has already been reserved by another group.

Ms. McArthur voiced her concern that rooms may be left unused because the public cannot make a reservation within the last 72 hours. Ms. Haas said that when people are unable to make an on line reservation they usually call and if the room is not in use staff allows them to use that room.

Committee Members Ms. Jelavich and Ms. Grossman expressed their opinion that they thought 72 hours was not unreasonable. Ms. Jelavich added that it would be a good idea to put the word "online" in front of "72 hours" where ever that appears on the document.

Ms. Niemer questioned the idea under "Conduct While Using the Community Room" on page 2, regarding not allowing the sale of alcohol. She stated that as long as the group has obtained a license to serve alcohol at their event they should be allowed to have a cash bar. Ms. Niemer added that the City permits alcohol to be served or sold in their community rooms as long as the group has the proper license and insurance. Director Erickson agreed to take out the sentence, "No alcohol may be sold on the premises".

Ms. Niemer thanked Director Erickson for addressing several public space issues in the revised meeting room policy and developing a policy and reservation system that is easy to use.

Chair Person O'Lea added that it is a good idea for the Committee to occasionally review its policies to see how they are working and make adjustments as needed.

Chair Person O'Lea asked for a motion to approve.

Committee Member Ms. Jelavich offered a motion to approve the revised meeting room policy as amended.

Second: Committee Member Ms. Cleckler

Ayes: All

Noes: None

Abstain: None

Absent: None

Ms. Niemer stated that she would be bringing the strategic plan as well as the meeting room policy before the Board of Trustees on October 20, 2008, at 5:15 p.m.

8. Art Project

City of Redding Community Service Director, Ms. Kim Niemer, reported that the closing date for submissions for the Library's Public Art Project was September 30, 2008.

The City of Redding Art in Public Places Committee will meet on Monday, October 6, 2008, to narrow the list to the top three to five entries.

9. Director's Report

Chair Person Ms. O'Lea thanked Director Erickson for a very thorough report.

10. Committee Comments

Committee Member Ms. Cleckler wanted to thank Ms. Grossman for attending the annual Friends of the InterMountain Library meeting.

Director Erickson reported on upcoming Library events.

On the evening of October 1, 2008, the Library will market the online tutoring service "HelpNow!" at a booth at the College Quest Fair.

On October 2, 2008, the Library will participate in a session on "Essentials of College Applications" with Dr. R. Morrissey.

Literacy Coordinator Marilyn Odegard will be making a literacy presentation at a Redding Rotary meeting.

In the month of October the Library will be conducting the customer satisfaction surveys.

The Library is subscribing to "Book Letters", an on line database which will allow the Library to do e-newsletters. This program should be available in November.

On Saturday, October 4, 2008, the Friends of the Shasta Libraries will be having their book sale. The Shasta Library Foundation is completing their fund raising campaign this month.

Chair Person O'Lea informed the Committee that the next meeting of the Library Advisory Committee would be held at 4:00 p.m., November 5, 2008.

11. Adjournment

The Committee adjourned at 5:34 p.m.