

MINUTES

Library Advisory Commission (LAC)

June 16, 2016

College Terrace Library  
2300 Wellesley Street

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

**Commissioners Absent:** Doug Hagan

**Staff Present** : Monique le Conge Ziesenhenne, Gayathri Kanth,  
Jenny Jordan, Gina Martinez, Evelyn Cheng

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

ORAL COMMUNICATIONS - None

AGENDA CHANGES, REQUESTS, DELETIONS – None

BUSINESS

1. Approval of draft minutes of Special Meeting on April 28, 2016.
  - Without corrections, minutes of the Special Meeting on April 28, 2016 were approved.
2. Election of 2016 LAC Chair and Vice Chair
  - McDougall nominated Loy as Chair, seconded by Moss; Loy nominated McDougall as Vice Chair, seconded by Moss.
  - Loy and McDougall were elected as 2016 LAC Chair and Vice Chair respectively.
  - Ziesenhenne and Commissioners thanked Chin for her efforts as Chair this past year and support in making the Library more visible to the Chinese community in the Bay Area.
  - Loy congratulated Chin and Moss on reappointments to serve as a Library Advisory Commissioner. New term begins June 1, 2016 until May 31, 2019.
3. Presentation: City Auditor's Report & National Citizen Survey
  - Ziesenhenne introduced Harriet Richardson, City Auditor, who presented results of the 2015 National Citizen Survey as they pertain to Library, the City's Performance Report, and the Citizen Centric Report covering FY2015.

- The National Citizen Survey gathers resident opinions across a range of community issues, including the quality of the community and services provided by the local government; the Performance Report (formerly “Service Efforts and Accomplishments Report”), provides ten years of staffing, spending, workload, and performance data, including some benchmark comparisons to increase accountability and the transparency of City government; the Citizen Centric Report is a summary of highlights in the performance report, financial data, and an overview of the City’s economic outlook.
- Richardson covered the highlights of the City and Library Department sections of the report. Overall results show residents generally like living in Palo Alto, with 91% rating public library services as excellent or good, a 10% increase from 2014. Total library hours open increased 8% from FY2006, and meeting room reservations increased 322% from FY2014. The number of library cardholders increased 10% from FY2014, with 64% Palo Alto residents.
- The report is produced every year and available on the city website at <http://www.cityofpaloalto.org/civicax/filebank/documents/50622>.
- Discussion and questions followed about the survey distribution/results, response rates, as well as definitions of specific statistics and how benchmark targets are established.
- The LAC thanked Richardson for the presentation.

#### 4. Presentation: T-LAB Report

- Jenny Jordan, Library Services Manager, Children’s Library and Youth Services, gave a brief background on the Teen Library Advisory Board (T-LAB) and what it does for the library, the work of her Youth Services librarians, and introduced Gina Martinez, teen librarian, who works with T-LAB members.
- Martinez spoke about the recruitment process in the fall of 2015 for T-LAB, which is made up of a diverse group of teens, ranging from 8<sup>th</sup> to 12<sup>th</sup> Grade from Palo Alto middle schools and high schools. T-LAB goal: help the Library provide positive programs for teens, as well as increase the attendance, communication, quality, resources and fun in Palo Alto teen programs.
- Martinez introduced some of the T-LAB members present at the meeting: Tiffany, Christine, and Ujwal, who shared their favorite program/project this year (e.g. Post-its for Positivity, International Game Day, Toy Drive for the Ronald MacDonald House) and upcoming projects. Photos of some of T-LAB projects/work were shared with the LAC.
- Commissioners gave comments and asked questions on how teen programs/activities are promoted, library’s efforts to meet the needs of Palo Alto

teens, and commended T-LAB members for their participation, creativity and good work.

- Ziesenhenne said the Library has a robust Youth Services staff that reflects Council's and City's priorities regarding supporting teens and contributing positively to their development.
- Certificate of Achievements were presented to T-Lab members Tiffany, Christine and Ujwal.

#### 5. Noise Control at Mitchell Park Library

- RuthAnn Garcia, Library Services Manager, Mitchell Park (MP) and Adult Services, provided a report on the ongoing number of comments/complaints about the noise at Mitchell Park Library and steps taken to address the issue:
  - Structural: work with architects to help mitigate the noise in the open areas
  - Customer (and staff) behavior and etiquette: consistency in addressing the behaviors that cause the noise
  - Need for quiet study area: create an official "Quiet Zone" on the 2<sup>nd</sup> floor, with no talking, cell phones, or group work.
- Staff will continue to monitor the situation and look into other solutions, if necessary.
- Discussion followed, with members of the Commission asking questions about the architects' recommendations, the Quiet Zone and noise level in the summer. Commissioners agreed with Ziesenhenne that the library is an active learning space for the community and expressed appreciation for the amount of effort given to address the issue.

#### 6. 2016 LAC Council Buddies Assignment

- Commissioners agreed to keep their current Council buddies assignment and table this item to December.

#### LIBRARY DIRECTOR'S REPORT

- Ziesenhenne prepared a written report on recent library activities of interest in May/June (At Places), including the most recent dashboard from OrangeBoy, showing a continuing increase in market penetration, and a report on usage of library digital resources for the month of April and May.
- Other updates include:
  - Library's management group is fully staffed, with the addition of new Library Services Manager Alex Perez, who is in charge of circulation activities for the library and manages Rinconada (RI), Downtown (DO) and College Terrace (CT) Libraries.
  - Palo Alto libraries are bed bug free.

- This year's Summer Reading Program focuses on readers' completion rate.
  - Repair bike stations will be installed at Mitchell Park and Rinconada Libraries by August.
  - 3D printer deployments delayed as Library is considering LEED points requirements regarding placement within the buildings. Solution is expected soon.
  - Recruitments are underway to hire three Senior Librarians: two retired and one left for a new position.
  - Library will apply the Harwood framework (core approach rooted in the context of communities) in the next reiteration of the Strategic Plan. Staff who attended the Harwood Public Innovators Lab earlier this year will do a presentation at the next LAC meeting in August.
- Members of the LAC comments and asked follow-up questions on the Senior Librarian vacancies and Library volunteer program.

#### COMMISSIONER REPORTS AND QUESTIONS

Commissioners are invited to participate as judges in the City's July 4 Chili Cook Off.

McDougall made reference to public letters sent to the Library Director, specifically on the inclusiveness of public restrooms at libraries. Ziesenhenne said City has already addressed the concern.

#### COMMENTS AND ANNOUNCEMENTS

LAC meetings will resume meeting at City Hall in August since the Commission has completed holding meetings at all five libraries (October 2015 through June 2016). Chin said parking at City Hall is a problem and suggested having parking spots reserved for Commissioners on meeting date.

Commissioners asked for more information about College Terrace, e.g. library services, the neighborhood, future plans to meet growing community and Stanford expansion, etc. Ziesenhenne said staff will provide information at the August meeting.

AGENDA for meeting on August 25, 2016:

- College Terrace Library and Neighborhood
- Presentation: Harwood Training
- Library Volunteer Program (October)

THE MEETING WAS ADJOURNED AT 9:45 p.m.