

**SHASTA PUBLIC LIBRARY
CITIZENS ADVISORY COMMITTEE**

**Redding Library Community Room, 1100 Parkview Avenue, Redding, California
December 3, 2008**

MINUTES

1. Roll Call

The regular meeting of the Library Advisory Committee was called to order by Chair Peggy O'Lea at 4 p.m. on Wednesday, December 3, 2008, with the following Committee Members present: Elaine Grossman, Patte Jelavich, Connie Cleckler, and new Committee Member, Steve Brewer. Also in attendance were Library Director Jan Erickson, Library Administrative Assistant Margaret Haas, and City of Redding Community Services Director, Kim Niemer. Members of the public in attendance were Mr. Jim Ceragioli, President of the Friends of the Shasta County Libraries and Ms. Janet Albright, Director of Learning Resources, Shasta College and Ms. Megan Owens, Outreach Coordinator at the Redding Library.

2. Public Comment

Ms. Niemer advised everyone that new Committee Member, Steve Brewer, had been unanimously approved for this position by the City of Redding.

3. Consent Calendar

Corrections made to Minutes from meeting held October 1, 2008:

On page 5, under "Budget", paragraph 3, 2nd sentence now reads:"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".

There was a discussion of how the corrections to the minutes are noted. There was some concern that the minutes posted to the City of Redding's website were not the revised, corrected version. Ms. Haas has checked to

make sure all the minutes posted to the City of Redding's website are the corrected versions.

Also corrected is that when a motion is approved, rather than name each Committee Member under the "Ayes", "All" has been noted.

Chair O'Lea asked for a motion to approve the minutes with said amendments.

Ms. Jelavich made the motion to approve.

Second: Ms. Elaine Grossman

Ayes: All

Noes: None

Abstain: None

Absent: None

4. Book Letters

Director Erickson introduced to the committee a new Library service called "*Book Letters*" purchased by the Shasta Public Libraries. *Book Letters* is an ongoing monthly web based service provided via the internet in a newsletter format.

Director Erickson turned the meeting over to Ms. Megan Owens for further explanation of this new service. Ms. Owens acquainted the Committee with *Book Letters* via a computer presentation of this service. This service, on the Library's website, is called "Good Reads". It allows the Library to fine tune the information to the books the Library owns, add "Staff Picks", "Happenings at the Library", and information on the *Best of the West Book Club*.

Ms. Owens pointed out that this is not a duplication of the *NoveList* database which is a "read alike" database with a wide variety of book suggestions from various disciplines. *NoveList* assists users in looking up books where *Book Letters* focuses on new releases and gives the Library the monthly newsletter capability. The *Book Letters* service also provides a link to Wisconsin Public Radio to hear "A Chapter a Day" from their current book choice.

Ms. Owens submitted an article about "Good Reads" to the Friends of the Shasta County Libraries newsletter.

5. Customer Service Survey (Preliminary Data)

Director Erickson provided the committee with the preliminary data on the Customer Service Survey that was held here at the Redding Library from the end of October through the beginning of November 2008. The volunteers at the Library handed out and collected 2,621 surveys. Library customers seemed eager to participate. One of the volunteers, Miriam Weisberg, has professional experience analyzing data and is working on providing the Library with a complete report on the responses from this survey. Comments so far indicate that the customers are enjoying the Library and many are repeat or regular visitors. When the report is completed it will be provided to the members of the Library Advisory Committee.

6. Strategic Plan

Director Erickson addressed the committee with the progress of the Shasta Public Libraries Strategic Plan. Ms. Erickson stated that a copy of the plan along with a thank you letter has been sent to each member of the Strategic Planning Committee. The document has been given to the LSSI management team members who are now in the process of adding the activities to fulfill the objectives.

7. Staff Evaluations

Director Erickson spoke to the Library Advisory Committee regarding the way LSSI conducts staff evaluations. It is a process that both Director Erickson and LSSI take very seriously. It is looked at as a development review and an opportunity to establish goals with and for the staff. The reviews also give employees an opportunity to review their accomplishments. The first review takes place six months after an employee's hire date. Additional reviews are completed yearly on the employee's anniversary date.

Other forms of recognition include the Service Star Awards. These Star Awards are given to employees at staff meetings in recognition of excellent service. The employee receives a silver star pin and a letter of recognition for the employee's file. Once an employee has earned five silver stars, they receive a gold star pin.

There is also the LSSI "Employee of the Month" award. Library directors nominate employees for this award and LSSI management reviews and selects the winner - one from East Coast Operations and one from the West Coast. Employee of the Year is the top performance award.

8. Director's Report

Chair Peggy O'Lea opened the conversation on the Director's Report commending Director Erickson on once again providing an excellent and thorough report.

