

## CITY OF NEWPORT BEACH

### Board of Library Trustees Meeting Minutes September 19, 2016 - 5:00 p.m.

- I. **CALL MEETING TO ORDER** – Chair Johnson-Tucker called the meeting to order at 5:02 p.m.

- II. **ROLL CALL** - Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Jill Johnson-Tucker; Vice Chair Janet Ray; Secretary Paul Watkins

Trustees Absent: Board Member Jerry King, Board Member Douglas Coulter

Staff Present: Library Services Director Tim Hetheron  
Administrative Support Specialist Elaine McMillion  
Support Services Coordinator Melissa Kelly  
Library Services Manager Natalie Basmacyan  
Circulation and Technical Processing Coordinator Melissa Hartson

- III. **NOTICE TO THE PUBLIC**

Chair Johnson-Tucker referred to the Brown Act notice but did not read it.

- IV. **PUBLIC COMMENTS**

Jim Mosher believed the Library survey results were now complete and suggested Trustees and the public would want to know any conclusions, recommendations or actions based on the survey. Perhaps an item regarding the survey could be scheduled for November or December as agenda items shown on the Monitoring List for those months are few.

Chair Johnson-Tucker will review the Monitoring List and request comments regarding additional topics for future meetings.

- V. **CONSENT CALENDAR**

- A. **Consent Calendar Items**

1. **Minutes of the August 15, 2016 Board of Library Trustees Meeting**

Chair Johnson-Tucker noted a few grammatical errors in the Minutes which were corrected.

**2. Customer Comments**

Monthly review of evaluations of library services through suggestions and requests received from customers.

Secretary Watkins indicated staff responses to customer comments were thoughtful. He pointed out that staff is accomplished in handling issues and responding accurately all while being polite. Chair Johnson-Tucker agreed.

**3. Library Activities**

Monthly update of library events, services and statistics.

**4. Expenditure Status Report**

Monthly expenditure status of the library's operating expenses, services, salaries and benefits by department.

**5. Board of Library Trustees Monitoring List**

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Motion made by Secretary Watkins, seconded by Vice Chair Ray, and carried (3-0-0-2) to approve the Consent Calendar.

AYES: Johnson-Tucker, Watkins, Ray

NOES:

ABSTENTIONS:

ABSENCES: King, Coulter

**VI. CURRENT BUSINESS**

**A. Items for Review**

**6. Literacy Update**

Staff will provide the annual overview of the Literacy program.

Support Services Coordinator Melissa Kelly reported on the role of the Newport/Mesa ProLiteracy Advisory Board with the Library.

Fara Mozaffar, Newport/Mesa ProLiteracy Advisory Board President, advised that the ProLiteracy Board works to increase public awareness to ensure sufficient tutors and volunteers are available to assist participants. Most participants find the organization through social media. In the prior fiscal year, volunteers spent almost 9,000 hours to help 206 adult learners. The Board is grateful to the Library for its support.

Cherall Weiss, Literacy Coordinator, reported on new classes for learners; the annual spring lunch event; a Happy Hour event in October with author Maria Semple; online tutor training; a new program called Career Online High School; and International Literacy Day. Ms. Weiss provided attendees with copies of In Our Own Words, a collection of writings from learners. The Board discussed ticket sales for the Happy Hour event and possible confusion of it being a Library Foundation event.

Jim Mosher commented regarding the Literacy Project Foundation. Ms Weiss shared information regarding the Literacy Project, which focuses on literacy for children and schools.

In response to questions from the Board, Ms. Weiss indicated Newport/Mesa ProLiteracy has approximately 125 volunteers, of which 100 are tutors. Most learners attend classes while waiting to be assigned to a tutor. Their annual budget is about \$122,000. Newport/Mesa ProLiteracy utilizes social media, attending meetings of community organizations, advertisements for tutors and word of mouth to increase public awareness.

## **B. Monthly Reports**

### **7. Library Services**

Report of Library issues regarding services, customers and staff.

Library Services Director Tim Hetherington reported regarding the Literacy Day celebration, library card signup month, and the CENIC project.

Library Services Manager Natalie Basmaciyan reported on the success of Digital Saturday in that 171 people attended programs, 220 people entered the raffle, and 200 attended children's programs between 10:00 a.m. and 3:00 p.m. Library staff demonstrated tech toys and digital services for children and fielded 60 reference questions and 10 technology questions. In response to Chair Johnson-Tucker's question, she suggested planning Digital Saturday events quarterly. Secretary Watkins complimented staff on the programs and their good work.

Library Services Director Hetherington advised that he is planning to bring statistical information from the survey to the annual retreat in October. That information could be used to plan programs and activities for the next year or two.

### **8. Friends of the Library Liaison Report**

Trustee update of the most recently attended Friends of the Library Board meeting.

Library Services Director Hetherington indicated Board Member Coulter attended the September meeting of the Friends of the Library. The Friends of the Library is working to increase participation at book sales by tagging onto Library events. Friends of the Library earned approximately \$1,200 through the sale of signed, first edition copies of Dean Koontz books. No date is set for the December luncheon.

Support Services Coordinator Melissa Kelly noted the Friends of the Library increased its membership through Two for One Tuesdays.

### **9. Library Foundation Liaison Report**

Trustee update of the most recently attended Library Foundation Board meeting.

None.

**10. Witte Lectures Committee Liaison Report**

Trustee update of the most recently attended Witte Lectures Committee's monthly meeting.

Chair Johnson-Tucker advised tickets are now on sale.

**VII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

Chair Johnson-Tucker attended several meetings with an architect regarding space for a lecture hall. Information would be presented in a month or two.

Vice Chair Ray received a new passport through the Library, where she received fantastic service. Chair Johnson-Tucker added that the passport service was listed second in a Google search.

**VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS**

Jim Mosher felt that Library staff has learned many good ideas through interaction with other libraries and associations, and Mr. Mosher suggested the Board of Library Trustees participate in a free seminar offered to Library Boards by the California Public Library Advocates.

**IX. ADJOURNMENT – 5:33 p.m.**

Submitted by: *Jill Johnson-Tucker*  
Chair Approval of Minutes