

DRAFT

MINUTES

Library Advisory Commission (LAC)

SPECIAL MEETING

December 13, 2017

Community Meeting Room, City Hall
250 Hamilton Avenue

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

Council Liaison : Lydia Kou

Staff Present : Monique Ziesenhenné, Evelyn Cheng

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

ORAL COMMUNICATIONS –

- Nigel Jones, President of Friends of the Palo Alto Libraries, spoke to the Commission about FOPAL's 80th anniversary coming up next year and it's going to be celebrated in April.
- Moss stated that he thinks FOPAL has a strong connection to the community and is very appreciative of FOPAL efforts.

AGENDA CHANGES, REQUESTS, DELETIONS –

- Wilson requested that the Commission briefly discuss the Council buddy system and asked for advice on what the Commissioners have done with their Council buddy. Hagan suggested to bring it up during Commission reports and questions.

BUSINESS

1. Approval of Draft Minutes of Regular Meeting on October 26, 2017

- Without corrections, the minutes of October 26, 2017, Regular Meeting were approved.

2. FY2017 CA State Public Library Report and Statistics Output

- Ziesenhenne states that annually the California State Library collects data from all of the public libraries in California. All the data is sorted by population size. That information is uploaded to the Public Library data collection for national public review.
- Annual reports are not all the same, some things are added, some items have more priority, and it all depends on what the libraries have provided to the state library. The report also includes key questions from the state asking for information on what the architectural shape the library is in.

FY 2017 CA State Public Library Report

- One major change that the state library implemented is how to count electronic materials. For example, you only count the material if it was successfully downloaded.
- All the information is available on the State library website and it can be downloaded for review.
- Murphy asked for clarification on the salary information and if it was a bi-weekly number. Ziesenhenne voiced that no, it was a monthly salary.
- Ziesenhenne addressed Wilson's comment that the number that reflects registered patrons is not just Palo Alto residents, it includes residents and non-residents. Also, remote library cards that are issued for non-residential patrons expires in 90-days if the address is not verified with physical proof.
- In addressing Moss's concerns about why the reference question percentage went down so much from 2016 to 2017, Ziesenhenne states that the questions were counted wrong in 2016.

FY2017 Local Comparison and Library Service Level Analysis

- A comparison was shown on how Palo Alto Libraries compare to surrounding cities in FY2017. Redwood City and Palo Alto are most similar because of the number of library outlets and branches.
- Redwood City has a large adult literacy program and all the programs that fall under that category are counted individually. Thus, this makes the program numbers higher than Palo Alto.
- Hagan asked how virtual visits are calculated and Ziesenhenne explains that Palo Alto's virtual visits are the number of people who access the library's website.

Charts: Palo Alto Library Branch Visits, FY2005-2017;
Palo Alto Library Circulation, FY2005-2017

- Moss states that he notices that branch visits went way up versus the checkouts. The reason for that was because people are having more meetings and gatherings versus checking out items.
- Branch visits are calculated with the gate count so the number of people coming in.
- Ziesenhenne stated that some of the numbers are used for performance measures for the annual budget, some of the numbers are reported to the City Auditor, some things are given to the International City/County Management (ICMA) for their survey, and also to the Public Library Association (PLA).
- Ziesenhenne asks if the Commission thought the library was demonstrating and collecting the right data. Hagan voiced that he was most interested in the growth, circulation and overall attendance. Hagan also voices that he would be interested in learning more how eBooks are counted and the statistics around that area.
- Based on per capita use and statistics, Palo Alto City Library achieved a 4-star rating in the *Library Journal's* Index of Public Library Service 2017.

LIBRARY DIRECTOR'S REPORT

- Ziesenhenne talked about the presentation of the Korean book donation on December 5, and how 100 books were donated, that are written in Korean, for children and adults. Hagan and Moss voiced that they enjoyed the event and it was well attended.
- One gift that was received was a replica of a book titled *JIKJI*, that was published in 1377. The book is written in Chinese and is one of two volumes about Buddhism. The first volume is lost but the original second volume resides in France.
- The final project for the StoryCenter program that was funded by the California Listens grant was completed. The program taught participants how to tell a story using digital videos.
- Two half days were spent with the Staff doing a SWOT exercise to help form the next version of the Strategic Plan. 2017 is the end of the current plan and based on the LAC subcommittee recommendations, Staff is updating the Strategic Plan.

- This is the week of *Final Crams Night* where high schoolers come to use the libraries to study for their finals.

OTHER REPORTS

Council Liaison's Report

- Council Member Kou voices that there will be a realignment at the Board and Commission levels for Chair and Vice Chair elections. This is being discussed by Council at a later date. Also, Council Member Kou stated that she appreciates all the work that the LAC and Staff have done over the year.

Commissioner Report and Questions

- Wilson again asked the Commission what they have done with their Council buddies and if they had any advice for him to help him connect with his Council buddy. Hagan suggests to introduce oneself at City events. Ziesenhenne suggests to go to the Clerk's Office and they can help set up a meeting with the Council Member.
- Council Member Kou suggested that the Commissioners call their buddy and introduce themselves. Also, that it would be best to do it at the beginning of the year.
- Moss asked if there are any topics that need to be brought up to Council Member buddies. Ziesenhenne states that the main concerns are Staff can't find housing in Palo Alto and most people who are hired, move to neighboring cities to work because the salary there is higher. Also, that the libraries are very thinly staffed at the moment and possibly two or three more full-time staff members would be very beneficial.
- Ziesenhenne addresses Council Member Kou's question that library salaries range between \$4,143 per month for clerks, all the way up to Senior Librarian who make \$6,718 per month. Council Member Kou voiced that housing is on the list for prioritization for the City Council to look at.

COMMENTS AND ANNOUNCEMENTS – None.

AGENDA FOR NEXT MEETING – February 22, 2018

- Ziesenhenne voiced that there may be a draft available at the February meeting on the new Strategic Plan.

- Moss wants to discuss the budget process but Ziesenhenne voiced that the budget process has already started. The main message that was given to the budget planning is that there would be no improvements in staff employment and there possibly could be some recuperation of funds from the material budget that got cut last year.

THE MEETING WAS ADJOURNED AT 8:04 p.m.