

# APPROVED

## MINUTES

### Library Advisory Commission (LAC)

June 25, 2008

Council Conference Room

250 Hamilton Avenue

7:00 p.m.

**Commissioners Present:** Sanford Forte (Vice Chair), Leonardo Hochberg, Valerie Stinger (Chair), John Stucky, Susan Thom

**Commissioners Absent:** Robert Redfern-West

**Staff Present:** Diane Jennings, Cornelia van Aken, Evelyn Cheng

**Council Liaison:** Sid Espinosa (7:45)

CALL TO ORDER – Chair Stinger called the meeting to order at 7:03 p.m.

ORAL COMMUNICATIONS – None

AGENDA CHANGES, REQUESTS, DELETIONS – None

### BUSINESS

1. Approval of draft minutes of Special Meeting on May 22, 2008.

- Without corrections, Thom moved to approve minutes of Special Meeting on May 22, 2008. Stucky seconded. Minutes were approved unanimously.

2. Presentation of and direction on draft report, “Analysis, Evaluation and Recommendations for Materials Handling System and RFID at Palo Alto City Library” – Lori Ayre, Principal Consultant, The Galecia Group

- Jennings introduced Lori Ayre, Principal Consultant of The Galecia Group and gave a brief background about the process for doing the analysis and evaluation for automatic materials handling (AMH) system and Radio Frequency Identification (RFID) at the Library.
- Jennings referred to the recommendations in the July 2007 Office of the City Auditor’s Audit of Library Operations, which are to expedite RFID implementation, assess the workload associated with circulation and materials handling, and examine new technologies and services. Ayre was contracted in response to the audit recommendations and to update a 2006 feasibility study on RFID and AMH.

- Jennings added that Ayre worked with the Library's Citizen Technology Advisory Group, and Library staff Mary Minto, Division Head of Collection and Technical Services, Martha Walters, System Administrator, and Rose Sebastian, Supervising Librarian. Jennings thanked the group for their work, for providing feedback and pertinent statistical data.
- Ayre's draft report describes some challenges that the Library is facing – there is more demand for library material than ever before and to make these available quickly and conveniently.
- Some report highlights include a comparison of manual circulation and materials handling tasks that are currently performed by library staff and what can be done with self service or automation, the costs to prepare for AMH, and the return on investment and payback period.
- The recommendation is for the Palo Alto Library to proceed with RFID tagging of its entire collection and then have AMH systems designed that would be appropriate for the Main, Mitchell Park and Children's Libraries.
- Ayre added that AMH systems, in combination with RFID, create improvements system-wide for both the staff and the public, reducing manual tasks in a meaningful way.
- Stinger recognized (1) Jeff Levinsky, 1682 Hamilton Avenue and (2) Bob Moss, 4010 Orme Street, from the audience. Both Levinsky and Moss spoke about the projection of costs for the recommended system and commented on the report's projected numbers for future circulation.
- Jennings introduced Mary Minto and Tom Rindfleish, member of the Library's Citizen Technology Advisory Group, from the audience. Minto spoke about the Library's current practice of placing barcodes in materials. Rindfleish said that he too was concerned about the financial costs for the recommended systems, but after doing some analyses, found that AMH is a decent investment since libraries are customer service organizations and the primary benefit is in improved customer service.
- Discussion followed with members of the LAC providing comments and observations, asking questions/clarifications on the report's findings and recommendations and the timing for an AMH system in Palo Alto.
- Ayre said the LAC's comments and recommendations will be included in the final report.
- Jennings said the final recommendations on RFID/AMH would come after the other technology innovations were considered by the Library's Citizen Technology Advisory Group.

- Stinger expressed the LAC's appreciation to Ayre for her presentation and thorough work.

### 3. Update and discussion on Community Outreach

- Jennings provided an update on the City's outreach process:
  - Over 600 responses to the first mail-in survey have been received.
  - The telephone poll was completed this week. A copy of the questionnaire was provided to the Commissioners.
  - At the July 7 Council meeting, the polling results will be presented as well as additional operating costs for the library and community center facilities project.
  - A second mailer will be sent after July 7 to update the community about City Council's decision and direction on the November ballot.
  - Recent and upcoming presentations to neighborhood associations include:
    - June 11 – Downtown South Neighborhood Association with Mayor Klein as presenter
    - June 18 – Crescent Park Neighborhood Association with Michael Hall of the Library Foundation as presenter
    - August 19 – League of Women Voters' annual ice cream social with Mayor Klein as presenter

### 4. Update on College Terrace Library Capital Improvement Project

- Jennings gave an update on the College Terrace Library Capital Improvement Project:
  - Due to ongoing discussions on how to address the seismic bracing issues of the building, the current estimate for the College Terrace Library closing has been rescheduled from September 2008 to Spring 2009.
  - A study and analysis of the building shows that the large eucalyptus tree next to the building is not healthy and should be removed.
  - During construction, the daycare will be relocated to a portable on the empty lot beside the Library.
- Jennings added that the Library will have to reallocate funds in the 2008-2009 budget to adjust to the later closing date for College Terrace.

