

# SHASTA PUBLIC LIBRARIES

## CITIZENS ADVISORY COMMITTEE

Redding Library Community Room, 1100 Parkview Avenue, Redding, California

March 4, 2009

### MINUTES

#### 1. Roll Call:

The regular meeting of the Library Advisory Committee was called to order by Chair Peggy O'Lea at 4:05 p.m. on Wednesday, March 4, 2009, with the following Committee Members present: Steve Brewer, Connie Cleckler and Elaine Grossman. 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 present were Ms. Janet Albright, Director of Learning Resources at Shasta Community College, Mr. Jim Ceragioli, President of the Friends of the Shasta County Libraries and Mr. Shannon Hicks from Security One Lending.

#### 2. Public Comment:

Mr. Hicks asked if he could address the Committee regarding his letter to the Library Advisory Committee and to Kim Niemer.

Ms. Niemer said that this is the time for public comments, but that the Committee would not take any action on his comments today; rather, the Committee may decide to put this on a future agenda for further discussion.

Mr. Hicks then addressed the Committee regarding the meeting room policies. He has been holding his educational seminars at the Library since its opening two years ago. At times it was warranted to reserve a larger room like Community Room A. Of late, with the economic downturn, attendance at his seminars is down and the Foundation Reading Room would provide a smaller, more intimate venue. Mr. Hicks suggested that the Committee consider allowing the for-profit segment of the community to use the Reading Rooms and pay an appropriate fee. Mr. Hicks thought this could be another possible revenue stream for the Library as well as address the needs of the small business community.

Director Erickson said that the Library's public rooms are in extremely high demand. For the months of January and February there were 376 reservations for the various rooms. Also, the Foundation Reading Room is one of the most popular rooms.

Mr. Brewer asked if the for-profit organizations can use only the Community Rooms for a fee. Ms. Erickson answered in the affirmative.

Ms. Niemer agreed with Director Erickson that there is a very high demand for these rooms and the use of public spaces is a key issue for both the Library and the City of Redding.

Director Erickson added that the three reasons the Library has been able to accommodate such a huge demand is because: 1) there is a room policy in place that is clear and easy to understand, 2) there is an automated system to facilitate the reservations and 3) the Library has someone in place to oversee the reservations and knows how to assist the different groups and variety of requests.

Chair O'Lea assured Mr. Hicks that the Committee had substantial discussions about this issue when the room policies were under review. Due to the popularity of the Reading Rooms and the large number of nonprofit organizations requesting these spaces, the Library Advisory Committee recommended that the current policy remain in effect and that they would review the meeting room policy in the Fall to determine how well it continued to serve both the public and the Library staff.

Mr. Hicks thanked the Committee for their time and consideration.

### **3. Consent Calendar:**

#### **a. Corrections made to Minutes from meeting held: February 4, 2009**

Mr. Brewer asked for a correction on page 5 under Committee Comments, second paragraph, second sentence to read: "He suggested they be emailed to [anewscafe.com](mailto:anewscafe.com) in order to be placed on their events calendar as well."

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

Ms. Cleckler made the motion to approve

Second: Ms. Grossman

Ayes: All

Absent: Ms. Jelavich

Chair O'Lea stated motion carried.

### **4. Fines and Fees:**

Director Erickson said she had done some further research on the Library's fines and fees and wanted to address the Committee's questions from last month's meeting. The Library does charge its customers the actual replacement cost on lost items plus a \$10 processing fee.

The daily late fee is .20 per day per item up to a maximum of \$5.00. Since the Library is classified as a Universal Borrower in the North State Cooperative Library System, the Library should not be charging an out of area fee to California residents.

Ms. Cleckler asked that the nonresident policy be corrected on the Library's website.

Director Erickson suggested two revisions for collecting fees for service at the Library.

Currently the Library only charges .10 for an obituary search. These can become extremely

time consuming, especially if the obituary is pre-internet. Director Erickson would like to see the fee more in line with the actual cost of the service rendered. Ms. Niemer suggested the Library use the Genealogy group to assist with pre-internet obituaries and that the Library should still have a fee for that service.

The same is true for proctoring tests. The Library does not charge for this service at this time. It is also a time consuming service requiring the supervision of the person taking the test by a qualified staff member.

Chair O'Lea suggested we research how much other libraries charge for this service.

Ms. Niemer suggested doing a cost analysis of the service provided based on the salary of the staff member qualified to do the proctoring, and devise an hourly rate.

Ms. Albright stated that Shasta Community College only provides this service free of charge for its own students. Ms. Albright suggested staff contact the Assessment Center at Shasta Community College to find out what they are charging for proctoring tests.

Ms. Niemer added this is a good time to research Library fees since any changes or additions would be made by the Redding Municipal Library Board of Trustees in July 2009.

## 5. Technology:

Director Erickson began the discussion on Library Technology by telling the Committee how fortunate the Library is to have Greg Vogt as our Automation Manager. Not only is he extremely knowledgeable but was also quick and efficient in uploading and applying the Microsoft patch resolving a recent computer software security problem.

An IT staff member is linking customer email addresses to the Library's *What's Happening* page in *BookLetters*.

The Library is placing RFID tags on material for the Burney and Anderson branch Libraries. The RFID tags enable staff to use the automation system to identify books and route them to the proper Library.

