

APPROVED

MINUTES

Library Advisory Commission (LAC)

April 25, 2013

Council Conference Room

250 Hamilton Avenue

7:00 p.m.

Commissioners Present: Leonardo Hochberg, Eileen Landauer, Bob Moss,
Mary Beth Train

Commissioners Absent: Theivanai Palaniappan

Staff Present: Monique le Conge, Evelyn Cheng

CALL TO ORDER – Hochberg called the meeting to order at 7:10 p.m.

ORAL COMMUNICATIONS – None

AGENDA CHANGES, REQUESTS, DELETIONS – Under Other Reports/Commissioners Reports and Questions, Landauer will report on the Mitchell Park Opening Celebration Steering Committee meeting that she attended on April 25.

BUSINESS

1. Approval of draft minutes of Regular Meeting on March 28, 2013.
 - With corrections, Train moved to approve minutes of Regular Meeting on March 28, 2013. Landauer seconded. Minutes were approved.
2. FY2012 City Performance Report
 - Hochberg introduced James Pelletier, City Auditor, who gave an overview of the Office of the City Auditor and discussed highlights of the FY2012 City Performance Report and results of the National Citizen Survey 2012.
 - Pelletier gave a brief background of the Office of the City Auditor's (OCA) core products and services, and its goal to help the City achieve strategic, operational, reporting and compliance objectives as well as to recommend improvements to the effectiveness of the City's processes.
 - The Performance (Service, Efforts and Accomplishments or SEA) Report provides information on spending, staffing and workload and multi-year historical comparisons and is designed to be used by elected officials,

management, and the public as additional information for community planning, resource allocation, program improvement, and policy making.

- Pelletier said the report has new features for quick and simple access to data, and a visually appealing layout that still includes all of the data presented in past reports.
- The National Citizen Survey is conducted by the National Research Center (NRC) in coordination with the International City/County Management Association (ICMA). The survey is sent to 1,200 Palo Alto households in August and has three components: survey results for Palo Alto, geographic subgroups comparison (north and south Palo Alto), and benchmark comparisons to approximately 500 jurisdictions throughout the U.S.
- Pelletier said survey results are statistically valid and indicate that residents continue to generally give favorable ratings to the quality of Palo Alto as a community and to the quality of services offered by the City. Citywide, per capita spending is up compared to other jurisdictions and authorized staffing is down.
- Yuki Matsuura, Senior Performance Auditor, who worked with Library to do the chapter on the report, covered the highlights for the department, i.e. a 26% increase in volunteer hours, a 16% increase in number of teen programs in response to Council's FY2012 Top 5 priority of community collaboration for youth health and well-being. Citizen Survey results show "Excellent" or "Good" public library service ratings, neighborhood branch libraries and for variety of library materials.
- Matsuura said the department attributes a fluctuation in the average number of checkouts and/or branch hours open to facility closure(s) for renovation and re-opening of library buildings.
- Discussion and questions followed, with Commissioners providing comments/suggestions, and asking questions about the statistical data collected, benchmark targets, as well as the timing of the Survey and the Performance Report each year.
- Pelletier said the Library Department has been very helpful in explaining data and a pleasure to work with. Both reports are available online on the city website.
<http://www.cityofpaloalto.org/gov/depts/aud/reports/accomplishments.asp>.
- Moss said Auditor's Office is well regarded by the community; Hochberg thanked Pelletier and Matsuura for their presentations.

3. Policy Discussion: Circulation and Read & Return Service

- le Conge gave a brief introduction of the “Read & Return” service that Library has hosted for a number of years but has been slowly eliminated recently as branch libraries prepare to close, move and reopen, and other influencing factors (i.e. statistics, staff/supplies costs, Automated Materials Handling).
- The “Read and Return” program is where library customers browse, pick titles they found interesting, and take paperback books selected from those donated to the library, on their way to the Friends of the Library (FOPAL) book sales. There is no due date, no way to track how many are taken out or returned, how many items held, or how many people use the service.
- le Conge said that some library customers want this service to return, either in its full form or some modified version. Staff is requesting guidance from the Commission on a policy decision regarding this service aspect, since the LAC has placed greater emphasis on statistical data over the past couple of years.
- Discussion followed, with members of LAC asking questions about this service (how it works, impact on staffing, associated costs, etc.) and providing feedback on whether to resume, modify or eliminate the program.