### 5. Board Effectiveness Workshop

- Stinger confirmed that the LAC will receive the Board Effectiveness Training workshop presented by the California Association of Library Trustees and Commissioners (CALTAC) on Saturday, July 12, from 9 a.m. to 12 Noon, at the Fireside Room of the Lucie Stern Community Center.

### 6. Cancellation of Regular Meeting of July 24, 2008

- Stinger said it would be essential for the LAC to hold a Special Meeting immediately following the July 7 Council meeting to allow the Commission to

promptly respond to the polling results and Council's direction on a November bond election.

- Thom moved

“that the LAC cancels the Regular Meeting on July 24 and meet instead on July 10.”

Hochberg seconded. Motion passed unanimously, 5-0.

- Any Agenda items for July 24 will be moved to the meeting on July 10. The public will be duly notified of the change in meeting dates.

#### LIBRARY DIRECTOR'S REPORT

1. The Mayor will hold a press conference at 10:00 a.m. on Thursday, June 26, to introduce the new City Manager.
2. Staff has determined that there was not a large enough pool of qualified candidates for the Supervising Librarian position to replace Marilyn Gillespie and will repost the job at the City's website and the American Libraries Association's Jobsite.
3. City Council approved the Library's 2008/2009 Budget on June 9, and decided not to permanently cut the half-time Senior Librarian position. Jennings added that the Library's proposal to increase inter-branch delivery by adding a Saturday delivery did not move forward into the City Manager's proposed budget, given the City's financial situation.
4. Staff hopes to have a consultant for the Library Technology Plan hired later this summer.
5. The CA State Library has agreed to fund a two year pilot to bring Bibliocommons up in a small number of California libraries, including Palo Alto. Bibliocommons is a product designed by the Canadian company as an interface to the library's web catalog using social networking concepts. Jennings will arrange a demonstration at a future LAC meeting.
6. Van Aken introduced Michelle Hyde, Library's summer intern, from the audience. Hyde will be evaluating library training operations and training needs. Jennings added that summer internship is one of the City Manager's initiatives to encourage college students' interest in government jobs.
7. The Library's application for a State grant to develop a series of programs for boomers will be submitted this month. The Library will partner with Stanford University on this grant.
8. Summer Reading Program sign-ups started early this year and offers online registration - 1,200 youth have already signed up.
9. Main, Mitchell Park and College Terrace Libraries had to close by mid-afternoon due to heat several days in the last few weeks.

10. Downtown Library's new Accounts desk, paid for in part by the Friends of the Palo Alto Library, has been installed.
11. One application was received for the LAC's vacant seat previously held by Karen Dreyfus.

#### OTHER REPORTS

##### Commissioner Reports and Questions

1. Thom attended the Library Foundation's Board June meeting and related some of the highlights:
  - The Foundation donated \$5,000 to the "Better Libraries for Palo Alto" campaign and intends to raise at least \$5 million over the next five years to help furnish the libraries.
  - Foundation Board Members, Mary Jean Place and Kathy Miller, and Ellen Wyman of the Friends of the Palo Alto Library, were recognized by the Palo Alto PTA Council for their leadership in fundraising efforts for Children's Library.
2. Adam Howard, Coordinator for the Youth Council, advised Hochberg that the Youth Council will meet in August to start discussion of the issues they will focus on for the new school year, and the Library/Community Center building project will be considered.

##### Council Liaison's Report:

Espinosa said that the polling results that will be presented to City Council on July 7 will reflect what the community feels about libraries. He added that Council may want to hear from the LAC to find out what the Commission's response will be to guide Council in its decision. Stinger said she will represent the LAC.

#### COMMENTS AND ANNOUNCEMENTS - None

AGENDA for meeting on July 10, 2008:

The items suggested for the meeting are:

- Polling results
- Follow up discussion with Youth Council

Forte moved to adjourn.

THE MEETING WAS ADJOURNED AT 9:17 p.m.