The Library is still working on a process to allow customers to pay for materials and fines with a credit or debit card.

In April the Library will do a catalogue clean up eliminating records of materials the Library no longer owns.

The Redding Library has also acquired a low vision scanner which is located on the second floor.

Chair O'Lea asked if there was a technology replacement plan.

Ms. Niemer said that there is \$50,000 kept in the equipment account for just such a need.

## 6. Programs:

Director Erickson gave the Library Advisory Committee an overview of the Spring programs being offered at the Redding Library. On March 3, 2009, the Library held its *Musical Tuesdays at the Library* event with a local group called *Manzanita*. There were approximately 60 attendees.

On Saturday, March 7, the Redding Library will host the *Carnival of Chaos Comedy Show*, in celebration of the Redding Library's second anniversary in the new facility. There is a full program of computer classes scheduled for the public as well as a *Computer On-Line Safety Class* on March 27, presented by the Redding Police Department. AARP is at the Redding Library three days a week until mid April offering tax assistance. The *Unveiling of New Public Art* will be held on March 20 at 3:30 p.m. followed by a talk with the artist, William W. Mueller at 7:00 p.m. The Library has also scheduled several "*Talks with the Author*". The first one will be held on March 28 with Franz Wisner, then on April 25, with Robert Hirst and on April 29 with Molly Gloss. The Library has partnered with the Shasta Coalition on Health and Nutrition to sponsor three *Healthy Monday* events. Staff is busy planning both the Youth and Adult Summer Reading Programs. The kick-off date for these programs is June 23rd. The March, 2009, *North State Parent* magazine featured articles on our *PoemCrazy*, the first 2009 Redding Library *Summer Reading Program*, the *Teen Writers Group* and the *Carnival of Chaos Comedy Show*. Program and event information can be found on the Library's website: [www.shastalibraries.org](http://www.shastalibraries.org).

Chair O'Lea asked if the Library has received an increase in requests for resume making and business resources.

Ms. Niemer suggested having a discussion with the *Smart Business Resource Center* regarding employment resources. There may be other organizations already offering such classes that are better suited to provide this service. Perhaps the people from SMART would be interested in hosting a business resource class at the Library.

## **7. Director's Report and Statistics:**

Chair O'Lea thanked Director Erickson for another very thorough report and asked the Committee if they had any questions.

Ms. Cleckler asked if Director Erickson lists the names of the persons making donations to the Library in her report. Ms. Erickson explained that the donors and donations listed were not comprehensive, but were included as examples of various types of donations the Library receives.

Ms. Erickson reported that staff has been working hard to market Library services. Those efforts are paying off. For example, the *BrainFuse* data base had 143 sessions in January 2009. An upgrade of this service includes homework help in foreign languages.

Director Erickson will attend a conference in Southern California. It is the California Library Literacy Services Orientation for New Directors.

The Library also applied for and received a stipend for a workshop on March 19 and 20, 2009, held by the Basic Education North West Regional Institute. Director Erickson will send Literacy Coordinator, Marilyne Odegard and Outreach Coordinator Megan Owens.

Director Erickson is working with staff on the Library "Wish List" to present to the Shasta Library Foundation and Friends of the Shasta County Libraries.

Ms. Niemer added that the new sculpture will be installed in front of the Redding Library on March 18, 2009. The dedication will be held on March 20 at 3:30 p.m. in front of the Library. It is scheduled to coincide with the Library's *Fine Arts Friday*. The Artist's talk will begin at 7:00 p.m. in the Community Room. The back lighting and landscaping will be finished at a later date.

Ms. Niemer reported that she is working with Director Erickson on the annual Library report to be brought before the County Board of Supervisors on Tuesday, March 24, 2009. She is also negotiating the contract for the Library's vending machines and working with the Friends of the Shasta County Libraries (FOSCL) on an oversight agreement for these machines. In return, FOSCL would receive the financial return on the machines with half of these funds directed to the Literacy program.

Ms. Niemer also updated the Committee on the status of a proposed crosswalk on Parkview Ave. Since there is no traffic signal it would not be safe to simply paint a crosswalk on the pavement. This would necessitate a more expensive crosswalk with flashing lights. There is currently a project under review to downsize Parkview Ave. to a three lane street, one lane in each direction and a center turning lane. There is an upgraded crosswalk in that project, which is about two years out.

The project for the two sidewalks for the Library and the pathway to the Children's Garden are currently out to bid and the *No Smoking* stencils for the Library parking lot will be done shortly.

#### **8. Committee Comments:**

Chair O'Lea commented that the Architect of this Library had really sold them on the idea of carpet tiles. They claimed they were durable and could easily be replaced in case of damage. Instead the carpet tiles have been a consistent and ongoing problem. Chair O'Lea asked if the City Of Redding had any recourse at this point. To address this situation the City of Redding has purchased new chairs that slide much easier across the floor, and they are replacing the damaged carpet tiles. The chairs arrived at the Library yesterday and have been put in place. Mr. Brewer asked what was done with the old chairs to which Ms. Niemer replied that they were taken to City Hall.

Ms. Cleckler made a request for a new computer and printer for the Burney Library. Ms. Niemer suggested we take a computer from the Redding Library and give it to Burney and then replace that Redding computer.

#### **9. Adjournment:**

The Committee adjourned at 5:40 p.m.