- **MOTION:** Moss moved to

“That the LAC go with Plan B, the intermediate option, to continue with the program with volunteers only and re-examine in 3 months, and if there is significant staff impact, to discontinue the program.”

Motion failed for lack of a second.

- **MOTION:** Hochberg moved, seconded by Moss:
“The LAC will revisit the ‘Read and Return’ issue once Mitchell Park opens, bring back for discussion either to restart or have FOPAL take over a version of the program at the Mitchell Park Library, offering free or cheap books.”

Landauer made amendment to Motion to include

“..in the interim, to eliminate this service for now.”

MOTION as Restated:

“The LAC supports the elimination of the ‘Read and Return’ program but will revisit the issue once Mitchell Park opens and

bring back for discussion, either to restart or have FOPAL take over a version of the program at the Mitchell Park Library, offering free or cheap books.

MOTION passed, as amended, 3-1 (Train opposing).

- leConge said that FOPAL has an alcove area in the new MP Library but there is no dedicated space at the Main Library. le Conge will look into building a gondola similar to what is currently at Downtown Library.

4. Presentation for May 20 LAC Joint Meeting with City Council

- le Conge said the Mayor had a concern that the agenda for May 20 is already full and suggested rescheduling the LAC Joint Meeting with City Council. le Conge will follow up with the City Clerk's Office and confirm with the Commission.
- Train and Landauer worked on modifying the presentation, focusing on the Commission's priorities for advocacy and combining statistical data on Palo Alto Library.
- Landauer said the intention was to trim down the presentation and come out with a concise presentation that can showcase what the Library is doing and the way it is measuring against benchmarks.
- Commissioners discussed the revised draft presentation, giving comments and suggestions; Moss suggested including charts from the Performance Report to emphasize that Library is doing a good job and how customers appreciate and value its services.
- Train offered to do the presentation at the Joint Meeting with City Council.

LIBRARY DIRECTOR'S REPORT

- Le Conge gave a written report on recent library activities of interest in April and included updates on the Guy Miller Archives with the Palo Alto Historical Association (PAHA), with temporary location at Room H5, Cubberley Community Center.
- Main Library will close on April 30 with an Aloha Party from 3-5 p.m., and making good progress for moving out.
- Temporary Main Library will open on May 3 at the Art Center Auditorium, with a leased collection funded by the Friends of the Palo Alto Library.
- Also provided: Library's FY2013 3rd Quarter Statistics collection, e-mails/comments from Urban Libraries Council, a collection development list-serve, noticing trends in urban collection statistics.

OTHER REPORTS

Commissioner reports and questions:

- Landauer attended the Mitchell Park Library and Community Center (MPL&CC) opening celebration planning event held on April 25 at the Lucie Stern Community Center and gave a brief report on the meeting. The Steering Committee will help envision how to celebrate this occasion for the community. Landauer will represent the LAC in future meetings.
- Train attended the Palo Alto Library Foundation (PALF) Board Meeting on April 9 and shared some of the highlights of the meeting. Discussions include the Foundation's position in the future.
- Moss shared an article on *Recognizing Librarians* from the March/April 2013 issue of Standardization News, a publication of American Society for Testing and Materials (ASTM) International.

COMMENTS AND ANNOUNCEMENTS

The LAC will not meet in May; the next meeting will be held on June 27, 2013.

AGENDA for meeting on June 27, 2013:

The items suggested for the meeting are:

- Welcome New Commissioner
- Status of Mitchell Park Library Building Project
- Feedback on Temporary Main Library
- FY2014 Library Budget
- New Date for LAC Joint Meeting with City Council

Train moved to adjourn.

THE MEETING WAS ADJOURNED AT 9:20 pm.