

## MINUTES

### Library Advisory Commission (LAC)

#### REGULAR MEETING

October 25, 2018

Community Meeting Room, City Hall  
250 Hamilton Avenue

**Commissioners Present:** Sheena Chin, Doug Hagan, Bob Moss, Amy Murphy,  
Brigham Wilson

**Commissioner Absent:**

**Council Liaison** : Karen Holman

**Staff Present** : Josh Martinez, Gayathri Kanth

CALL TO ORDER – Chair Hagan called the meeting to order at 7:00.

ORAL COMMUNICATIONS – None.

#### AGENDA CHANGES, REQUESTS, DELETIONS –

- Chin wanted to know why the Election Item was the last item on the agenda. Martinez explained that Staff wanted to give a little time, in the beginning, to make sure that Commissioners who were late could vote.
- Moss announced that the California Library Association was having a conference in Santa Clara next month. He wanted an item to be added to the agenda discussion who would attend that meeting. Hagan suggested discussing that under comments and announcements.
- Council Member Holman stated that she hoped the Commission would meet one more time in December.

#### BUSINESS

1. Approval of Draft Minutes of Special Meeting on August 23, 2018

- Moss noted the correction that the meeting was called to order at 7:00 pm and not at 8:00 pm. Moss moved to approve the minutes with the correction that he suggested, Chin seconded and the minutes for August 23, 2018, were approved.

## 2. Customer Satisfaction Survey

- Diane Lai, Division Head, announced that between April 9<sup>th</sup>, 2018 to April 21<sup>st</sup>, 2018 the library conducted a Customer Satisfaction Survey. She explained that the key objective was to ensure that the library understood what was important to customers. Five areas of focus for the survey were services, library staff, library programs, collections, and facilities. Staff had planned to do a survey for technology in the fall of 2018. The data was to be used for collection development, program planning, and Staff training.
- Five hundred and eight individuals participated in the survey. The data collected showed that 46 percent were users of the library for over 10-years, customers prefer to check out books over other resources the library offered, most survey participants had a high satisfaction rate of the libraries, and 377 participants answered that they were very likely to recommend the library to other community members. In terms of most enjoyed library collections, that included audiobooks, children's books, and international language books. Board books, language books, and DVDs were what people voted to have more of. Teen programs and story times were top of the list for existing programs people enjoyed. In terms of what programs people wanted to see more of, they wanted more adult programs. More parking and longer hours were the top choices on what would make a person's experience more enjoyable.
- Moss wanted to know how Staff was going to prioritize demands. Lai explained that looking at the data, collection materials and programs were the top priorities for community members. Finding funding for Staff training was the third priority that the library was focused on.
- Chin was happy to hear that more programs for adults were going to be implemented. Moss suggested asking local noble prize recipients and Stanford Professors if they would be interested in doing presentations at the libraries.

## 3. Update on BiblioCommons

- Ryan Hess, Library Services Manager/Digital Initiative, reminded the Commission that BiblioCommons was chosen because it had the function to separate audiences and materials that appealed to different people on the library's website. Also, BiblioCommons was mobile responsive so it was accessible on a laptop, phone, or tablet. Other benefits were that it was ADA compliant and the program was constantly improving.

- New user membership increased 1,300 a month, 275 ratings on the website per month, 348 customers added a book to their list to share with other people, and 4,206 books were added to the shelf's programs per month on the website.
- New programs being implemented or tested by BiblioCommons included FRDR display that categorized all forms that a book came in into one search list, Bay Area account integration meant one login for all libraries that used BiblioCommons, and BiliboWeb v3 would give the library the tools to customize the library's website more.
- Chin wanted to know about privacy in terms of logging in with one login to access other libraries. Hess explained that BiblioCommons did not collect data and the City investigated their security protocols and was satisfied with their findings.
- Hagan asked for more information on how often the website was used. Hess announced that web traffic was increasing.

#### 4. Library Summer Reading Program Summary Presentation

- Kanth highlighted that local artist Michael Slack was the illustrator for all the drawings that were associated with the Summer Reading Program. For the first time the Summer Reading Program was implemented in all the libraries. New events that were introduced for 2018 were coffee tasting 101, movie night at the library, College Terrace block party and the programs were well attended.
- In terms of how many people participated, the numbers included 2244 kids, 607 teens, 1151 adults, with a total of 4002 participants.
- Moss asked about attendance and how it compared to pass years. Kanth announced that there were big increases in all areas of the program.
- Chin asked if Staff had the data that showed which patrons were returning summer readers from previous years. Kanth stated that because of major changes to the program that data was not collected. Chin added that it was important to maintain that data going forward.
- Hagan suggested Staff put together a summer reading list or summer book club for teens.

#### 5. Election of 2018/2019 Chair and Vice Chair

- Chin nominated Moss for Chair, Murphy seconded the nomination, and the motion passed unanimously for Bob Moss to be Chair.

- Murphy nominated Chin for Vice Chair, Chair Moss seconded the nomination, and the motion passed unanimously for Sheena Chin to be Vice Chair.

## LIBRARY DIRECTOR'S REPORT

- August – September Monthly Report
- Kanth mentioned that the California Library Association Conference was taking place in Santa Clara. Also, there were invitations to all the Commissioners to attend a networking event taking place on that Friday of the conference.
- There was to be a second annual Diwali event taking place on November 10, 2018, between 2:00-5:00 pm at the Rinconada Library and the Art Center.
- The December meeting was to take place on December 20<sup>th</sup>, 2018.

## OTHER REPORTS

### Council Liaison's Report

- No report.

## COMMISSIONER COMMENTS AND REPORTS

- Chair Moss asked if any Commissioners were interested in attending the California Library Association Conference and he noted that there was existing funding that would pay for admission. Chin and Wilson announced that they were interested and wanted more information.
- Kanth told the Commission that they had the Pacific Library Association's new Strategic Plan and advised the Commission to review it.

## AGENDA FOR NEXT MEETING – December 20, 2018

- Murphy asked for a report from the Commissioner's who would be attending the California Library Association conference.
- Hagan suggested a presentation about the technology survey.
- In terms of addressing a letter that was received, Moss wanted verification on if there had been any disturbances in any of the libraries in the last couple of years. He wanted to see the monthly report for October and November.
- Chin asked for a presentation on how the partnership was going between the library and the school district.

THE MEETING WAS ADJOURNED AT 8:33 p.m.