Director Erickson added that there were 153 room reservations for the public rooms at the library for the month of October. The door count for the Library was 44,904 for September and 45,992 for October.

The Library does have a monthly events calendar on its website. Staff also prints hard copies of Library events for customers to pick up while in the Library.

Greg Vogt, the Library's IT manager is in the process of posting information on the Library's website about the type of computer equipment available at the Library.

The "Bucks for Books" container was installed by the stairs. This is a fund raising effort by the Friends of the Shasta County Libraries and the Shasta Library Foundation.

Ms. Niemer, Director of Community Services for the City of Redding, also had some items to report to the Committee.

The City's Art in Public Places Committee selected the piece by William Mueller to be placed near the entry of the Redding Library. The piece selected is a ten foot tall abstract scheduled to be installed in May 2009. If anyone is interested in seeing the art piece, Ms. Niemer has the maquette in her office.

The City of Redding also delivered two benches in the shape of book ends for the children's garden. The hope is, when the better weather arrives, to open up the Library's garden area for better use and enjoyment of the space.

Carpet tiles were selected for the Library because of their ease of replacement. However, the legs of the Library chairs are tearing up the tiles. Therefore, the City has decided to put out bids for new chairs that will slide better across the carpet tiles in the hope of minimizing further damage.

Ms. Niemer also advised the Committee that Director Erickson and she attended the Anderson City Council meeting to discuss the Frances L. Eisenberg donation. Ms. Niemer was able to find out some information about Ms. Eisenberg. She had lived in Anderson for about ten years and had moved to Nevada about two years ago. Ms. Eisenberg had been a teacher, a librarian and was a published author. The Anderson Library has obtained copies of her books. Ms. Eisenberg passed away April 8, 2008, at 97 years of age, leaving a bequest of \$33,000 to the Anderson Library. \$8,000 has been allocated for the Library's book collection with the rest of the money to be held in reserve. A photo of Ms. Eisenberg provided by her niece will be used in the book plates designating the books purchased with monies from the Eisenberg Trust.

Ms. Niemer also provided the Committee with an overview of the Library budget. There will be a more detailed report, most likely in February 2009. The budget overview reflected the ten percent cuts. The Redding Library is currently in good financial shape with the budget challenges occurring in the branch libraries. Some actions have already been taken to cut costs at the branch libraries.

9. Committee Comments

There was a discussion concerning the meeting minutes. It was suggested that the actual corrections appear in the minutes of the following meeting under the Consent Calendar. Some Committee members felt that this would provide for a better continuity of the document. Ms. Haas and Ms. Niemer will discuss whether or not an overview of the amendments would suffice or if an exact accounting of each amended word was necessary.

Ms. Haas said she has only sent the corrected minutes to Mari Szyal for posting on the City of Redding's website, but would look at them again and make certain they were indeed correct.

Ms. Cleckler passed out the December newsletter from the Friends of the Intermountain Libraries (F.O.I.L.) and pointed out that the Friends book store would be open only on December 5 & 6. They are also holding a Holiday Raffle on December 18, 2008 and a bake sale on December 15 - 18, 2008. Ms. Cleckler also advised the committee that the Friends of the Intermountain Libraries has raised approximately \$650 during their October - November book sale.

Ms. Jelavich mentioned to the Committee that everyone needs to renew their e-script (electronic script) subscriptions each year. Stores such as Safeway and Amazon offer e-script programs where one can designate that monies raised through those purchases be designated for the Library. There was a discussion as to how the Library could make its customers aware of this fund raising program. There was also some discussion of disseminating the e-script information through a newsletter or press release. Chair O'Lea said she was looking forward to the final Customer Survey report in January. The number one complaint that Chair O'Lea receives regards the smoking on the Library campus. Chair O'Lea asked that the Committee put creating the Library as a non smoking campus on the agenda in the beginning of the new year. There was a discussion about putting up some type of marker so that the smoking public would be aware of the 60 foot *no smoking* zone. Some Committee members felt that would not help. Ms. Niemer pointed out that the smoking at the Library entrance has been greatly reduced and thought that the committee had agreed to give it a one year trial. Director Erickson relayed her recent experience when there was a group of ten people smoking near the Library entrance and she had to ask them to leave quoting the smoking ordinance. Director Erickson has also enlisted the help of the Library staff in asking smokers to move 60 feet away. Bottom line, the general consensus is that between the smoking, the litter and the constant monitoring, smoking is still an ongoing problem. Ms. Niemer has agreed to take another look at the situation. Chair O'Lea had received an email from Ms. Grossman regarding a current grant for Libraries that involves the participation of the City Manager. Ms. Niemer responded that this information has been forwarded to her from a number of sources and she is looking into it.

10. Adjournment

The Committee adjourned at 5:30 p.m.