

**MINUTES**

**Library Advisory Commission (LAC)**

**August 25, 2016**

Community Meeting Room, City Hall  
250 Hamilton Avenue

**Commissioners Present:** Sheena Chin, Doug Hagan, June Loy, Don McDougall, Bob Moss

**Staff Present** : Monique le Conge Ziesenhenné, Diane Lai, Alex Perez, Christine Pennington, Jungwon Yoon, Evelyn Cheng

CALL TO ORDER – Chair Loy called the meeting to order at 7:00 p.m.

ORAL COMMUNICATIONS – David Carnahan, Deputy City Clerk, spoke about Fall recruitments for vacant positions in various Boards and Commissions (Historic Resources Board, Parks and Recreation Commission, Planning & Transportation, Storm Drain Oversight Committee). All applicable terms will end on December 15, 2016.

AGENDA CHANGES, REQUESTS, DELETIONS – None

**BUSINESS**

1. Approval of draft minutes of Special Meeting on June 16, 2016.
  - Without corrections, minutes of the Special Meeting on June 16, 2016 were approved.
  
2. Presentation: Harwood Public Innovators Lab
  - Diane Lai, Head of Information Technology and Collections Division, introduced members of her group who attended the Harwood Public Innovators Lab for California public libraries, May 25-27, 2016, in Sacramento: Ryan Hess, Senior Librarian; Jungwon Yoon, Librarian, Christine Pennington, Youth Services Librarian, and Nadya Chuprina, Public Art Program Assistant. (Hess and Chuprina were not at this meeting.)
  
  - The Harwood Institute for Public Innovation is a national organization that teaches and coaches people and organizations to solve pressing problems and change how communities work together.

- The Public Innovators Lab is a 2.5-day immersion in the Institute’s core approach to change. Participants learn how they can use the Harwood framework to start changing the way they and their organizations or community teams work so that their efforts become more effectively rooted in the context of their communities.
- Lai said Harwood’s foundational idea is for one to turn outward to (1) understand community, (2) develop the conditions necessary for change, (3) decide on the right path and (4) create an action plan.
- The group applied what they learned from the workshop and asked “What would make a better Palo Alto?” which facilitated conversations with the community and a new understanding of community life.
- Members of the LAC gave comments, asked questions about the Harwood Lab experience, and agreed that this is a good tool to get communication going with the community.
- Ziesenhenne said links to the full documentation of the Harwood Institute materials - Lab Guide used at the training and videos from the lab – are provided on the LAC webpage at <http://www.cityofpaloalto.org/civicax/filebank/documents/53595>
- Ziesenhenne added that more community sessions are being planned, starting off with “3D printers, Creativity and Sustainability” in September. These conversations with the community will help with the next reiteration of the Library’s Strategic Plan.

### 3. College Terrace Library and Neighborhood

- Ziesenhenne introduced Alex Perez, Manager, Rinconada, College Terrace and Downtown Libraries, and Circulation Services.
- Perez gave a brief background of the College Terrace Library (history, open hours, collections, services), the surrounding neighborhood, and its usage in context and comparison by age group, material type, program attendance, as well statistical highlights and comparisons.
- Discussion followed with Commissioners providing comments and asking questions/clarification on usage, circulation counts, marketing strategies and direction to meet future needs, if any, i.e. Stanford expansion.
- Ziesenhenne said staff is looking at new opportunities to identify non-users. Perez said the Library will continue to monitor available data and feedback from the College Terrace community;

### 4. October 4, 2016 (new date) LAC Study Session with City Council

- Loy and McDougall met with the Mayor on August 19 to plan the agenda for the October 4 Study Session with Council, and shared notes taken from this meeting with the LAC.
- Potential topics of discussion include
  - Summary of Library Services data (Collections and Visitors, Programs and Attendees)
  - Summary of Library/LAC involvement
  - Recommendations for Council support
- Loy prepared draft of the Powerpoint presentation for comments and review; Commissioners gave feedback, suggestions and asked questions/clarification about the Library's foreign language collection, digital resources, library grants, including support from the Friends of the Palo Alto Library (FOPAL).
- Ziesenhenne said while other grants are not guaranteed, FOPAL supports all programs offered by the Library. Staff will provide LAC with the 2015/16 budget given by FOPAL.
- McDougall encouraged the Commissioners to contact their Council buddies to get additional feedback and share the work of the LAC and Library.
- Loy will work with Ziesenhenne to revise the PowerPoint slides and include comments and suggestions from the LAC. Staff will send revised presentation to the Commissioners for review/comments.

#### LIBRARY DIRECTOR'S REPORT

- Ziesenhenne gave a written report on recent library activities of interest in July/August, including a report on usage of library digital resources in June and July.
- A similar (monthly) report, with more pages and more illustrations, was at places, for the LAC's review. Ziesenhenne asked Commissioners for feedback on this new format. The goal is to provide a more comprehensive report in advance of the LAC packet.
- Annual statistics (July 2015-June 2016) were also provided at places: branch visits and collection size increased, checkouts down 6.6%. The Library's stats on the City's Open Data site will be updated as well.
- An internal Data Analytics Committee was recently created to look at data and provide data analysis for the Library, and come up with ideas about how Library can present data effectively in the future.

## COMMISSIONER REPORTS AND QUESTIONS

The LAC asked for an update on 3D printers; Ziesenhenné said the 3D printer will be available for the public at Rinconada Library in September.

## COMMENTS AND ANNOUNCEMENTS

AGENDA for meeting on October 27, 2016:

- Project Safety Net
- Library Volunteer Program
- Debrief: October 4, 2016 LAC Study Session with City Council
- Library Marketing Program (December)

THE MEETING WAS ADJOURNED AT 9:50 p.m.